

TO: All Bidders
FAO Sales Managers

FROM: Courtney Linley
Chief, Procurement Section

DATE: 10 September 2021

REF.:

ITB No. 2021-0090/RAHMAN 

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SUBJECT: Clarifications No. 1 and Extension of the Submission Deadline
– ITB No. 2021-0090/RAHMAN

Dear Sales Manager,

Please find attached the response to queries raised by an interested bidder in respect of ITB No. 2021-0090/RAHMAN “Maintenance Services for the Data Centre Servers and Systems for the period 2022 - 2025”.

Please take this response into account in the preparation and submission of your bid.

Please note that the deadline for the submission of proposals has been **extended to Thursday, 30 September 2021**. Bidders shall have the right to resubmit their proposals prior to the extended deadline.

We are looking forward to receiving your bid prior to the submission extended deadline on 30 September 2021, 17:00 hours, Vienna (Austria) local time.

Kind regards



Courtney Linley
Chief, Procurement Section

Item#	Question	Answer
1	<p>Kindly request the list of serial numbers of the concerned Servers and Systems, as well as the list of current License Agreements associated with your Special Appliances described in Point 9.1 to 13.3 of the Pricing Schedule.</p>	<p>The Commission is procuring support and it is in charge of renewing the licenses. If provided with the serial numbers, the bidder can get the license information.</p> <p>To get the serial numbers, bidders need to sign and return the Confidentiality Undertaking form, attached to the ITB.</p>
2	<p>Would it also be possible to receive the Licence Agreements # for all SW you request service on?</p> <p>We are being asked these by our SW-partners in order to quote.</p>	<p>Bidders can get the license information, if they receive the serial numbers that will be made available only upon request and returning to the Commission a duly signed Confidentiality Undertaking agreement as part of this ITB.</p>
3	<p>Can you please provide additional following Logfiles,</p> <ul style="list-style-type: none"> • 8.2. 3PAR Storage Server 8200 • 8.10. MSL4048 Tape Library • 8.13 3PAR Storage Server 8000 <p>We need this information urgently to be able to deliver the requested offer</p>	<p>The Logfiles information will be made available only upon request and returning to the Commission a duly signed Confidentiality Undertaking agreement as part of this ITB.</p>
4	<p>We need some information about 3 things</p> <ul style="list-style-type: none"> • The SN or the contract Reference for the 4 Licenses (line 112 till line 135) • Lenovo equipment that are still under warranty, does it need a pricing as well? • The configuration for the Hp 3Par (Line 65 and line 76) 	<ul style="list-style-type: none"> • For the equipment under warranty, pricing is only required when the warranty ends as indicated by the start date. • Contract references are: 202345172 (Software) 202425444 (Hardware) • The Disks are not included in this request. If a disk is faulty, the Commission will procure and replace it.
5	<p>Could you please extend the current deadline for submission of bids from 16.09.2021 for 2 weeks to 30.09.2021?</p>	<p>The deadline for submission of bids is extended to 30 September 2021.</p>
6	<p>We are going to use our ... partners for Bid No. 2021-0090/RAHMAN ... names ... etc. Please confirm these partners, in reference to section 3 of the Confidentiality Undertaking form, requiring vendors not to provide or disclose or permit the provision or disclosure to any legal or natural person, either directly or indirectly, of the Information and of any other information/documentation related to the activities of the Commission or of third</p>	<p>This clause shall not apply to bidder's partners for preparation of a bid or implementation of a contract related to this ITB. In other words, bid information, including serial number can be shared with bidder's partners, if any, in relation to this ITB.</p>

