

Date: 23 January 2024

**Clarification Note**  
**Request for Quotation No. RFQ/SEC/692878/2024**

**Provision of Atlassian Confluence Hosting and Support to the OSCE**

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The Organization for Security and Co-operation in Europe has received a request for clarifications from potential bidders. In accordance with the RFQ bidding document, the OSCE would like to provide the following clarification:

Nr.	Bidders' questions	OSCE clarification
1	How the requirement on minimum years of experience should be evidenced? Is cloud/Azure hosting acceptable? whether the customer's resources are preferred or it can be the supplier's Azure If the client's cloud, are there any guidelines for implementation, e.g. Landing Zone documentation?	The requirement is to have Confluence hosting evidence, i.e. evidence that you rendered the services on Confluence hosting in the past.
2	How many active users do you have in total?	As indicated in the second paragraph of "1. Objectives", there are 990 active user accounts.
3	What locality is used for measure a app response time? It's Austria, any of central Europe contries or any other more far away?	Network latency is excluded from such calculation. However please see "Table No. 2 – 2a,2b".
4	Does the 2 second response limit also apply to the rendering of page file attachments and content created by third party plugins?	No, file attachments and content created by third party plugins is excluded.

5	How normal load level is defined? Average response time for what amount of time?	Normal load is up to 20 simultaneous users. We use the metrics definitions as rendered in this article <a href="https://support.google.com/analytics/answer/2383341?hl=en#zippy=%2Cin-this-article">https://support.google.com/analytics/answer/2383341?hl=en#zippy=%2Cin-this-article</a> and metric tools such as <a href="https://gtmetrix.com/">https://gtmetrix.com/</a> . The average response time should be available for 99.5% of the time.
6	What kind of background screenings are expected here specifically?	Provide information on any background checks or screenings that are done by the Contractor. No specific type of background check is a mandatory requirement for this RFQ.
7	Is planned downtime included into overall uptime?	Yes. Unavailability due to planned, approved maintenance does not count towards the 99.5% availability rate.
8	Does the client require access to monitoring?	Not necessarily, but we need to be informed about any disruptions.
9	Who should deliver a certificate? If Vendor what type of class it should be? Any specific requirements?	Preferably the Contractor shall support integration of free of charge domain validation certificate providers such as LetsEncrypt or GeoTrust. Should a custom certificate be installed, it shall be DV SSL class provided by OSCE.
10	How much time OSCE needs for an approval and testing phase? Is it included into 2 weeks?	The 2 weeks period is after the OSCE tests and approves a Confluence version upgrade in the test environment. The duration of the approval and testing period will depend on the scale and complexity of the change, but the OSCE will aim to provide approval within 5 working days of being notified of a new version being made available in the test environment. The overall process should look as follows: first, the update is rolled out to the test instance, then OSCE performs the testing, and after the successful testing and approval the update should be rolled out to the production instance.
11	Is in included into 2 weeks' timeframe?	It is not included. The 2 weeks period is after the OSCE tests and approves a Confluence version upgrade in the test environment. The duration of the approval and testing period will depend on the scale and complexity of the change, but the OSCE will aim to provide approval within 5 working days of being notified of a new version and it being made available in the test environment. The overall process should look as follows: first, the update is rolled out to the test instance, then OSCE performs the testing, and after the successful testing and approval the update should be rolled out to the production instance.

12	Do you require any specific frequency of backups? For example, one or more per day?	"Table No. 1 – Mandatory Requirements" number 10 asks for RTO and RPO values to be specified. Expected minimum backup frequencies are specified in this requirement.
13	Do you have any requirements on RPO? For example, there is one backup per day (eg. 2:00) and incident is reported after 20:00. Is this RPO enough for you?	Yes, it is enough.
14	Are any RTO & RPO times expected? What RTO/RPO is acceptable within the platform's availability. What unavailability time (length) is acceptable. SLA defines total unavailability, not a single incident	<p>1. Yes, RTO and RPO times should be specified in the proposed SLA.</p> <p>2. "Table No. 1 – Mandatory Requirements" number 10 asks for RTO and RPO values to be specified. Expected minimum backup frequencies are specified in this requirement.</p> <p>3. "Table No. 1 – Mandatory Requirements" number 5 specifies the expected minimum availability of the service. The SLA should specify total availability.</p>
15	What languages should be supported via telephone?	Only English is required.
16	Is ISO 27018, ISO 27001 audit report accepted as well or only SOC 2 report?	Please provide information on any ICT and information security standards and types of reports that apply to the Contractor and the offered service, such as FedRamp, SSAE 16 SOC 2, and ISO 27001. No specific certification is a mandatory requirement for this RFQ.
17	Who will pay for the security audit? Is it part of the service?	It is not expected from the Contractor to pay for it, it is not part of the service. However, it is expected from them to resolve any weaknesses identified in a qualified audit report within 90 days.
18	What encrypted methods are approved for now?	Data in transit should be encrypted with TLS 1.2+ with forward secrecy preferably, server-side encryption method should be compliant with FIPS-140-2 Level 1 (e.g. AES-256).
19	Are you already using any MFA technology? Or do you want to implement MFA with any specific technology?	We are not using MFA currently. Please specify whether you can offer integrations with time-based one-time password and HMAC-based one-time password software-based authenticators such as Microsoft Authenticator, Google Authenticator, FreeOTP and others.
20	Do you expect Confluence available from public network with MFA or from VPN with MFA?	It is meant to be accessible from public networks. No VPN is required.

