



Date: 11 November 2014

**RFP/SEC/26/2014**  
**Provision of ICT Disaster Recovery Capability to the OSCE**  
**Clarification Note 1**

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A pre-bid meeting took place at the OSCE offices Thursday 06 November 2014. The following questions were raised:

1. Where is the datacenter currently situated with all the servers and VM Ware?
  - **The datacenter is currently in the OSCE premises in Wallnerstrasse 6.**
2. Do you have physical servers that you wish to operate in the DR backup center and if so what is on it?
  - **As described in the ToR and dependent on the solution proposed by the bidder. The general concept is that the current network configuration and setup is replicated at the bidders DR environment to avoid services reconfiguration in a DR scenario. The recovery of the services is including all network settings. Therefore below indicates physical hardware that might be required to be hosted:**
  - **Two physical firewall servers with OSCE specific configuration might be required to be hosted.**
  - **In addition we have a physical backup server with Fibre-Channel tape library connected to the SAN. This shall only be used by the OSCE in case of recovery of the services from the bidders SAN/Storage fails and tape recovery is required. During a disaster period, this will also cover the daily backup of the running systems. It will not replace backups that bidders shall provide for their infrastructure provisioned to the OSCE.**
  - **For the Oracle ERP environment we provide 5 physical servers. The servers shall be connected to the bidders SAN/Storage via fiber channel.**
  - **All the above physical hardware will be provided by the OSCE and are HP Proliant DL360 G7 or Gen8.**
  - **Software and firmware updates will be performed by the OSCE for the physical hardware provided (including a hardware maintenance contract) by the OSCE. The bidder would be required to provide only hand and eyes support if and when needed.**
  - **In general we are planning to virtualize as much as possible in the near future and then move it to the bidder`s (shared virtual) infrastructure similar to the other systems. As indicated in the ToR, the bidder shall optionally propose the cost for the migration to a fully virtualized DR environment (shall be in line with the ToR requirement 5.4 Cost flexibility).**

3. Do you want the service provider to manage the applications on the server or just provide the housing only?
  - **Applications management is not required by the bidder as described in the ToR. All data including OS and application will be replicated to the bidder's infrastructure. In case of a disaster, OS and application will be recovered and operated on the bidders/physical infrastructure. The management of the bidder's virtualized/shared infrastructure (incl. the virtualization layer) shall be provided and maintained by the bidder. We are aiming for a managed solution. Bidder can provide costs for a rack space only option, but this might not be included into the financial assessment. (Price schedule is amended to reflect this).**
4. Can you provide a list of current servers?
  - **List is provided on excel sheet posted here: <http://www.osce.org/procurement/126214> .**
5. What bandwidth is required for the internet link (see details/definition in ToR)?
  - **We currently have 2 x 100 MB links (utilization average 40%) but for the Disaster Recovery 1 link will be sufficient. Only in cases of a disaster, bidder shall commit adequate bandwidth for the DR operation. During non-disaster phases, no internet bandwidth is required. The OSCE has its own BGP AS, internet provider used by the bidder has to ensure proper routing of the OSCE BGP AS in case of an disaster.**
6. How are your field sites/missions connected to your datacenter?
  - **Via VPN connection through a firewall.**
7. How many virtual hosts in your VM ware environment are you running?
  - **In our current DC we have 18 virtual hosts for the entire VMware environment. Please note that not all of these are part of the DR scope. For the service in scope to be provisioned on the virtual environment, we estimate 4 physical hosts are sufficient (HP Proliant Gen8 DL360) Detailed information of the DR scope requirements can be found under (<http://www.osce.org/procurement/126214>)**
8. How do you currently back up your data and will you require back up of the DR?
  - **We currently back up to tape. Please refer to question 2 for more details.**