



Organization for Security and
Co-operation in Europe

Date: 24 February 2011

RFP/01/2011/CPA220643 Cisco Project and Support Services (Pool Hours)

Clarification Note 1

The Organization for Security and Co-operation in Europe (“the OSCE”) has received requests for clarification from potential bidders with regard to RFP No. RFP/01/2011/CPA220643.

In accordance with Article 8 “Clarification of Bidding Documents” of Instructions to Bidders - the OSCE would like to provide the following clarifications:

Question 1

Who is responsible for ensuring Cisco spare equipment (OSCE or the Bidder)?

Answer 1

The OSCE will secure spare equipment. The Cisco hardware is currently covered by a hardware maintenance agreement.

Question 2

Could you confirm that resolving incidents will require remote access only or is on-site availability of the staff required as well?

Answer 2

The OSCE would prefer the remote assistance in the form of advice or remote access whenever feasible. In case of the support to the isolated network, on-site availability will be required in Vienna.

Question 3

Installation of the new equipment will require on-site presence of the Bidder staff, is this correct? Also, which countries are in the scope of the new installations?

Answer 3

It is unlikely that the installation of new equipment will require the physical presence of Bidder's staff outside Vienna.

Question 4

Repair and replacement of faulty components – please specify which repairs are to be done by contractor? Which faults are to be done by contractor? How is the process defined? Who is allowed to open TAC cases with Cisco? Please describe the current IMAC process? (4.2)

Answer 4

Cisco hardware is currently covered by a hardware maintenance agreement. TAC cases may be opened with Cisco either by the OSCE or by the Contractor.

Question 5

Section IV – official holidays – please specify whether these are official Austrian holidays.

Answer 5

Please refer to section V - 8.2. “OSCE holidays”

Question 6

Please specify all the locations in and outside of Austria to be supported by contractor.

Answer 6

Please refer to Section V - 3.1 and 3.2 for the relevant information.

Question 7

Please specify a list of current components to be supported by contractor in each location (location, configuration, Cisco ID, serial number, date of delivery, IOS version, features of the component etc.) together with the current SLA per component (acc. to 6.2 green(yellow/red))

Answer 7

The size and dynamics of the list does not make it feasible to be presented here. The required resolution time is not pre-determined by an individual component but will be estimated by the OSCE on case-by-case basis. The list of current components to be supported by contractor can be found below:

Switches

Cisco Catalyst 6513 with Cisco Application Control Engine (ACE) Service Module
Cisco Catalyst 3750 Series
Cisco Catalyst 3560 Series
Cisco Catalyst 3550 Series
Cisco Catalyst 2960 Series
Cisco Catalyst 2950 Series

Routers

Cisco 3800 Series as voice gateways
Cisco 2800 Series for Internet access
Cisco 1800 Series for MAN of CPC/NMT

Wireless LAN

Cisco 4402 WLAN Controller (WLC)
Cisco Wireless Control System (WCS)
Cisco Aironet 1230A
Cisco Aironet 1231
Cisco Aironet 1240AG
Cisco Aironet 1042N
Cisco Secure ACS 4.X Solution Engine

Load balancer

Cisco CSS 11501
Cisco Application Control Engine (ACE) Service Module
Cisco Application Networking Manager (ANM) 4.1 virtual appliance

Firewall

Cisco ASA 5505 Series
Cisco ASA 5510 Series

Unified Communication

Cisco Unity 5.0 on Cisco MCS 7835-H2

Cisco Unified Communication Manager 6.1.5 on Cisco MCS 7825-H3

Solution Plus ARC Enterprise PC Attendent Console on HP ProLiant G5 server

Cisco IP Phone 7911G

Cisco IP Phone 7961G

Cisco UC Phone 7962G

Cisco IP Conf Station 7936

Cisco IP Conf Station 7937

Cisco 7914 IP Phone Expansion Module

Question 8

Please specify in 3.1 "... VoIP components may require provider's support on an enterprise-wide scope." Which locations are included here?

Answer 8

According to the corporate VoIP strategy, all OSCE locations are expected to be covered by this service. It is expected that Contractor's support will be provided remotely.

Question 9

Please specify "change of location of the components" – from where to where is the contractor supposed to do changes of locations, in what extent and in which framework (what shall be included in the pricing)?

Answer 9

This service is expected to be offered by the Contractor on a limited extent and may involve de-installation, re-installation and set-up of components in the same or different location (such as a new office or disaster recovery site). The pricing is expected to be on pool hour basis.

