

## Answers to the questions from the potential Bidders

### *Procurement of Hardware, Software and Training for Primary, Secondary and Data Warehouse Centers (RAMP/1-SR)*

| Seq. no: | Question  | Ref to the Bidding Documents | Answers  | Category         |
|----------|---|------------------------------|--|------------------|
| 1.       | In the case of a Joint Venture (between company A and Company B) where Company A does not have for example ISO/IEC 20000-1: 2011 (for references / 2 similar contracts), but Company B has ISO/IEC 20000-1: 2011, could you please confirm that Company A can be nominated as being in charge (Prime Contract). Could you please confirm that it is possible to have one reference (similar contract) from Company A and one from Company B | Section II, Bid Data Sheet   | <p>The ISO/IEC 2000-1:2011 standard addresses IT Service Management – with an emphasis on the quality of client relations (inclusive of the inward linkages to the firm’s technical and managerial resources). Accordingly, it is important that the JV Partner in Charge have ISO/IEC 2000-1:2011 certification.</p> <p>Hence the Bid Data for ITB Clause 6.1(a) bullet “(b)” is amended to read:</p> <p><b><i>The Bidder must provide copies of certification by an accredited institution of ISO/IEC 20000-1:2011 (or substantial equivalent service management standard). In the case of a Joint Venture, the respective partner in charge must document having this certification.</i></b></p> <p>Furthermore, ISO/IEC 27001:2005 addresses, among other things information security policies and practices that ensure the confidentiality of information acquired in the interaction with clients.</p> <p>Hence the Bid Data for ITB Clause 6.1(a) bullet “(c)” is amended to read:</p> | <b>Amendment</b> |



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|  |  |  | <p><b><i>The Bidder must provide copies of certification by an accredited institution of ISO/IEC 27001:2005 (or substantial equivalent information security management standard). In the case of a Joint Venture, all JV Partners must document having this certification.</i></b></p> <p>The minimum number of reference contracts can be satisfied by the sum of the references provided by the JV partners.</p> <p>Hence the Bid Data for ITB Clause 6.1(a) bullet “(a)” is amended to read:</p> <p><b><i>The Bidder must document having successfully completed in the past three (3) years contracts involving the supply and installation of servers and storage equipment including the following: modular servers based on blade technologies, virtualization software and data storage of at least 50TB. These requirements should have been fulfilled in aggregate in no more than 2 different contracts. In the case of a Joint Venture, this requirement may be fulfilled by JV partners collectively, i.e. different JV partners may contribute references to meet this requirement, but in no more than 2 different contracts.</i></b></p> <p>Also,</p> <p>The Bid Data for ITB Clause 6.1(a) bullet “(d)” is amended to read:</p> |  |
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|    |  |  | <i>The Bidder must document an average annual turnover of at least Euro 3.5 million over the last three (3) years. In the case of a Joint Venture, the sum of each JV Partner's turnover should be used to meet this requirement.</i>   |                  |
| 2. | <p>Please consider modifying requirements (3.10.4 and 3.10.5) as follows:</p> <p>3.10.4: Accept at least 50 (fifty) solid state (SSD) and at least 500 (five hundred) physical hard-disk (HDD) storage drive units concurrently installed, per site, in a scale-out model;</p> <p>3.10.5: "Accept at least 2000TB storage capacity per site, in a scale-out model.</p> | Section VI, Technical Requirements, Subsection B, Technical Specifications | <p>TR 3.10.4 and 3.10.5 apply at the level of the Data Storage System Core (#DSC) and not at the #DSC_XM (Expansion Module) level (as suggested by the original TRs).</p> <p>Hence TR 3.10.4 and 3.10.5 are amended as follows:</p> <p><b><i>"3.10.4 The Data Storage System Core (#DSC) must accept at least 50 (fifty) solid state (SSD) and at least 500 (five hundred) physical hard-disk (HDD) storage drive units concurrently installed, per site"</i></b></p> <p><b><i>"3.10.5. The Data Storage System Core (#DSC) must accept at least 2000TB storage capacity installed, per site"</i></b></p> | <b>Amendment</b> |
| 3  | Does the connection of the new equipment to the existing network require additional equipment or materials?  | Section VI, Technical Requirements, Subsection B, Technical Specifications | <p>Yes.</p> <p>The following items shall be added to requirement no. 3.12 I/O Interconnect Fabric Module (#IFM):</p> <p><b><i>3.12.7. For site legacy LAN interconnections, the following will be provided:</i></b></p> <ul style="list-style-type: none"> <li>• <b><i>8 pieces SFP-10G-SR</i></b></li> <li>• <b><i>8 optic fiber OM3 LC-LC patch</i></b></li> </ul>  | <b>Amendment</b> |



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|   |  |                           | <i>cords, of which: 5 pieces of 5m length and 3 pieces of 3m length.</i>  |                  |
| 4 | Please confirm that it is not necessary for the bidder to propose also alternative for each profile of key expert requested. | Section VII, Sample Forms | The bidders shall propose only one person for each position required in the bidding documents. Consequently, Form 3.3.6. (Personnel Capabilities) <i>is amended to exclude the requirement for submitting at least two candidates (prime and alternate) and shall have the attached format.</i> | <b>Amendment</b> |

**Please inform us, upon receipt that you received these Clarifications.**



### 3.3.6 Personnel Capabilities

For specific positions essential to contract management and implementation (and/or those specified in the Bidding Documents, if any), Bidders should provide the names of candidates qualified to meet the specified requirements stated for each position. The data on their experience should be supplied on separate sheets using one Form 3.5.6a for each candidate.

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| Name of Bidder |
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|    |                   |
|----|-------------------|
| 1. | Title of position |
|    | Name of candidate |
|    |                   |
| 2. | Title of position |
|    | Name of candidate |
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| 3. | Title of position |
|    | Name of candidate |
|    |                   |
| 4. | Title of position |
|    | Name of candidate |
|    |                   |