




TO:	All Bidders	FROM:	Sally Alvarez de Schreiner Chief, Procurement Services Section
DATE:	7 June 2023	REF.:	RFP No. 2023-0070/JBRIL 
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SUBJECT: **Clarifications No. 1 – RFP 2023-0070/JBRIL**
Provision of Veeam subscription licenses for
Microsoft 365, support services for Veeam Backup and Replication

Dear Bidders,

Please find attached Clarifications No. 1 related to queries raised by bidders in respect to RFP 2023-0070/JBRIL *“Provision of Veeam subscription licenses for Microsoft 365, support services for Veeam Backup and Replication”*.

Please note that Clarifications No.1 are an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving your proposal prior to the submission deadline on **22 June 2023, 17:00 hours, Vienna (Austria) local time.**

Kind regards



Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachment:

- *Question and Answer - Clarifications No. 1*

Item#	Question	Answer
1	Please confirm that it's a renewal or a new license. If it's a renewal, please provide me with the service ID number?	<p>The Veeam backup for M365: This is a renewal of 500 licenses and acquisition of 50 new licenses.</p> <p>Veeam backup and Replication: This is only support renewal and optional licensing conversion, as per the Terms of reference - 2.2</p> <p>The Service ID number: Kindly communicate our organization's name to Veeam: CTBTO This should suffice.</p>
2	Please clarify if this is a request for 550 new licenses or a renewal of 500+ 50. Because the current licenses will end at the end of November this year	Please see above - The Veeam Backup for M365, this is a request for renewal of 500 licenses + 50 new licenses.
3	To prepare a migration offer we need a LogFile from the customer, could you please request it? C:\ProgramData\Veeam\Backup\Utils\VMC.log, or just take a screen shot of the result	Please see attached file.
4	In backup for Microsoft 365, is there any need for professional services, or only the licenses?	No need for professional services. It is only the licenses, as per the Terms of Reference – 2.1.
5	If [...] professional services are needed, is the Veeam installed on-premises DataCenter, or in a cloud solution?	See answer to question 4 above.
6	For the 20 person/days, the hands-on configuration can it be 100% remote?	The hands-on configuration can be done 100% remotely.
7	What are the tasks needed to be performed by the person/days. Upgrade Veeam solution, change configurations or act as a support for break/fix methodology?	<p>Kindly refer to Terms of Reference – 2.3</p> <p>The 20 person/days will be used for support (break/fix, changes, upgrade), when required by the internal IT teams. The internal IT teams will call off up to the 20 days only when required or for Veeam accredited training purpose.</p>
8	In case of break/fix methodology, what type of SLA (service Level Agreement) is needed?	In case of break/fix, the incident will be first discussed with the Contractor before a recovery time can be defined.
9	<ul style="list-style-type: none"> Below you will find the SKUs for 3-year support renewal of 28 sockets + 3-year subscription renewal for 10 Veeam Agents (contracts 01444736, 01444742). as well as the 3-year renewal of 500 existing Veeam Backup for Microsoft 365 Users + 50 additional Users with co-term until 01/12/2026. public sector pricing. To prepare a migration offer we need a LogFile from the customer, could you please request it from your contact person? C:\ProgramData\Veeam\Backup\Utils\VMC.log 	Please see attached file


