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International Organisation of Vine and Wine

SELECTION OF AN IT SERVICE PROVIDER FOR THE MIGRATION, HOSTING, AND SUPPORT OF OIV WEBSITE AND DIGITAL PLATFORMS

CALL FOR TENDERS
TERMS OF REFERENCE

OIV

1. Background and context

The International Organisation of Vine and Wine (OIV) operates a public website and a set of digital platforms supporting its activities, the work of its Secretariat, and collaboration with delegates and experts from its Member States worldwide.

These platforms include in particular:

- a **public multilingual institutional website**, providing access to editorial content, institutional information, publications, technical documents, events, and interactive databases;
- a **Digital Workplace platform**, used by the OIV Secretariat and by several hundred delegates and external users.

OIV currently relies on an external IT service provider for the hosting, maintenance and support of these platforms since 2021.

Following an internal technical assessment, OIV has decided to launch a **call for tenders** to select an IT service provider capable of ensuring the continuity, security and sustainability of its digital platforms.

2. Objectives of the call for tenders

The objective of this **call for tenders** is to select **an IT service provider** capable of acting as both:

- an operational service provider, ensuring day-to-day operation and continuity of service; and
- a **technical advisor**, proactively identifying risks and proposing mitigation measures.
- More specifically, the selected provider shall ensure:
- migration of hosting infrastructures to a transferable environment;
- secure hosting and maintenance;
- takeover and operational continuity of existing platforms;
- reliable technical support for internal and external users;
- compliance with security and data protection requirements.

The services described in this Terms of Reference will form the basis of a **future service agreement** to be concluded following this call for tenders.

3. Scope of the call for tenders

Platforms in scope

This call for tenders covers exclusively:

- the **public website**, based on the Drupal CMS and including Power BI integrations;
- the **Digital Workplace**, based on Microsoft 365 (SharePoint Online) and associated SQL databases.

The scope also includes **all existing specialised databases and digital repositories** integrated with the public website and/or the Digital Workplace, including the digital library of **OIV codes, standards and technical documents, a statistical database, a database on Vine Varieties Names and Synonyms, GI/AO database, Ampelography database**, as well as their administrative/back-office interfaces.

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4. Definitions

For the purposes of this call for tenders:

- 🔴 **Takeover** refers to the assumption of operational responsibility for the existing platforms, including access, documentation, environments and daily operation.
- 🔴 **Migration** refers to the migration of the **hosting infrastructures of all platforms in scope**, from the cloud environment currently managed by the existing provider to a hosting environment managed by the selected provider or another solution validated by OIV. Migration refers to an infrastructure/hosting migration and does not include functional redevelopment of the platforms, unless requested separately.

- 🔴 Migration includes, at minimum:
- 🔴 application services and function apps;
- 🔴 databases;
- 🔴 document and media repositories;
- 🔴 storage accounts;
- 🔴 monitoring and logging tools;
- 🔴 data integration components;
- 🔴 identity/access and configuration elements required to operate the platforms (accounts, roles, permissions, certificates and domains).

5. Takeover and operational support

5.1 General obligations

The selected provider shall:

- 🔴 act as **point of responsibility** for all platforms in scope;
- 🔴 ensure communication in **English** as mandatory working language (French as an asset);
- 🔴 provide a **ticketing system** for incidents, service requests and changes;
- 🔴 ensure timely support during **business hours**;
- 🔴 Provide Guaranteed response and resolution times for blocking, major and minor incidents, including support requests.
- 🔴 take into account **seasonality of OIV activities**, notably statutory meetings and other periods of peak institutional activity;
- 🔴 mobilise appropriate technical profiles when required;
- 🔴 maintain up-to-date technical and operational documentation;
- 🔴 ensure transparency in incident handling;
- 🔴 proactively identify and communicate risks.

5.2 Public website – Drupal and Power BI

Current situation (for information)

- 🔴 Drupal CMS, multilingual;
- 🔴 complex editorial structures (standards, technical documents, resolutions, news, events);
- 🔴 versioning and content management features (drafting, review and publication);
- 🔴 Power BI dashboards integrated via API with custom components;

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- hosting currently managed by the existing provider.

Operational support shall include
- availability and performance monitoring;
- security updates and patching;
- access, permissions and certificate management;
- incident handling;
- support to Power BI integrations (access, refresh, embedding);
- minor visual adjustments;
- backup and restoration of website and databases.

Major redesigns or new developments are excluded unless ordered separately.

5.3 Digital Workplace – SharePoint Online and SQL
Current situation (for information)
- Microsoft 365–based ecosystem;
- SharePoint Online, SQL databases, Teams, Power Automate, Forms;
- custom components;
- supports **statutory bodies** and **temporary electronic working groups (eWGs)**;
- includes functional modules (questionnaires, collaborative workspaces, etc);
- operates with a **testing environment** and a **live operational environment**;
- approximately 500 users worldwide.

Operational support shall include
- SharePoint and M365 administration and maintenance;
- user and permission management;
- governance rules (naming, permissions, lifecycle);
- restructuring of existing spaces when required;
- inventory and stabilisation of workflows;
- lifecycle management of collaborative workspaces;
- SQL database administration;
- user support across different time zones.

