



The Hague, 22 December 2022

To: Whom it may concern

SUBJECT: Questions and answers

REFERENCE: KSCR/PROC/2021-2023/0926- Framework contract for supply of 2 storage servers for Veeam backups to the Kosovo Specialist Chambers

Please find below the list of enquiries received by the Contracting Authority by the deadline for questions:

QUESTION	Answer
<p>1.</p> <p>In the technical specification and technical offer you are requesting HPE or <b>Similar A Brand</b> Storage. Since there are not so many different Storage brands on the market could you please provide us with a short list of A Brand manufacturers which will be accepted by the evaluation committee?</p> <p>There are several Manufacturers besides HPE and we would be glad if you could open up this tender procedure and clarify which other manufacturers could be beneficial for you.</p>	<p>The Contracting Authority doesn't have or will issue a list of "Similar A Brand". However, the following should be considered:</p> <ul style="list-style-type: none"><li>a. It must be a reputable brand present in the Dutch Market,</li><li>b. It must have a good geographical positioning of the resellers/agreed maintenance partners in order to ensure official warranty maintenance and support in accordance with the technical specifications.</li></ul>
<p>2.</p> <p>Which type of maintenance do you want:</p> <ul style="list-style-type: none"><li>○ Next Business Day</li><li>○ 24x7, 4 hour response</li><li>○ Next Business Day witch Comprehensive Defective Material Retention</li><li>○ 24x7, 4 hour response witch Comprehensive Defective Material Retention</li></ul>	<p>Next Business Day with Comprehensive Defective Material Retention [hard drives stay at KSC]</p>
<p>3.</p> <p>You indicate that you want at least 2 years of maintenance. Maintenance can be calculated per year. However, HPE offers more economical care packs based on 3, 4 or 5 years. A 3-year care pack falls below 2 years of support per year. Is it allowed to offer only the 3 and 4</p>	<p>The minimum requirement for maintenance and support is 2 years after the provisional acceptance. Bidders can offer any packages that meet or exceed the minimum requirement.</p>

<p>year care packs? Our advice is to opt immediately for a 4-year maintenance contract.</p>	
<p>4.</p> <p>4 x 25 Gb network: should network adapters be provided with transceivers (SFP28)?</p>	<p>No</p>
<p>5.</p> <p>Do you need iLO Advanced for remote support?</p>	<p>Yes.</p> <p>Please see the updated 07.Annex II-Technical specifications and technical offer0926_CORRIGENDUM_LIMITE</p>
<p>6.</p> <p>The requested backup solution may be either refurbished or new. What are the selection criteria for purchasing the backup solution:</p> <ul style="list-style-type: none"> <li>• Price?</li> <li>• Combination of price and quality?</li> </ul> <p>By quality, we think of a configuration fully supported by the manufacturer (including support contract):</p> <ul style="list-style-type: none"> <li>• The right to install firmware updates;</li> <li>• Manufacturer's help desk for support and troubleshooting.</li> <li>• Use of InfoSight: HPE InfoSight for Servers combines the machine learning and predictive analytics of HPE InfoSight with the health and performance monitoring of Active Health System (AHS) and HPE Integrated Lights Out (iLO) to optimize performance and predict and prevent problems.</li> <li>• In case of hardware failures, you can always rely on the manufacturer's spare parts (assuming a support contract). With refurbished, the possibility exists that a part may not be directly available. As a result, the backup cannot take place.</li> </ul> <p>If you choose for the combination price and quality: what is the ratio (percentage) between price and quality?</p>	<p>As per the point 17 from the contract notice the award criteria are:</p> <p><b>Award criteria for awarding the framework contract itself</b></p> <p><b>The framework contract will be awarded based on the compliance of the technical offer with the requirements specified in the technical specifications.</b></p> <p><b>Award criteria after reopening of the competition and evaluation of the financial offer</b></p> <p><b>The sole award criterion will be the price.</b></p> <p>The order will be awarded to the lowest bid “as long as stock is available”. As an outcome of the tender procedure, the Contracting Authority shall issue an award decision naming the successful tenderers which will be invited to sign the framework contracts. After the signature of the framework contracts, suppliers may be invited to submit a financial offer when purchasing decisions are made. The procedure of placing an Order Form shall commence after the second stage (-reopening of the competition) is complete, with the lowest bid Supplier (lowest price as long as stock is available).</p> <p>Nevertheless, if multiple framework contracts with reopening of competition cannot be awarded, the Contracting Authority may decide to either award one single framework contract or not to award any framework contract at all and relaunch the</p>

	<p>tender procedure under the same or different conditions at the first convenient opportunity.</p> <p>The warranty required on the goods (new or refurbished) is 24 months. The suppliers are expected to be able to fulfill their obligations for the whole period.</p> <p>Additionally, the Contracting Authority expects – with the support and maintenance as mentioned in question 2 –</p> <ul style="list-style-type: none"><li>• the right to install firmware updates;</li><li>• Manufacturer's help desk for support and troubleshooting.</li><li>• HPE Integrated Lights Out (iLO) to optimize performance and predict and prevent problems.</li><li>• a support and maintenance contract [see question 3] with access spare parts</li></ul>
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Yours sincerely,

V. A. F.