

**ANNEX "A"**

**PROJECT: MAINTENANCE SERVICES OF VPN CONCENTRATORS WITH  
ADDITIONAL SUBSCRIPTION LICENSE**

**WRITTEN QUERIES:**

Item	Query/Clarifications	TWG/BAC Reply
1	<p>On Page 60 Item 6.2 Lot 1: WFH VPN Concentrator Maintenance Services with Additional Licenses</p> <p>4. Provision of hardware replacement in the event of hardware failure.</p> <ol style="list-style-type: none"> <li>1. May we confirm whether these appliances are configured in high availability or deployed as standalone units?</li> <li>2. In the event that the appliances are configured in high availability, may we confirm if SSS is amenable to requiring the winning bidder to provide a service unit only when both appliances become defective and service disruption has occurred?</li> <li>3. May we kindly confirm if SSS is amenable to considering a model with VPN throughput equivalent to</li> </ol>	<ol style="list-style-type: none"> <li>1. The appliances are deployed as standalone units. However, user accounts and configurations are replicated to the two (2) appliances to ensure service continuity in case of failure of one (1) unit.</li> <li>2. No. The service provider shall provide two (2) service units when both appliances become defective.</li> <li>3. Yes. A model with VPN throughput equivalent to or higher than the required</li> </ol>

<p>2</p>	<p>On Page 61 Item 6.2 Lot 2: Service Offices (SO) / Foreign Offices (FO) VPN Concentrator Maintenance Services</p> <p>3. Provision of hardware replacement in the event of hardware failure.</p> <ol style="list-style-type: none"> <li>1. May we confirm whether these appliances are configured in high availability or deployed as standalone units?</li>   <li>2. In the event that the appliances are configured in high availability, may we confirm if SSS is amenable to requiring the winning bidder to provide a service unit only when both appliances become defective and service disruption has occurred?</li>   <li>3. May we kindly confirm if SSS is amenable to considering a model with VPN throughput equivalent to the required specification as the proposed service unit, and whether only one (1) appliance would be acceptable?</li> </ol>	<ol style="list-style-type: none"> <li>1. The appliances are deployed as standalone units. However, user accounts and configurations are replicated to both appliances to maintain service continuity in the case of failure of one (1) unit.</li>   <li>2. No. The service provider shall provide two (2) service units when both appliances become defective.</li>   <li>3. Yes. A model with VPN throughput equivalent to or higher than the required specification may be considered, provided that it fully complies with all technical requirements. The replacement unit must include and support all existing licenses of the defective unit at</li> </ol>
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	<p>providing a service unit poses a significant challenge.</p> <p>6. If within forty-eight (48) hours, upon arriving on site, the Service Provider fails to restore/repair the malfunctioning part/component, the Service Provider must supply and install a service unit equal/higher in capacity with the malfunctioning equipment within the next twenty-four (24) hours. SSS use of said service unit must not exceed thirty (30) calendar days. All shipment / delivery fees must be charged to the account of the Service Provider.</p> <p>We respectfully request that this requirement be relaxed as stated below:</p> <p>6. If within forty-eight (48) hours, upon arriving on site, the Service Provider fails to restore/repair the malfunctioning part/component, the Service Provider must supply and install a service unit or replacement unit within the next seventy-two (72) hours. If service unit is provided, SSS use of the said service unit must not exceed thirty (30) calendar days. All shipment / delivery fees must be charged to the account of the Service Provider.</p>	<p>The requirement remains as stated. The need for replacement can be determined early within the forty-eight (48)-hour on-site diagnostic and repair period. The Service Provider is expected to promptly assess the issue and comply with the prescribed replacement timeframe.</p>
4	<p>On Page 76 Item 3, The Service Provider must have at least two at least two (2) Fortinet NSE7-certified Network Security Experts. The certified experts must be employees of the Service Provider for a period of at least one (1) year before the opening of bids.</p>	

<p>The Service Provider must have at least two (2) Fortinet Certified Solution Specialist Network Security .The certified specialists must be employees of the Service Provider for a period of at least one (1) year before the opening of bids.</p> <p>The bidder must submit photocopies of valid certifications, curriculum vitae, and company identification cards of the certified specialists.</p>	<p>Provider for at least one (1) year prior to the opening of bids.</p> <p>The bidder must submit photocopies of valid certifications, curriculum vitae, and company identification cards of the certified experts/specialists.</p>
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