

Reference: RFP-SEC-734539-2025

Date: 11.09.2025

REQUEST FOR PROPOSAL

for the provision of Drupal platform hosting, Search-as-a-Service and related Technical Consultative Services

1. The Organization for Security and Co-operation in Europe (OSCE) hereby seeks Proposals from qualified suppliers, for the provision of Drupal platform hosting, Search-as-a-Service and related Technical Consultative Services (hereinafter referred to as “Website hosting and related services” or “website hosting”) to establish a Local Window Contract (LWC) which will be subject to annual renewals for a total of up to 5 years, according to the requirements as defined in the Terms of Reference (hereinafter referred to as the “TOR”).
2. This Request for Proposals (RFP) consists of this cover letter and the following documents:
 - Annex A: Instruction to Bidders - Request for Proposal (Services) -accessible on the web
 - Annex B: General Conditions of Contract (Services) Rev 2 -accessible on the web
 - Annex C: Terms of Reference
 - Annex D: Technical Compliance Form
 - Annex E: Pricing Form
 - Annex F: Acknowledgement Letter
 - Annex G: Draft Contract
 - Annex H: Special Conditions for the Procurement of Cloud/External Hosting Services
 - Annex I: Non-Disclosure Confidentiality Agreement

Note: Annexes A and B are available for download on the OSCE website at
<https://procurement.osce.org/key-procurement-documents>

3. In submitting a Proposal, each Bidder accepts in full and without restrictions the requirements of this RFP and the Annex B: OSCE General Conditions of Contract (Services), as the sole basis of this tender process and waives their own conditions of sale, whatever they may be. The Bidder business practices shall be in accordance with the principles set out in the OSCE Supplier Code of Conduct available on <https://procurement.osce.org/resources/document/supplier-code-conduct>

INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

General

4. Participation to this RFP and submission of Proposals will only be available electronically, through e-mail submission to the designated address tenders-at@osce.org
5. Proposals must be received no later than **13 Oct 2025 at 17:00 HRS (CEST)**. Proposals submitted after this date and time will be automatically rejected and not be considered for award.

6. Proposals have to include detailed information demonstrating compliance with the requirements, terms and conditions of this RFP. It is the responsibility of the Bidder to verify all aspects of the offered services, prior to submitting a Proposal.
7. The submitted electronic Proposal must indicate the date, Bidder's name, address and must be electronically signed by an authorized representative of the Bidder.
8. Proposals delivered in any other way or format other than the one specified in Article 4 of this RFP will be rejected.

Proposal Format

The Proposal has to be submitted in two separate parts, **a Technical and a Financial part.**

9. The Technical Proposal shall address all aspects of the Annex C: Terms of Reference, part of this RFP and should include models, examples and technical solutions to problems raised in the ToR giving an answer to each of the points mentioned with regard to the methodology, deadlines and organization. The Technical Proposal must respond to the technical specifications and provide, as a minimum, all the information needed for the purpose of awarding a contract. The level of practical details provided in the Technical Proposal will be extremely important for the evaluation of the tender. **The Technical Proposal MUST NOT contain any price or cost information.**
10. The Financial Proposal shall contain clear, concise price information presenting all costs associated with the assignment, including but not limited to remuneration for staff, transportation, equipment and materials, insurance, etc. Prices (excl. taxes) shall be quoted in EURO unless indicated otherwise.

Please ensure that each part of the submitted Proposal includes the following documents or information:

TECHNICAL PROPOSAL:

- Completed and duly signed Vendor Registration Form (<https://procurement.osce.org/vendor-registration>);
- Copy of the Bidder's registration document/license(s);
- Bidder's Financial Statements for the last two years;
- Descriptive summary of the Bidder's professional capacity and experience, including a list of services relevant to the subject of this solicitation that were provided to other clients.
- Three (3) references with names and contact details: addresses and telephone numbers;
- Fully completed Annex D (including required documentary evidence)
- Completed and signed Annex H;
- Completed and signed Annex I;
- List of Proposed Key Personnel with detailed CVs of each proposed key person and indication of proposed position.
- Description of the approach and plans towards satisfying and supporting the requirements set out in the RFP. (Applied methodology, timelines, etc.)
- Migration / transition plan.
- Other data necessary to describe the services offered.

FINANCIAL PROPOSAL:

- Completed and signed Annex E “Pricing Form” and any supporting tables part of it.
- Currency of the Proposal: EURO

Since the OSCE is exempt from TAXES and DUTIES, all prices are to be expressed exclusive of VAT and other taxes and duties.

Evaluation of Proposals

11. As a general rule, only Proposals that are technically acceptable and that provide all the necessary evidence required in the RFP will be considered for financial evaluation. The Proposals will be evaluated according to the following criteria, not necessarily listed in order of priority:
- Demonstrated ability to meet the mandatory technical requirements;
 - Demonstrated financial and human capacity for fulfilling the contract;
 - Demonstrated understanding of the OSCE's need for quality service;
 - Detailed implementation plan demonstrating capability to provide the required services;
 - Cost comparison between the responsive Bidders.

From among all technically acceptable Proposals, the contract award will be made to the Bidder offering the overall lowest cost.

Language of Proposal

12. Proposals must be submitted in the English language and must respond in detail to all technical and financial requirements stipulated in the Annexes.

Proposal Validity

13. Proposals and all price offers shall remain valid and open for acceptance for at least ninety (90) days from the date of closing of this RFP.

Award of Contract

14. Please note that the terms set forth in this RFP, including the contents of the annexes will form part of any contract awarded by the OSCE. Such contract will require compliance with all factual statements and representations made in the Proposal. Any contract will be subject to the OSCE Conditions of Contract (Services).
15. This RFP does not commit the OSCE to consider any Proposal or to award a contract or to pay any costs incurred in the preparation or submission of Proposal, or to procure any service from any Bidder.
16. This RFP contains no contractual offer of any kind. Any Proposal submitted will be regarded as an offer by the Bidder and not as an acceptance by the Bidder of any offer by the OSCE. No contractual relationship exists, except pursuant to purchase order or a contract document signed by the authorized representatives of both parties.
17. The OSCE reserves the right to reject any or all Proposals received in response to this RFP, to split the award and to negotiate with any of the Bidders or other firms in any manner deemed to be in the best interest of the OSCE.
18. The OSCE intends to start the deployment process and have the system in place by January 2026. This timeframe is at the sole discretion of the OSCE and subject to change.

Acknowledgement of Receipt of this RFP

19. Upon receipt of this RFP, you are kindly requested to return the Acknowledgement Letter (***Annex F***) as soon as possible by email to ilias.vadud@osce.org advising whether your company intends to submit a Proposal or not.

Questions

20. Any questions pertaining to this RFP shall be addressed in writing, by email to the attention of ilias.vadud@osce.org **no later than 24 September 2025 at 12:00 HRS CET**. The OSCE will notify all participating Bidders in writing of the questions raised and the corresponding responses.

Sincerely,

Julie Geoffrey,
Chief of Procurement and Contracting Unit
OSCE Secretariat