21	Do you require such a solution design so that the service is resilient against a data center outage, i.e. operated in two locations?	Please see "Table No. 1 – Mandatory Requirements" number 11: An offsite disaster recovery solution for the Confluence website must be provided. It can be cold offsite disaster recovery solution. Please specify RTO and RPO.
22	What plugins are installed? Is Confluence integrated with LDAP, especially Azure? Who will deliver email system to provision Confluence notifications?	<p>Assuming that "plugins" mean custom applications installed to the Confluence instance, the following list contains currently used ones:</p> <p>1. Comala Document Management, 2. Google Analytics in Confluence, 3. Live Roadmap, 4. Atlassian Troubleshooting and Support Tools, 5. Confluence Cloud Migration Assistant, 6. Draw.io Confluence, 7. Multivote and Enterprise Survey for Confluence, 8. Scroll PDF Exporter, 9. Scroll Word Exporter, 10. Translations for Confluence (formerly Language Macros), 11. User Management for Confluence 12. Analytics for Confluence, 13. Announcement Banner for Confluence, 14. aura 15. Calendar Insights, 16. Chat for Confluence, 17. Community Forums Plugin, 18. Confluence Source Editor, 19. HideElements for Confluence, 20. HTML for Confluence, 21. Jolokia Agent for Atlassian, 22. osce-theme, 23. Scroll Exporter Extensions, 24. Scroll Runtime for Confluence, 25. SSO for Atlassian Data Center, 26. System App: Administration UI, 27. Team Calendars, 28. TechTime Core, 29. User Management Utility - Bulk User Upload.</p> <p>No LDAP integration, no Azure. Users are currently located in the internal Confluence directory. Confluence must send notifications to the OSCE-defined email addresses. Unless connected by VPN, we expect SendGrid integration or alternatively an SMTP service from the Contractor.</p>
23	How long OSCE will verify migration complete. How long last acceptance process? How long should production migration last the latest?	The migration should not take longer than 5 business days. Acceptance will be delivered within 5 business days.
24	Is there a requirement of node count for Confluence Data Center?	No, there is none of such requirements.
25	Will the selected supplier have access to the current (old) instance of Confluence or will he only receive a backup of the entire content and configuration as described in Table No. 1 point 16	No, they will not obtain such access. The selected Contractor will receive content in a backup format.

26	How many test/development/non-production instances of Confluence are required?	One test instance is sufficient.
27	Are the services defined in Chapter 2 "Scope of Services" assumed to be Time & Material on the basis of prior approval or should they be part of a flat monthly payment? If they will be part of flat-rate payments, how will possible support/development beyond the standard "framework" be handled, e.g. in the form of another order?	Please be guided by the RFQ Annex 3 - Financial Quotation Form.
28	Are SLA levels defined? E.g. Response and Resolution Time according Priority/Severity?	As requested in Chapter 3.3 of the ToR, a defined Service Level Agreement (SLA) shall be provided covering all service management targets and metrics, including website availability, website performance, backup and recovery RPO and RTO, and target response and resolution times for ticket handling. The SLA should propose a suitable classification of incidents according to priority/severity together with the associated target response and resolution times.
29	Should the offer also include a subscription for Confluence or consultation on licenses? (That is, handling/extending free Atlassian Confluence Community License)	No, the OSCE is using own licenses.
30	Please confirm that into required 99.5% metric the planned and approved maintenance is not counted in	Confirmed. Unavailability due to planned, approved maintenance does not count towards the 99.5% availability rate.
31	Is there any desired specific team to test out functionality after upgrade is performed on non-productive environment? We are asking as a clarification if there will be a counterpart from OSCE to confirm the deployment before we migrate changes to production.	Yes, the OSCE has a team of professional to carry out functionality tests after upgrade.

