



Organization for Security and Co-operation in Europe

The Secretariat

Procurement and Contracting Unit

Vienna, 22 February 2007

RFP 01/2007/CPA104121 PROVISION OF HARDWARE MAINTENANCE & RELOCATION SERVICES FOR IT SERVERS TO THE OSCE

CLARIFICATIONS OF RFP DOCUMENTS

The Organization for Security and Co-operation in Europe (the OSCE) has received the requests for clarifications from some bidders with regard to RFP No.01/2007.

In accordance with paragraph 3 “Clarification of RFP Documents” of Instructions to Bidders, the OSCE would like to provide the following clarifications to all prospective bidders:

Question 1:

- Referring to The Terms of Reference Task 3 – Relocation services of IT Servers , what is meant by “pecuniary loss” in the following paragraph: “Insurance coverage against third party claims as a result of bodily injury, damage to property and pecuniary loss”?

Answer to Question 1:

- Pecuniary loss means: Pure financial loss. Example: lost income due to working incapacity.

Question 2:

- Referring to Section I – Information to Bidders, Paragraph 6.2.iv “The bidder should provide proof of satisfactory insurance from a leading carrier”. Would the OSCE accept a company’s global insurance?

Answer to Question 2:

- The bidder should provide a proof of the global insurance. The relevant insurance policy should be provided for examination and evaluation by the OSCE

Question 3:

- Referring to the Intel list of servers, for some systems the service intervention level is not identified.

Answer to Question 3:

- Any systems where the service intervention level is not identified in the list of servers shall be on service level C “Items, in OSCE stock under default manufacturer product warranty. No additional coverage shall be provided by the Contractor”.

Question 4:

- In the list of servers, some systems do not have serial numbers.

Answer to Question 4:

- The missing serial numbers can be provided later.

Question 5:

- Does the OSCE intend to sign a one year contract only?

Answer to Question 5:

- As a result of this tender, the contract will be awarded for one year with possible yearly extensions up to an aggregated period of 5 years subject to yearly review of the contractor's performance.