

Date: 13 August 2018

Clarification Note # 2

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

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

Question 1: Is the presence of a bidder's specialist on the customer's site obligatory for consultations at the implementation stage or can consultations be conducted remotely? If consultations should be held at the customer's site, please specify in which city.

Answer 1: Implementation shall be done at the site of the CEC in the city of Kyiv. A presence of the bidder's specialist on the customer's site at the implementation stage is obligatory.

Question 2: What is the time and amount of consultations at the implementation phase?

Answer 2: Consultations shall be provided tentatively within 20 business days at the implementation stage following hardware delivery. In addition, at the implementation stage, the customer has the right to additionally receive responses to its questions in writing. Additional consultations as part of technical support may be provided remotely.

Question 3: In what languages can consultations be provided?

Answer 3: Consultations shall be provided in Ukrainian.

Question 4: Who'll pay for the expenses associated with the travel of the bidder's specialist for training and consultations at the customer's site during the implementation phase, if they cannot be provided remotely?

Answer 4: All costs related to training and consulting at the implementation stage shall be borne by the bidder.

Question 5: Is it possible to conduct training on the customer's site or can it be conducted at any site in city where the customer is?

Answer 5: Training may be delivered on any training/education site that is equipped for relevant purposes and is located in the city of Kyiv.

Sincerely,

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

