Organization for Security and Co-operation in Europe

Date: 10 October 2012

RFP/18/2012 Provision of a Metropolitan Area Network to the OSCE Secretariat
Clarification Note 1

The Organization for Security and Co-operation in Europe has received requests for clarification from potential bidders with regard to RFP/18/2012. In accordance with Article 8 "Clarification of Bidding Documents" of Instructions to Bidders the OSCE would like to provide the following clarifications:

Question 1
The price schedule specifies four different bandwidths for each line – which do you require?

Answer 1
We currently have 100 Mb/s but would like the option to upgrade or downgrade the bandwidth according to usage requirements and price. Please offer a price for each bandwidth and we will select the optimal one for each line.

Question 2
Would you agree to an MPLS solution, which would have a lower packet loss guarantee than other solutions? Packet delivery ratio end-to-end would be 1 in 1000 loss (=99.9%) per month.

Answer 2
Yes that would be acceptable, however it should be noted that any solution offered will be evaluated for compliance with the security and privacy requirements, including:

- Secure Layer 2 connectivity
- Dedicated network
- Proof that relevant security and privacy controls are in place for the MPLS network:
    - Physical access control
    - Access control for all operational systems and interfaces
    - Operational procedures like password control, patch management, config. Management, etc.
    - Assurance that the public internet traffic is fully separated from the enterprise/private traffic
    - Information if the bidder cooperates with the host government request for access to traffic carried over the MPLS service.

Question 3
There are several different ways of approaching the requirements. Can we offer multiple solutions with different pricing?

Answer 3
Yes you may offer multiple solutions which will be evaluated against the criteria in the terms of reference.

Question 4
What is the frame size?

Answer 4
We are using normal Ethernet frames, 1518 bytes.