CLARIFICATION NOTE
– Version 1.0

Issue Date: 25.04.2024 **(**added questions Nr. 1 to 7)

Tender No: ITB/SEC/692264/2024

Subject: Invitation to Bid Nr. SEC/692264/2024 for the provision of an Electronic Medical Records System (EMRS)

In regards to the issued ITB/SEC/692264/2024 for the provision of an Electronic Medical Records System (EMRS), the OSCE would like to provide the following clarifications in regards to the raised clarification questions by participating suppliers:

Nr.	Type	References	Question	Answer
1	Technical	**Annex C - Vendor Registration Form - Section 4: Technical Capacity and Information on Goods/Services offered, 2. Quality Assurance Certification Number:**	*What do you mean with Quality Assurance Certification Number?*	Annex C - Vendor Registration Form is a general form used for registering the Vendors in the OSCE's system. It is a General Template and some of the fields may not be relevant. Please include N/A in non-relevant fields.
Nr.	Type	References	Question	Answer

2	Technical	**Annex E**	*Can you specify the expectations for "An offsite disaster recovery solution for the EMRS must be provided."*	Mandatory Technical Requirement 22 specifies that an "offsite disaster recovery solution for the EMRS must be provided".
				The OSCE's requirement is that in the event of a disaster in the primary hosting site for the SaaS EMRS, that the vendor can reliably re-establish services at a different hosting site within a defined period of time. Disasters might include fire, flood, equipment failure, or a cybersecurity attack such as ransomware.
				The technical nature of the disaster recovery solution is left to the vendor, but should be described in their response to the ITB. For example, a multi-site configuration with failover capability would be sufficient.
3	Technical	**Annex E**	*What is the minimum backup retention, it says 90 days and 1 year. The standard retention for BCS Dossier Manager is 90 days.*	Mandatory Technical Requirement 21 specifies that "A backup and recovery service for the EMRS website must be provided (all content, configuration, and data). At minimum daily, weekly, monthly, and yearly backups shall be retained. Backups shall be taken before applying patches to the system".
				In addition, the Checklist of Special Conditions number 6b asks that "The Contractor will regularly backup OSCE Data, retain backups for at least 90 days, and will destroy or transmit backup copies at OSCE request".
				The Mandatory Requirement prevails in this case, and the OSCE asks that "end of year" yearly backups are available. We consider backups to be different to data retention in user-accessible "recycle bins" or similar. Backups do not need to be accessible to end-users, and their restoration would be requested by the OSCE ICT through the vendor's service desk.
				If a traditional backup regime with daily, weekly, monthly, and yearly

				backups is not supported, please explain whether the OSCE can themselves take extracts of their data from the system at these intervals to retain our own data backups.
4	Technical	**Annex E**	*Where can we find the "Expected output and performance indicators"*	Mandatory Technical Requirement 27 specifies that "Evaluation and reporting on the services provided to the OSCE must take place on a monthly basis, as per the specification in the section "Expected output and performance indicators".

Due to a clerical error, the section "Expected output and performance indicators" was changed in the ITB documentation. Periodic reporting by the vendor on the services provided to the OSCE shall be on the basis of the metrics defined in the Service Level Agreement (SLA). The OSCE's expectations for the SLA are defined in Annex D, Chapter "6. Requirements", item 6.5: "A defined Service Level Agreement (SLA) covering all service management targets and metrics, including service availability, performance, backup and recovery RPO and RTO, and target response and resolution times for ticket handling".

The OSCE wish to receive a period report (ideally monthly) on system health and compliance with the SLA metrics. The report may be automatically or manually generated, or available from system dashboards. Reporting on a less frequent period is acceptable, if the reports can be decomposed on a monthly basis. |
| 5 | Technical | **Annex G** | *Training sessions*
We have training sessions for 4 hours and 8 hours. What is the length of the desired sessions? | The length of the training sessions must be suitable to fulfill the end-user's need to utilize the system and use of the Mandatory Functional requirements. It is the Bidder to decide which training session would be most suitable to fulfill the requirements. |

6	Technical	**Annex G**	*Training sessions Implementation phase*	During the implementation phase, it is mandatory training to be obtained by the awarded Bidder to the end-users.
7	Technical	**Annex G**	*Pricing User subscription (estimate 3000 users)* *Do you expect a price for the total 3000 users or do you expect a price per user which will be multiplied by 3000?*	The final Financial Evaluation will be the price per user multiplied by 3000. Please include the price per user.