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[01.06.2023 12:44:49] <01> Info =====LICENSE INFORMATION=====
[01.06.2023 12:44:49] <01> Info License[1]: { Product: Veeam Backup and Replication, LicenseEdition: Enterprise, Type: Perpetual, ExpirationDate: 01/01/0001, SupportExpirationDate: 22/04/2023, SID: MDE0NDQ3MzY=, LID:
RTJDNzUxQ0UtRDY0RS03MTI0LTJEOTetMEEwREI1ODE2NDDBD, VMsVi: { InLicense: 28, Used: 22, New: 0, LicenseState: Normal }, VMsHV: { InLicense: 28, Used: 0, New: 0, LicenseState: Normal }, CommunityLicense: False, InstancesCount: { InLicense:
6, Used: 1, LicenseState: Normal }, NasBackups: { Count: 0, Multiplier: 0, Instances: 0 }, AgentsServer: { Count: 1, Multiplier: 1, Instances: 1 }, AgentsWorkstation: { Count: 0, Multiplier: 0, Instances: 0 }, VMsVi: { Count: 0,
Multiplier: 0, Instances: 0 }, VMsHV: { Count: 0, Multiplier: 0, Instances: 0 }, NutanixAhv: { Count: 0, Multiplier: 0, Instances: 0 }, RhvVMs: { Count: 0, Multiplier: 0, Instances: 0 }, Applications: { Count: 0, Multiplier: 0,
Instances: 0 }, CloudMachines: { UsedInstances: 0 }, Capacity: { InLicense: 0TB, Used: 0TB, ChunkCount: 0 }, CCPProvider: No, PromoLicense: { IsInstalled: False, ExpirationDate: null, Instances: null } }
[01.06.2023 12:44:49] <01> Info { "Product": "Veeam Backup and Replication", "LicenseEdition": "Enterprise", "Type": "Perpetual", "ExpirationDate": "null", "SupportExpirationDate": "22/04/2023", "CommunityLicense": false,
"CCPProvider": "No", "IsLicenseMerged": false, "State": "Tm9uZQ==", "ExpirationState": "Normal", "SocketsInLicense": 28, "SocketsViInUse": 22, "SocketsHvInUse": 0, "InstancesInLicense": "6", "InstancesInUse": "1", "CapacityInLicenseTB":
"0", "CapacityInUseTB": "0", "InstancesUsedVMsVi": "0", "InstancesUsedVMsHV": "0", "InstancesUsedAgentsServer": "1", "InstancesUsedAgentsWorkstation": "0", "InstancesUsedApplications": "0", "InstancesUsedNutanixAhv": "0",
"InstancesUsedRhvVMs": "0", "InstancesUsedCloudMachines": "0", "InstancesUsedNasBackups": "0", "InstancesUsedCCBackups": "0", "InstancesUsedCCReplicaVMs": "0", "InstancesUsedCCServer": "0", "InstancesUsedCCWorkstation": "0",
"PromoLicenseInstalled": false, "PromoLicenseExpirationDate": "N/A", "PromoInstancesInLicense": "N/A" }
[01.06.2023 12:44:49] <01> Info { "Section": "Instance", "PlatformID": "11d0870b-566f-46ce-a190-e65a4ae39f09", "Type": 1, "Name": "Windows Server", "Weight": "1", "UsedInstances": "1", "ObjectsCount": 1 }
[01.06.2023 12:44:49] <01> Info { "Section": "Socket", "PlatformID": "ab555a3a-8f2d-492a-83ee-a41ecd3b0893", "Type": 0, "Name": "VMWare", "UsedSockets": 22 }
[01.06.2023 12:44:49] <01> Info [VmStats] =LICENSE INFORMATION= collection result: Success, Collection time: 00:00:00
[01.06.2023 12:44:49] <01> Info =====VEEAM INFRASTRUCTURE COUNTS=====
[01.06.2023 12:44:49] <01> Info Veeam infrastructure: 3 ProxyServer(s), 6 RepositoryServer(s), 1 SOBR(s), 0 WanAccelerator(s), 0 ServiceProvider(s), 0 ApplicationGroup(s), 1 VirtualLab(s), 1 TapeServer(s), 2 vCenterServer(s), 1
StandaloneESXi(s), 0 vCloudDirector(s), 0 SCVMMServer(s), 0 HVCluster(s), 0 HVStandalone(s), 0 MSSMB3Cluster(s), 0 MSSMB3Server(s), 3 WinServer(s), 0 LinuxServer(s)
[01.06.2023 12:44:49] <01> Info [VmStats] =VEEAM INFRASTRUCTURE COUNTS= collection result: Success, Collection time: 00:00:00
[01.06.2023 12:48:23] <01> Info =====VMWARE INFRASTRUCTURE COUNTS=====
[01.06.2023 12:48:23] <01> Info [Soap] Loaded 69 hierarchy objects from "02623366-1d77-4c54-b3cf-3d9fc2894d3a", 1 Datacenter(s), 1 HostSystem(s), 39 VirtualMachine(s), 17 Datastore(s), 5 ResourcePool(s), 0 Category(ies), 0
ClusterComputeResource(s), 1 ComputeResource(s), 4 Folder(s), 0 StoragePod(s), 0 Tag(s), 0 VirtualApp(s)
[01.06.2023 12:48:23] <01> Info [Soap] Loaded 387 hierarchy objects from "3564622f-0ccd-49d8-807f-cd5ad8791c0b", 1 Datacenter(s), 18 HostSystem(s), 256 VirtualMachine(s), 55 Datastore(s), 11 ResourcePool(s), 0 Category(ies), 11
ClusterComputeResource(s), 0 ComputeResource(s), 17 Folder(s), 0 StoragePod(s), 0 Tag(s), 0 VirtualApp(s)
[01.06.2023 12:48:23] <01> Info [VmStats] =VMWARE INFRASTRUCTURE COUNTS= collection result: Warning, Collection time: 00:03:33
[01.06.2023 12:48:23] <01> Info =====HYPER-V INFRASTRUCTURE COUNTS=====
[01.06.2023 12:48:23] <01> Info Hyper-V Infrastructure: Retrieved 0 hierarchy objects, 0 SCVMM(s), 0 Cluster(s), 0 Host(s), 0 Virtual Machine(s), 0 Volume(s)
[01.06.2023 12:48:23] <01> Info [VmStats] =HYPER-V INFRASTRUCTURE COUNTS= collection result: Success, Collection time: 00:00:00
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