32	We adhere to our best practices to keep daily increments, weekly full backups with retention of 3 months, monthly full backups with retention of half year. Is this sufficient for your requirement? (Yearly backup on a system with frequent changes like Confluence or any collaboration platform doesn't make any sense, only for archive backups if needed)	A minimum daily backup is required. It can be incremental as long as you can return to any day. Additional backup shall be taken before applying patches and updates. "Table No. 1 – Mandatory Requirements" number 10 asks for RTO and RPO values to be specified. Expected minimum backup frequencies are specified in this requirement.
33	Will you also provide list of actually installed plugins/addons in your instance?	Yes, the following list contains currently used ones: 1. Comala Document Management, 2. Google Analytics in Confluence, 3. Live Roadmap, 4. Atlassian Troubleshooting and Support Tools, 5. Confluence Cloud Migration Assistant, 6. Draw.io Confluence, 7. Multivote and Enterprise Survey for Confluence, 8. Scroll PDF Exporter, 9. Scroll Word Exporter, 10. Translations for Confluence (formerly Language Macros), 11. User Management for Confluence 12. Analytics for Confluence, 13. Announcement Banner for Confluence, 14. aura 15. Calendar Insights, 16. Chat for Confluence, 17. Community Forums Plugin, 18. Confluence Source Editor, 19. HideElements for Confluence, 20. HTML for Confluence, 21. Jolokia Agent for Atlassian, 22. osce-theme, 23. Scroll Exporter Extensions, 24. Scroll Runtime for Confluence, 25. SSO for Atlassian Data Center, 26. System App: Administration UI, 27. Team Calendars, 28. TechTime Core, 29. User Management Utility - Bulk User Upload.
34	Will you also please provide actual JVM parameters of your Confluence instance?	JVM Version 11 JVM Vendor Oracle Corporation JVM Implementation Version 11.0.21+9-post-Debian-1deb11u1 JVM_MIN_MEMORY 1024m JVM_MAX_MEMORY 4096m
35	Will you also provide any modifications made to official or regular installation of Confluence?	There are none.
36	Is your instance configured with enabled remote API access?	No, we do not require a remote API access.
37	Is your instance configured with enabled mailing service? (relay servers or dedicated mail server)	Sendgrid SMTP Server.

38	Is your instance configured against remote users directory? (crowd/access or LDAP) or is it using internal users directory?	Currently, the users reside in Confluence Internal Directory.
39	We also need to have these configurations since they are mainly excluded from full XML export.	We will provide all necessary data for complete migration in accordance to Table 1. No 16 procedure.
40	What kind of factors are expected in the report part "Statistics on Confluence service usage"? - Active users over the month? - traffic against the instance? - amount of edited pages over the last month? - Active number of clicks (excluding bots) on a landing page?	Yes, these are acceptable.
41	At this moment the OSCE communities landing page is available from public internet without MFA. The expected result is to have this instance available from internal or predefined networks only? Or there is a target to access the data on filesystem/s of the instance directly (this will not be able outside of VPN or security audited access)?	This is something we would like to look into as an additional protection level, but it's an optional requirement.
42	What type of instances are currently used to host the Atlassian software?	We are currently hosting Confluence workspaces only.
43	Can you provide us with the architecture diagram for the currently used infrastructure?	We are tendering for a SaaS service; the architecture diagram is not available.
44	Please send us the current usage of resources, number of requests, number of applications.	As indicated in the second paragraph of "1. Objectives": At the current time, the Communities website contains 35 active Confluence Spaces, 1453 pages, 6618 attachments, 990 active user accounts, and 15 GB of Confluence content (database and files). There are 29 installed applications at the moment.
45	Where are the user accounts stored?	They are stored in the Internal Directory of Confluence.
46	What type of backup is currently utilized?	Weekly full and daily incremental backups would fit.

47	What size of the delivery team is sought by OSCE for this project?	It is on discretion of Contractor.
48	What are required FTE values?	We are tendering for a SaaS service, the required level of effort to provide the service is not part of our requirements.
49	Can the migration project be accounted with T&M payment model, if the volume of content to be migrated remains unknown?	The volume of content is well known and indicated in the second paragraph of "1. Objectives": At the current time, the Communities website contains 35 active Confluence Spaces, 1453 pages, 6618 attachments, 990 active user accounts, and 15 GB of Confluence content (database and files).
50	Can you provide us with the scope of service desk responsibility?	The Contractor service desk should provide first-line technical support to incidents, service requests, problems, and changes reported by OSCE ICT personnel. The Contractor service desk will not provide support to Confluence end-users, these will be handled by the OSCE and if appropriate a corresponding ticket will be raised with the Contractor.
51	In the procurement documentation, we did not find the requirements for response time and resolution time of your requirements, can you specify them according to priority?	As requested in section 3.3 of the ToR, a defined Service Level Agreement (SLA) shall be provided covering all service management targets and metrics, including website availability, website performance, backup and recovery RPO and RTO, and target response and resolution times for ticket handling. The SLA should propose a suitable classification of incidents according to priority/severity together with the associated target response and resolution times.
52	According to the FINANCIAL QUOTATION FORM, the price of the service should include Confluence hosting and support according to the ToR. We understand the hosting platform and related services as part of the flat rate. However, the request does not specify whether the provider will also handle application errors and incidents and services in managing Confluence. Please clarify.	Yes, we envisage that the Contractor is responsible in handling the application errors and incidents and services in managing Confluence as part of the support. In that context the price can be indicated as package or separately for the hosting and the support.

Sincerely,

OSCE Procurement and Contracting Unit