

Tender No. PS/SRV/ICT/038/2025 – Provision of managed Information and Communication Technology (ICT) solution services

Clarification no. 1

No.	Clarification request	Contracting authority's answer
1.	Which exact hardware is expected to be delivered and installed within 10 days after contract signing?	As per Section 2.2 of the Tender Specifications, the contractor is required to ensure that all necessary physical equipment is available and operational within 10 days after contract signing. However, the contractor is expected to deliver and install new hardware only in case of malfunction of existing equipment (e.g. firewall, network devices, server, or backup unit). The existing infrastructure remains in use unless replacement is required to maintain proper system performance and availability.

2.	For what purpose will this hardware be used (firewall, switching, servers, backup device...)?	The hardware supports the managed ICT solution as described in Section 2.1: • Firewall – to provide NAT, VPN (client-to-site and site-to-site), and network traffic control. • Server hardware – to host virtual machines including Domain Controller, File Server, ERP, Print Server, etc. • Backup device – for daily data backup and restore using Veeam. • Switches, routers, wireless equipment – to maintain reliable local network performance for the Secretariat's offices. • UPS – to ensure continuous power supply and protection of IT equipment.
3.	Does the contractor take over the full management of the firewall or just deliver and install it?	No. The IT Assistant of the TCT Secretariat retains full management of the firewall and other ICT systems. However, the contractor must remain available to provide support and assistance whenever requested by the IT Assistant, particularly in case of configuration changes, troubleshooting, or incident resolution, as outlined under the maintenance and support obligations in Section 2.1.

4.	Should the contractor size and propose the hardware based on the currently listed infrastructure, or is there a preferred vendor/specification already defined?	There is no need for any upgrade or proposal of new hardware infrastructure. The existing equipment (firewall, network devices, server, and backup unit) remains fully operational and sufficient for the Secretariat's needs. The contractor is therefore not expected to size, propose, or replace any hardware unless explicitly instructed to do so in case of malfunction or failure of the existing components. In such cases, replacement should be made with equivalent or compatible equipment to ensure continuity of system functionality and performance.
5.	Do you require a cloud-hosted setup entirely on contractor's infrastructure with replication to a DR and backup location or only backup location (as described under section 2.1 b – Cloud), or a hybrid model where part remains on-premises in TCT Secretariat offices (as suggested in section 2.2 – physical delivery)?	The contracting authority does not have any available capacity on its existing infrastructure for replication or backup. Therefore, all backups of virtual machines (including the Domain Controller, Print Server, Application Server, and others) shall be hosted on the contractor's cloud environment. The setup must ensure secure off-site storage, data integrity, and disaster recovery capability, in full compliance with the requirements outlined under Section 2.1 (b) – Cloud.

6.	Cloud DC – replication in article 2.1 section b) refers to domain controller replication or something else?	Given the context of “Cloud DC – replication” listed under <i>Cloud services</i>, and the mention of an on-premises <i>Domain Controller (DC)</i> virtual machine in the current setup, this refers to replication of the Domain Controller (Active Directory) to the cloud environment for redundancy and resilience.
7.	Can you provide the current specification of the virtual machines (CPU, RAM, Disk space, storage) which will be part of the scope on this project?	Section 2.1 (Information purposes) only lists types of VMs (DC, FS, Veeam, ERP, Print Server) but does not specify technical parameters such as CPU, RAM, or disk space. It is implied that the contractor should assess and propose specifications based on standard sizing for such workloads and the Secretariat’s operational scale (approx. 30 users across 23 offices). The detailed technical specifications of the existing virtual machines (e.g. CPU, RAM, disk space, storage) will be provided to the selected contractor after the contract is signed. This information is internal and will be shared only for the purpose of system configuration and service implementation.

