

Date: 07 August 2018

**Clarification Note # 1**

**Invitation to Bid (ITB) No. UKR/04/2018 - Supply and delivery of cybersecurity solutions McAfee Network Security Platform, McAfee Threat Intelligence Exchange, and Security Information and Event Management (SIEM) McAfee SIEM**

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In accordance with issued ITB No. UKR/04/2018, the OSCE would like to provide the following clarification to the ITB Documents.

**Question 1:**

**Deployment, Setup and Implementation**

The bidder shall provide deployment, setup and implementation of the above security solutions.

*Can the OSCE share a SoW in order to better understand what your expectations on the deliverables are? If yes, can you consider extending the deadline for the RFP or EOI as we need to review additional technical details?*

**Answer 1:**

*The bidder will provide assistance, such as consultations and expertise, in the process of deployment.*

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**Question 2:**

**Training**

The bidder shall provide training by a trainer certified by the producer as to the use of the above security solutions (in the Ukrainian language).

*Can you specify the level of training expected? What is the duration? How many people will be trained? What are the trainees' current background and/or skills regarding the required goods and services?*

**Answer 2:**

*The bidder will provide an enhanced training for 3 system administrators as to the technologies and their application, which will include both theoretical and practical parts. Training duration will be about 5 full days (40 hours). This will be an instructor-led classroom training. The instructor will be certified by the producer. Training language will be Ukrainian.*

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**Question 3:**

**Aftersales Support**

Availability of authorized service center in Ukraine is obligatory. In case a bidder does not have a service centre stationed in Ukraine, it can provide a reasonably equivalent alternative option in its bid, e.g. visiting

of its technical experts from overseas, authorization of a local entity or a local professional to be responsible for after sale support, etc.

*In case of visits of overseas experts, will the offeror be responsible to apply for working permits/visa in Ukraine? Who will be responsible for the flights/accommodation/ travel Insurance?*

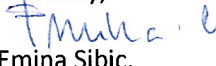
**Answer 3:**

*The bidder shall be an authorized partner of McAfee (any of McAfee's distributors, resellers or other business partners that are authorized by McAfee in writing to sell Support). Therefore, please note that McAfee uses commercially reasonable efforts to meet the response times set forth in its escalation and response charters. Support shall be provided in Ukrainian or Russian. All arrangements to provide such aftersales support shall be done by the successful bidder.*

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Please note that in accordance with this clarification **the deadline for submission of bids** for opened ITB No. UKR/04/2018 - Supply and delivery of cybersecurity solutions McAfee Network Security Platform, McAfee Threat Intelligence Exchange, and Security Information and Event Management (SIEM) McAfee SIEM is extended till **23 August 2018, 11:00 Kyiv local time.**

Sincerely,

  
Emina Sibic,  
Chief of Fund Administration,  
OSCE Project Coordinator in Ukraine

