

CLARIFICATION NOTE

– Version 1.0

Issue Date: 01.03.2021

Tender No: IFP/SEC/04/2021

Subject: Invitation for Prequalification (IFP) Nr. SEC/04/2021 in relation to the planned upcoming tender for the provision of Remote Desktop solutions

In regards to the issued IFP/SEC/04/2021 for pre-qualifying interested Bidders to participate in the upcoming tender for the provision of Remote Desktop Solutions, the OSCE would like to provide the following clarifications in regards to the raised clarification questions by participating suppliers:

Nr.	Type	Reference	Question	Answer
1	Administrative	Requirement Nr. 18 from Annex B – IFP Response form	<p>How long does the OSCE expect this demo presentation to last so we can prepare better?</p> <p>Besides OSCE ICT (technical) staff, will someone else from OSCE side like legal, finance or other administrative staff participate on the demo presentation?</p>	<p>Each demo presentation meeting should not last more than 60 min in total, please also plan some time for Q&A within this 1h period you will get to present your Remote Desktop Solution.</p> <p>OSCE confirms that on the demo presentations there will be only ICT (technical) staff present as at this stage we are only interested in the technical features and functionalities of your offered solution. When scheduling the demo presentations we will indicate the names and titles of the OSCE participants.</p>

Nr.	Type	Reference	Question	Answer
2	Technical	Requirement Nr. 9a from Annex B – IFP Response form	<p>Is OSCE looking for remote desktop tools that support:</p> <ul style="list-style-type: none"> a) Both Internet and VPN connections; b) Either Internet or VPN connections; <p>In case of VPN connections, please detail if the requirement is towards support for a completely enclosed on premise environment, with zero connectivity outside the LAN/VPN;</p>	<p>We need to be able to connect to a remote device when it is connected fine in VPN but also to it when VPN is NOT working or if it has no VPN (personal BYOD device)</p>
3	Technical / Financial	Requirement Nr. 8 from Annex B – IFP Response form	<p>For the vendor's own product licenses (other than Microsoft), is there any preference at OSCE towards: Annual Subscription type of licensing vs Perpetual type of licensing contracts?</p>	<p>Please note that Annual subscription type of licensing is easier for us to budget, but feel free to offer any of the options.</p>
4	Administrative	Requirement Nr. 18 from Annex B – IFP Response form	<p>You highlighted in Annex B that you expect 2 time slots to be provided for the demonstration. Is this a general request (e.g. every Monday and Tuesday afternoon) or is this within a specific timeframe (e.g. a specific date and time)?</p>	<p>You are free to choose and propose any two dates and timeslots, which suit you best for your product demonstration. We are asking for two proposals because then we will see internally which of the proposed meeting slots suits us and will confirm to you. Feel free to suggest any day and time of the week, which fall latest until April 15th 2021.</p>
5	Administrative	Requirement Nr. 5 from Annex B – IFP Response form	<p>Some customers do not want to be mentioned and be approached as referenced clients. How should we answer this requirement?</p>	<p>Please only list client names and contact details which are consent to be potentially contacted by OSCE in future. In case you have confidentiality issues / signed NDAs on certain projects, then you can leave out the customer names and contact details and you can just briefly outline the case or industry in which your solution is used.</p>