Question 10

Please specify a network plan for LAN, WAN and WLAN including all locations.

Answer 10

The necessary network documentation will be provided to the Contractor as deemed necessary by the OSCE.

Question 11

Please specify how maintenance is currently handled (existing service contract with Cisco)?

Answer 11

The OSCE is running the corresponding service contract with Cisco partners.

Question 12

Please specify whether technicians from OSCE will still be allowed to make configuration changes on the component or if this will be the sole responsibility of the contractor?

Answer 12

The OSCE will be allowed to make configuration changes on components. We are using Cisco ACS to track user activities on the devices.

Question 13

Please specify whether the OSCE has a certified Cisco network management team and with how many technicians?

Answer 13

The OSCE has a team with extensive hands-on Cisco experience.

Question 14

Please specify whether the contractor will be allowed to perform a Cisco IBLM (to check end of live/end of sales components for instance)?

Answer 14

The OSCE may consider performing IBLM after signing the support Contract with the Bidder but it is premature to discuss this option in details at this stage.

Question 15

Please specify which monitoring tool OSCE is currently using and if the contractor shall use the same?

Answer 15

Please refer to Section V - 4.3. We do not want the supplier to monitor our Cisco equipment / network. The contractor should have experience with Cisco monitoring/management tool implementation.

Question 16

Please specify whether the methods to be specified for secured remote assistance shall be priced and delivered separately by contractor or will be provided by OSCE?

Answer 16

OSCE will provide secured remote access via CheckPoint SecureClient software but in case supplier's policy does not allow usage of software, it will be required that supplier proposes an alternative method.

Question 17

Please specify which locations are currently reachable remotely and if the contractor's staff will be allowed to work with these locations remotely?

Answer 17

Please refer to the answer to Q2 above.

Question 18

Please specify to what extent and in which frameworks "presales assistance" shall be supported by the contractor? Does this include hardware configuration? (4.4)

Answer 18

Pre-sales assistance does include the hardware configuration.

Question 19

Please specify whether project management hours shall be included in the pool hours or shall be priced separately by contractor? i.e. please specify whether one pool hour may include (used for) all points stated under 4.?

Answer 19

Pool hours can be used for resolving incidents and consulting and project related support (Section V - 4).

Question 20

Please specify the number of pool hours currently used by OSCE with current provider per year and the number of hours planned in the coming years?

Answer 20

The usage of pool hours is fluctuating from one year to another. The OSCE does not commit itself to any minimum number of pool hours to be ordered or used in future.

Question 21

Q: Please specify how points will be allocated (21.2) i.e. Cisco Gold Partner full number of points/others only part of the points? How many points per Cisco CCIE for instance? How many points for which kind of project? etc.

Answer 21

The Bidder is required to provide to the OSCE the up-to-date information about its Partner and Certification Status and list the relevant projects. The OSCE will apply its evaluation criteria accordingly.

Question 22

Please specify what shall be included in the estimate cost for two representatives of the OSCE to visit the Cisco Executive Briefing Centre – flights? Hotels? Cost at location? Etc.

Answer 22

The cost shall only contain the cost for Cisco Executive Briefing Centre without any flight or hotel cost.

Question 23

Please specify „knowledge transfer“ (11.) – shall this take place as training sessions or hands-on training? Will the people to be trained have already basic Cisco knowledge? To what extent in number of hours per year?

Answer 23

Mostly hands-on training to OSCE staff with CISCO 'daily work experience'

Question 24

Please specify the duration of the contract in months?

Answer 24

This information is stated on the cover page “It is expected that the aggregate duration of the proposed contract will be 60 calendar months”.

Question 25

Please specify whether it is possible to extend the submission deadline for two weeks?

Answer 25

The deadline has already been extended for 2 weeks till 15 March 2011.

Question 26

In section III, TOR 4.2 “Repair or replacement of faulty components”: Is the existing Cisco equipment under support by a Cisco partner, or should the hardware support also be part of this contract?

Answer 26

The hardware support is not part of this Contract.

Question 27

Is it a valid option for OSCE to answer to this RFP with a Cisco Registered Partner status?

Answer 27

Yes, this is a valid option.

Question 28

If the Cisco Registered Partner status is not a valid option for OSCE, is it possible to name a subcontractor with an appropriate certification (e.g. Gold)?

Answer 28

Yes, it is possible.