



Organization for Security and
Co-operation in Europe

Questions and Answers

Ref: RFR-SEC-16-2019 - Provision of Telephone Communication
Services

Batch #1

Reference Request for Proposal RFP-SEC-16-2019, OSCE received the following request for clarification until 02-Jul-2019:

Question #1:

One of the prospective bidders enquired possibility of extension of times stated under Annex C - Terms of Reference, paragraph 2.5, especially 2.5.2. Referenced paragraph states the following:

2.5. Service Availability

2.5.1. The Bidder's services shall be available twenty-four (24) hours a day, seven (7) days a week, with outages in line with ITU recommendations (<https://www.itu.int/pub/T-REC>). The Bidder must indicate the guaranteed availability of its services.

2.5.2. Response times for troubleshooting of network failures, and recovery time of the service in case of failure must be indicated. Minimum response time for inquiries in case of failure notification must be 2 hours (365 days/year), with a guaranteed time to repair not exceeding 4 hours (365 days/year).

2.5.3. The minimum advance notice for planned maintenance must be 10 business days.

Answer #1:

There is no changes to requirements specified under Annex C - Terms of Reference, paragraph 2.5, including 2.5.2. Response times remain as originally specified and requested.

Regards

Procurement and Contracting Unit
OSCE Secretariat