



Organization for Security and  
Co-operation in Europe

Date: 31 March 2011

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

### **Clarification Note 2**

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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**

We see 50ms is the max. requested Round Trip Time (RTT) for the point to point link which would practically allow the Disaster Recovery location being situated anywhere in Europe. Is there a requested maximum distance from Vienna?

#### **Answer 1**

No.

#### **Question 2**

Would Geneva in Switzerland be an acceptable location though it is not within the European Union?

#### **Answer 2**

Yes.

#### **Question 3**

We could provide colocation according to your requirements in Frankfurt, Munich, Milan, Rome, Amsterdam, Paris and London. Please indicate your city of choice.

#### **Answer 3**

The OSCE has no preference for any major European city, as long as the criteria in the bidding documents are met (minimum 50km from Vienna; on a different power grid; within 100km of an international airport; no known natural force majeure incidents having taken place in the location of the hosting centre). Bidders are however reminded that the financial evaluation will be conducted on the basis of least cost, which includes the 400Mbps symmetric link between the hosting centre and OSCE Secretariat in Vienna.

#### **Question 4**

Would you please specify how you define end-to-end SLA? Rack to the Internet? How about the access line, is it seen in parallel to this? How do you define end-to-end since there will certainly be components in between that are not in the contractor’s management?"

#### **Answer 4**

The End to End SLA includes all circuit infrastructure (backbone and local loop/last mile) and all other telecommunication equipment provided by the carrier or its subcontractor, up to the CPE Port (Customer Provided Equipment). The bidders are required to provide us solutions for the data links, which should include all components. For the OSCE it should be fully transparent.

**Question 5**

Power Usage: Is the 20kVA per rack a realistic value? If yes can we also provide more racks with 10kVA each to avoid overheating?

**Answer 5**

20KVA is the maximum load we calculated per rack. If there are any technical restrictions on the bidder's side, they should highlight this in the offer and adapt the technical solution/offer to their capabilities.

**Question 6**

Power Usage: Shall the price include the maximum power usage or is a differentiation basic fee plus power per usage possible?

**Answer 6**

We would prefer to have a differentiation basic fee plus power per usage. However both options can be included in the financial offer.

**Question 7**

One time costs: Can one time costs for installation be added to the summary of costs ("Any Other Costs")?

**Answer 7**

Yes, they can be added under "Any Other Costs". In fact it is compulsory to list all costs associated with these services in the Summary of Costs form, because this will be the basis for the financial evaluation and shall form an integral part of any contract award. Costs not quoted on the Summary of Costs form shall not be payable.

**Question 8**

Rack reservation costs: Can reservation costs for the additional 2 racks space be added as reservation fee (other costs)?

**Answer 8**

Yes, they can be added under "Any Other Costs".

**Question 9**

Hands and eyes: Can you specify the hands and eyes amount per month to calculate a proper monthly flat fee? If not, can we give technical support costs per hour?

**Answer 9**

The 'hands and eyes' technical support is not expected to amount to more than 5 hours per month, and in many cases will be less than that. However it is very difficult to predict, and in the initial set up phase requirements may be greater. Bidders are requested to quote a monthly flat fee that would include up to 5 hours a month hands and eyes support, and Bidders can also quote an additional hourly rate for any support provided that exceeds the 5 hours per month included in the flat fee.

**Question 10**

Access to the racks: Does this point mean you need own cage for your racks or are lockable racks in an access controlled area sufficient?

**Answer 10**

We do not need own cage, this was also described in the TOR. It is sufficient to have lockable racks in an access controlled area.

**Question 11**

Network availability 99.95%: Can you please explain how the network availability fits into the availabilities of Internet and Ethernet connection being at quite different levels?

**Answer 11**

This is our requirement. Bidders should state clearly which SLA they are able to deliver.

**Question 12**

Team composition and CV: In Section III-C TOR 9 you state that two suitably qualified English speaking members of Bidders account management team shall be named. Is the assumption correct that Section III-D those account management contacts should be filled in the provided list? Is it also correct that the CV's for those account management contacts shall be entered in Section III-E?

**Answer 12**

Yes.

**Question 13**

Unlimited liability: Your GCC includes unlimited liability for the provider. Can this be limited in any way to be in proportion with the contract value?

**Answer 13**

Certain provisions of our General Conditions of Contract may be negotiated to reach a mutually acceptable agreement. Bidders are advised to indicate which GCC's they may wish to discuss further and this will be done at the contract negotiation stage with the first ranked Bidder only. Bidders are reminded that if we are unable to reach a mutually acceptable agreement then award may move to the second ranked Bidder.