



Date: 09 March 2011

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

Clarification Note 3

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 the "Hotline" a replacement for the pool hours or complementary?

Answer 1

The ‘Hotline’ is complementary to Pool Hours. Please refer to paragraph 4.2.of RFP: ‘The hotline will be used for quick fix solutions and support for which use of pool hours is not appropriate’.

Question 2

Can the OSCE split the award between the Hotline and Pool Hours?

Answer 2

No. The OSCE cannot split the award. The ‘Hotline’ and ‘Pool Hours’ services will be awarded to the same Contractor.

Question 3

What level of technology support is expected from the awarded company in the Hotline?

Answer 3

As a rule, the first level of technology support is expected from the ‘Hotline’. Please refer to paragraph 4.2.of RFP: ‘1st level support: Respond to hotline inquiries from OSCE ICT / OSCE CPC Network Management Team in English’.

Question 4

Does the OSCE currently run an existing hotline?

Answer 4

Yes.

Question 5

What is the capacity (daily number of incidents, expected number of concurrent incidents, daily number of support hours) during the business hours and outside business hours?

Answer 5

The hotline is expected to be used for ad-hoc break-fix solutions and advice. The frequency of such situations is relatively low. It is estimated that they may happen once a week or less during

working hours or several times a year during maintenance weekends or outside business hours. The likelihood of concurrent incidents is negligible.

Question 6

In reference to section IV under component - Travel to OSCE Secretariat in Vienna, can we assume that each visit will last one day for pricing purposes.

Answer 6

The OSCE cannot foresee the duration of visits. This would be determined by the agreed number of Pool Hours to be utilised on case-by-case basis. The Bidder must indicate and charge to the OSCE a one-time lump sum for each travel to Vienna.

Question 7

In reference to section IV- 4.7.Cisco Executive Briefing Center (EBC).In what part of the bid should we indicate the estimated costs for this activity.

Answer 7

Please indicate estimated cost for two OSCE representatives for attending Cisco Executive Briefing Centre in a separate line under the Summary of costs.