

Tender Number: ADM-01/T/19/01

Supply, Delivery, Installation, Testing and Operation of Next Generation Firewall (NGFW), Active and Passive Networking Infrastructure and VoIP Solution for SESAME's Datacenter, Beamlines, Guest House and Main Building

Clarifications (2): Clarifications and Questions Received Via E-mail

Date: 24 April 2019

No.	Question	Answer
12	<p>We need to know what is the SLA Agreement conditions? Is it a separate from the Installation and commissioning? & please indicate the exact Items are included in the SLA Agreement as mentioned below.</p> <p>a. SLA agreement for some active components (as described in the above tables) shall cover 5 years (60 months) back to back with Cisco starting from the date of the project acceptance by SESAME technical team.</p> <p>b. The supplier has to proof that no refurbished, used, or gray market equipment or services are provided.</p>	<p>We are not sure if we got the question correctly, however, our answers are below:</p> <p>First part of the question: agreement conditions are already defined in each SLA part number (please refer to CISCO website for each part number for more clarifications)</p> <p>Second part of the question: the needed SLA on active components and other warranties are clearly mentioned in the technical specification sheet. For example: in technical specification sheet, Table #2, item number 2 we are requesting next business day support and warranty for 5 years by CISCO part number.</p>