



Organization for Security and  
Co-operation in Europe

Date: 25 March 2011

**RFP/04/2011/CPA223357 Hosting Services and Data Links for Disaster Recovery**

**Clarification Note 1**

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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/04/2011/CPA223357.

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

**Question 1**

Reference to Section III, 3.2: Is it possible to offer a solution with a datacentre location outside of Austria?

**Answer 1**

Yes, it is possible.

**Question 2**

Please specify which observation period you are taking into account for the availability of the access lines (year/month)?

**Answer 2**

Availability per year.

**Question 3**

The indicated 99.999% availability is a rather unusually high value. Is there maybe a typing error and it should be 99.99%?

**Answer 3**

After reviewing this requirement it was decided that the end to end availability should not be lower than 99.0% within one year (average of 365 days).