



Our Ref: TMFA 081/2015

TITLE: Supply and Delivery of Energy Efficient Firewalls for the Ministry for Foreign Affairs

Clarification 1

Section A: Instructions to Tenderers, point 5: is being withdrawn.

~~5. The switches are to be covered by the Limited Lifetime Warranty offered by HP on these products.~~

Clarification 2

Question

With regards to the support being requested, can you please clarify the duration of the support agreement (between 1 and 3 years)? Cisco can ship replacement devices by next business day (8x5xNBD) or within 4 hours (24x7x4). Can you kindly clarify which support level is required?

Or

Can you please specify what SLA is required for the support that the supplier must include support quotation for devices quoted? Is device replacement on the next business day acceptable or should it be 24x7 response?

Furthermore, how long should the support agreement cover – one, three or five years?

Answer

The Ministry requires an 8x5xNBD one (1) year support.

The one (1) year support starts when the Ministry starts using the firewall and activates it with the supplier.

Tuesday 20th October, 2015