



TO: All Bidders

FROM: Sally Alvarez de Schreiner
Chief, Procurement Services Section

DATE: 23 October 2025

REF.: RFP No. 2025-0141/JBRIL 

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SUBJECT: **RFP 2025-0141/JBRIL - Clarifications No. 1**
Provision of Elasticsearch Platinum Subscription level

Dear Bidders,

Please find attached Clarifications No. 1 related to queries raised by bidders in respect to the request for proposal (RFP) No. 2025-0141/JBRIL "*Provision of Elasticsearch Platinum Subscription level*".

Clarifications No. 1 are an integral part of the RFP documents and shall be considered in the preparation and submission on proposal.

We are looking forward to receiving your proposal prior to the deadline for the submission of proposals on **Thursday, 30 October 2025, 17:00 hours, Vienna (Austria) local time.**

Sincerely,


Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachment:

- Question and Answer - Clarifications No. 1

Item#	Question	Answer
1	The subscription shall be procured under a contract with an initial term of one (1) year, with the option to extend for up to four (4) additional one (1) year periods. This is not possible under Elastic’s licensing model. Subscriptions can only be purchased for a fixed term of one (1), two (2), or three (3) years. Our recommendation is a three-year subscription, which provides a fixed price for the entire three-year term.	Bidders are requested to quote firm annual subscription, thus comply with the RFP requirements and kindly provide your response as indicated in the RFP Attachment 3” Price schedule Form”. However, different offered options e.g. 2 or 3-year packages in addition to annual suscrptions, can be included on the separate sheet and will be taken into consideration at the time of evaluation of the received proposals.
2	In point 4.1.5 of the ToR, you referred to “Elastic’s 24/7 Premium Technical Support.” But in point 4.1.6 of the ToR, it states: “Response and Acknowledgement: The Contractor must acknowledge all reported incidents within one hour of notification (via email or phone).” Could you please clarify whether this one-hour response time refers to Elastic’s Premium Support or if it applies to us as the contractor? If it applies to us, I assume that this response requirement would apply only during Austrian business days and regular working hours.	4.1.5 refers to access to Elastic’s official 24/7 Premium Technical Support, which is provided directly by Elastic. 4.1.6 refers to the Contractor’s obligation to acknowledge incidents reported by the Commission within one (1) hour, during Austrian business days and working hours.
3	In point 4.1.7 of the ToR,it states: “On-Site Support: The Contractor must confirm the ability to dispatch a certified engineer on-site within two (2) hours for high-priority Level 2 incidents.” Could you please clarify what is meant by “Level 2 incidents” in this context? Just to clarify: Elastic provides 24/7 support through their official support portal. However, this support is provided directly by Elastic and does not include on-site support from us as the contractor. If on-site or additional support from our side is also required, we can certainly define a separate Service Level Agreement (SLA) — but please note that this would be outside the scope of the Elastic license RFP.	Kindly note that under point 4.1.7 of the ToR “Level 2 incidents” means high-priority operational issues that significantly affect service but are not full outages, where the Commission’s engineers cannot resolve the issue internally and require external support. If for the onsite support/additional support a separate SLA is proposed, kindly include in your proposal the sample of SLA.