6. Infrastructure migration

6.1 Scope
The selected provider shall migrate **all hosting infrastructures** of platforms in scope, in coordination with the current provider.
The migration includes:
- all application components;
- all databases;
- document and media repositories;
- storage, monitoring and integration services.

6.2 Timeline and constraints
- Migration must be completed **between May and June 2026.**

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- ● Service disruption must be minimised.
- ● Planned downtime must be validated in advance.
- ● Continuity during statutory meetings is critical.

7. Cross-cutting obligations

The provider shall:
- ● define and operate a **backup strategy**;
- ● ensure security hardening;
- ● consolidate technical documentation;
- ● implement **GDPR corrective measures**, including data retention and deletion mechanisms when data are no longer needed;
- ● identify third-party dependencies and mitigation measures.

8. Hosting principles

- ● Hosting solutions may be proposed subject to OIV validation.
- ● Hosting must be **fully transferable**, without lock-in.
- ● OIV retains ownership of all data and configurations.

9. Governance, reporting and monitoring

- ● Regular coordination meetings;
- ● Monthly activity reports (tickets, incidents, actions, risks);
- ● Clear escalation procedures (who is contacted and within which timeframe in case of high-priority incidents).

10. Duration and financial framework

- ● Duration of the future service agreement: **12 months**, renewable;
- ● Planned start date: **early May 2026**;
- ● Financial offers must distinguish:
  - o recurring services,
  - o mandatory migration,
  - o optional services.

11. Reversibility

At the end of the future service agreement, the provider shall ensure full reversibility of services, including:
- ● delivery of all data and databases;
- ● delivery of all source code, scripts and custom technical components developed or configured specifically for OIV within the scope of this call for tenders;
- ● transfer of all administrative and operational access rights required to operate the platforms;

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- delivery of technical and operational documentation necessary to ensure continuity of service;
- reasonable transition support, if required, to facilitate the handover to another provider or internal team.

12. Evaluation criteria

- Financial offer with highly competitive price
- Technical expertise and understanding
- Quality of support organisation
- Governance and reporting approach

13. Submission of tenders

- Tenderers shall submit a **single technical and financial proposal** covering the full scope of services described in this Terms of Reference.
- Where specific technologies or solutions are referenced in this document, tenderers may propose **technically equivalent solutions**, provided that the same objectives are met and that no reduction in service quality, security, or transferability is introduced.
- Proposals shall be submitted electronically to OIV in accordance with the instructions and deadline specified in the call for tenders.
- Applications shall be submitted **in English or French only** by email to deputy@oiv.int
- OIV reserves the right to invite one or more tenderers to **clarification meetings or interviews** as part of the evaluation process.
- Proposals of tenders will be treated with strict confidentiality by OIV, as well as, reciprocally, all documents provided by OIV.
- **Deadline for submission is 31 March 2026 – 00:00 CET**

14. Contact point

All request must be addressed to
Mr Yann Juban
Deputy Director General
OIV – 1 rue Monge – 21000 Dijon - deputy@oiv.int – Tel 01.44.94.80.95

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Appendix Summary functional description

Criterion	Current status	Comment
Drupal version	9.3	No longer maintained since November 2022. Drupal version update required
Multilingual	6 languages	Good coverage, to be maintained
Security	SMTP active, Antibot installed	Good practices, but beware of unmaintained modules
Search engine	Search API + DB (no indexed files)	Limited performance, no external engine such as Solr
GDPR/Compliance	Email storage without automatic purging	Non-compliant, to be corrected
Theme	Child theme based on Bootstrap Barrio	Solid, but requires updating and revalidation Drupal
Modules	Contrib modules and 8 custom modules to be updated	
Layout	Layout Builder + Paragraphs	Flexible structure, good basis for future improvement

Website

Digital Work Place

Presentation of the platform	Business application developed for the OIV
	Unique platform for the various stakeholders in the organisation (OIV Secretariat, Delegations, Experts, Observers, etc.)
	Enables management of content, contributions and processes related to resolutions, questionnaires and working groups
	Collaborative, multilingual, secure and structured workspace
	Allows users to access the platform's various tools via a single sign-on
	Automates repetitive tasks and simplifies workflows
	Provides access to various reports enabling OIV stakeholders to base their analysis on the most relevant databases and KPIs for their activities, in an intuitive manner
	A communication and visibility tool for scientists working in the field of wine around the world, this platform also contributes to the creation of an international scientific network

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Technologies and architecture	Azure Active Directory for user rights and access management
	SharePoint Online for document structure
	Power Automate for automated workflows
	Microsoft Teams for "Electronic Working Group (EWG)" workspaces
	Microsoft Forms for questionnaires
	SPFx (SharePoint Framework) for custom components
Key features	Identity and access management (Azure Active Directory)
	Based on a set of centralised SharePoint lists used as business repositories. These lists enable data to be structured and cross-referenced within the solution
	Digital working groups (EWGs)
	List of Experts
	List of Countries and Organisations
	OIV events and meetings
	User types/roles and access
	Document workflow management (via Power Automate) with 4 types of workflow (assignment, resolution lifecycle, questionnaire and survey)
	Multilingual interface
	Supported browsers and devices (PC, tablet and mobile)
	Structured forms for comments and questionnaires (Microsoft Forms)
	Automated Excel import/export
	SharePoint-based search engine
	Document management in SharePoint
	Document management in SharePoint
	Integrated LabWork module

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