

TO: All Bidders
FAO Sales Managers

FROM: Sally Alvarez De Schreiner
Chief, Procurement Services Section

DATE: 2 March 2023

REF.: RFP No. 2023-0004/RAHMAN 

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SUBJECT: **Clarifications No. 2** – RFP No. 2023-0004/RAHMAN:
“Provision of Cisco WebEx services from 01 May 2023 until 30 April 2028”

Dear Bidders,

Please find attached the Clarifications No. 2 to queries raised by interested bidders in respect of RFP No. 2023-0004/RAHMAN: “*Provision of Cisco WebEx services from 01 May 2023 until 30 April 2028*” (the “RFP”).

Please take this response into account in the preparation and submission of your proposal.

We are looking forward to receiving your proposal prior to the submission deadline on **7 March 2023, 17:00 hours, Vienna (Austria) local time.**

Kind regards



Sally Alvarez De Schreiner
Chief, Procurement Services Section

Attachment:

- *Questions and Answers – Clarifications No. 2*

Item#	Question	Answer
1	<p>"The Commission requires 24/7 (24 hours, 7 days a week) technical support via MS Teams/Webex, email, and phone."</p> <p>Do you need here an additional partner support or was this fulfilled by Cisco/Webex direct?</p> <p>If additional over Partner, should it be a full inclusive service or is it possible to charge hours to a defined rate?</p> <p>If a full inclusive service, do you have an hourly indication from the last years, how many of them you have used or how many times you have needed such support in a year.</p>	<p>Cisco/Webex direct support would be sufficient, as long as it meets the 24/7 availability and support.</p> <p>The Commission is not seeking separate support mechanisms.</p>