OSCE

ITB No.06/2007
Provision of Checkpoint Software Subscriptions
To the OSCE

Date: March 14, 2007

CLARIFICATIONS

In accordance with Clause 5 of Section I "Instructions to Bidders" the OSCE would like to respond to the received requests for clarifications.

Question 1:

Checkpoint has changed their Support program in March 2006 from EBS Support (Enterprise Base Support) to CES Support (Collaborative Enterprise Support). Would the OSCE accept CES Support?

Answer to Question 1:

Yes, we would accept Collaborative Enterprise Support (CES) for both accounts.
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Question 2:

Are different support levels required for the OSCE's Licences?

Answer to Question 2:

Yes, the Support Levels required for our licences are as follows:

Account 5896764 (Missions & Institutions): Standard Support (5x10)
Account 5281048 (Hosting Centre): Premium Support (7x24)
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Question 3:

Can the OSCE provide the detailed list of products from Checkpoint Pricing Tool for both accounts.

Answer to Question 3:

Any bidder who wishes to get these details to assist in preparation of the bid is kindly requested to contact the OSCE by email at the following address: khawla.farah@osce.org

Question 4:

Would the OSCE consider merging both accounts for easier handling?

Answer to Question 4:

For administrative reasons it is not possible to merge both accounts.

Question 5:

In which languages would the OSCE require the support?

Answer to Question 5:

Support in English Language would be sufficient.

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