	<i>parties which it may acquire as part of the procurement process for the Project, unless with the prior written consent of the Commission.</i>	
7	Would it be possible to receive the Brocade serial # associated with the HPe SN6000B switches?	To get the serial numbers, bidders need to sign and return the Confidentiality Undertaking form, attached to the ITB
8	Could you precise the exact configuration of the HPe 3PAR Storage systems? (components, disks, etc ...)	The Disks are not included in this request. If a disk is faulty, the Commission will procure and replace it.
9	Could you precise the exact configuration of the HPe MSL systems? (components, disks, etc ...)	Ultrium 7-SCSI, LCM 1.1
10	Can you please provide the following details for all servers : serial numbers + description (CPU type, memory, HD type, FC controller, opt. LAN controller) e.g. : x3650 M5 06HHCLA 2x 300GB 10K 6Gbps SAS, Intel Xeon E5-2609 v3, 2x 16GB TruDDR4 Refer to: Pricing Table	To get the serial numbers, bidders need to sign and return the Confidentiality Undertaking form, attached to the ITB. The serial numbers are sufficient.
11	Are the racks part of the maintenance contract and must therefore be taken into account in the offer? Refer to: Pricing Table	No, the racks are not part of the maintenance contract.
12	"Accept the terms and conditions of Requirement 21 and provide Business Continuity Plan" Can you please explain the requirements in detail? Refer to: Requirement No. 21	This requirement is asking the Contractor to provide the approach that they would use in different scenarios during the support process, for example if the primary support notification channel is not available what the alternative would be.
13	"Contractor accepts to proactively monitor the systems under contract to detect early signs and alerts of failures, and undertake all relevant and necessary actions to prevent incident. To allow such monitoring, only outbound communication will be allowed from the systems, should this be required" Did we understand this requirement correct if we assume that only systems that are stated "under warranty" are effected by this statement ? - Please specify in more detail the effected systems. Refer to: Requirement No. 5	The Commission has monitoring systems in place and will agree with the Contractor on the best protocol (email, SNMP, etc) to send alerts to the Contractor. Upon receiving the alerts, the Contractor shall do the analysis of impact and urgency and communicate the results to the Commission in a timely manner. The Contractor shall also, if deemed necessary propose a date and time for the on-site maintenance.
14	Can the providers assume that all items that are labeled "Under warranty", "Under Initial support contract", or "No Support Needed" do not need a unit price? (Some of these items are labeled "NA", some items are not	Yes, unit price is only required when the support is needed as indicated by the start date.

	labeled "NA".) Refer to: Pricing Table	
15	There are licenses for Ironport M300V an C300V appliances listed but there are no corresponding appliances to be found. Can you please provide the data of the appliances ? Refer to: Pricing table Pos 12.1 to 13.3	M300V and C300V are virtual Appliances.
16	There are licenses for Ironport appliances listed but there are no license keys available. Can you please provide the PAK-IDs for these licenses ? Refer to: Pricing table Pos 12.1 to 13.3	202345172 (Software) 202425444 (Hardware)
17	There are licenses for Cisco WSA appliances listed but there are no license keys available. Can you please provide the PAK-IDs for these licenses? Refer to: Pricing table Pos 10.1 to 11.6	202345172 (Software) 202425444 (Hardware)
18	Is the assumption correct, that the headline should read "Licences for Cisco IronPort S190V for 500 users" ? Refer to: Pricing table headline after Pos 10.6	The headline Licenses for Cisco IronPort S100V for 500 users is correct. S100V, M300V and C300V are virtual Appliances.
19	Can you provide us the 9-number Cisco Contract Number for the Cisco Ironport appliance?	202345172 (Software) 202425444 (Hardware)
20	14 Fulfil the terms and conditions of Requirement 13: (The contractor shall provide documented evidence of partnership with the products manufacturers for which 24x7 support service is required, as indicated in appendices I, II, III and IV) partnership through max 1 subcontractor Question: Due the mix of your infrastructure a second subcontractor could be necessary from our point of view. Is this allowed in this special case?	This is allowed under the conditions stated in requirement 17.
21	24 Requirement 23: <i>Accept the Penalties for breach of any of the service levels defined in this document (a fine of 0.5% of the total value of the Contract per event of breach)</i> Question: Is it possible to change those penalties to, for example a split in critical and non critical systems or issues. Or/and	Requirement 24 the maximum is 10% which is already less than the requested 15%.

	<p>reduce to a maximum of 15% of the total contract value?</p>	
<p>22</p>	<p>13. TEMPORARY SUSPENSION OF WORK The Commission may, at any time, temporarily suspend the Work, in whole or in part, being performed by the Contractor under this Contract by giving 30 (thirty) days' advance notice in writing to the Contractor. The Work so suspended shall be resumed by the Contractor on the basis of a revised time schedule and on terms and conditions to be mutually agreed upon between the Parties.</p> <p>Question: How does this match to the penalty part? This could mean that we are not able to provide the SLA in time.</p>	<p>The penalty is applicable during the normal working of the Contract. During a temporary suspension it would not be applicable until resumption upon which terms and conditions including penalties will be agreed.</p>