



Date: 08 March 2011

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

### **Clarification Note 2**

---

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**

Is it possible to transfer the specified number of the Cisco components?

#### **Answer 1**

Here is the list of components to be supported by the contractor and their current quantities:

#### **Switches**

Cisco Catalyst 6513 with Cisco Application Control Engine (ACE) Service Module – Qty 2  
Cisco Catalyst 3750 Series - Qty 110  
Cisco Catalyst 3560 Series – Qty 2  
Cisco Catalyst 3550 Series – Qty 10  
Cisco Catalyst 2960 Series – Qty 24  
Cisco Catalyst 2950 Series – Qty 2

#### **Routers**

Cisco 3800 Series as voice gateways – Qty 2  
Cisco 2800 Series for Internet access – Qty 2  
Cisco 1800 Series for MAN of CPC/NMT – Qty 2

#### **Wireless LAN**

Cisco 4402 WLAN Controller (WLC) – Qty 2  
Cisco Wireless Control System (WCS) – Qty 1  
Cisco Aironet 1230A – Qty 2  
Cisco Aironet 1231 – Qty 14  
Cisco Aironet 1240AG – Qty 16  
Cisco Aironet 1042N – Qty 3  
Cisco Secure ACS 4.X Solution Engine – Qty 2

#### **Load balancer**

Cisco CSS 11501 – Qty 2  
Cisco Application Control Engine (ACE) Service Module – Qty 2  
Cisco Application Networking Manager (ANM) 4.1 virtual appliance – Qty 1

#### **Firewalls**

Cisco ASA 5505 Series – Qty 140  
Cisco ASA 5510 Series – Qty 3

### **Unified Communication**

Cisco Unity 5.0 on Cisco MCS 7835-H2 – Qty 2

Cisco Unified Communication Manager 6.1.5 on Cisco MCS 7825-H3 – Qty 2

Solution Plus ARC Enterprise PC Attended Console on HP ProLiant G5 server – Qty 2

Cisco IP Phone 7911G – Qty 400

Cisco IP Phone 7961G – Qty 100

Cisco UC Phone 7962G – Qty 50

Cisco IP Conf Station 7936 - Qty 10

Cisco IP Conf Station 7937 – Qty 5

Cisco 7914 IP Phone Expansion Module – Qty 20

### **Question 2**

Please provide a ticket-history to estimate an average value for the incoming fault report monthly.

### **Answer 2**

Cisco hardware is covered by a hardware maintenance agreement. The Contractor should not expect a considerable fault report.

### **Question 3**

Which Cisco Support you bought to the existing components?

### **Answer 3**

The currently purchased support varies between the following replacement options:

- Four hours with technician
- Next business day with or without technician
- Second next business day.

### **Question 4**

Does it apply to CSSPD or Smart Net? Or are there also mixed variants?

### **Answer 4**

CSSPD only, no mixed variants.

### **Question 5**

Which SLA's are stored to the respective Cisco partners?

### **Answer 5**

SLAs with respective Cisco partner depend on internal SLAs, complexity of restore process and fault tolerance. SLAs are covered in answer 3.