



BANKA OTP ALBANIA

Request for Proposals (RFP) for:

“Support for Network Devices”

Issued on January 08th, 2019

Deadline for Response: January 20th, 2020

14:00 CET

1 Objective of the RFP

BANKA OTP ALBANIA is inviting eligible companies to submit a proposal for: Support of Network Devices.

The objective of this RFP is to solicit offers from eligible companies for the requested services below and as described in Section 2 Technical, Functional and Commercial Requirements:

1. Maintenance Network devices (router, switch, Firewall, Telepresence Devices) as listed in Appendix II,
2. Maintenance VOIP infrastructure Cisco Call manager (CUCM & CUCX IVR Service) and Zoom Record, as listed in Appendix III
3. Maintenance for Source fire 3D7030 appliance and Defence centre (VMware) as listed in Appendix IV.
4. Support and maintenance onsite for the above network devices.

Note: Partial bidding¹ is allowed in this RFP and such offers will be accepted.

! Subcontracting will NOT be allowed during the realization of the contract, except when approved prior by the Bank. In case it is verified, it will lead to immediate interruption of the Contract

As a result of this solicitation, BANKA OTP ALBANIA expects to award **one fixed price contract per the selected supplier per respective service**. A fixed price contract is a contract for services that will result in concrete deliverables provided to and accepted by BANKA OTP ALBANIA. As the name implies, the price of the contract is fixed and it is not subject to any adjustment on the basis of the Subcontractor's cost experience in performing the work, thereby placing full responsibility for all costs and resulting profit or loss on the Subcontractor.

1.1 Contacts and communication

This Request for proposal is piloted and coordinated by the General Resources Department of Banka OTP Albania. The contact for any information during this process will be through email on the following mention address and authorized discussions will be organized with each supplier if needed.

Any question regarding the content or technical requirements must be submitted, **solely by electronic messaging**, to:

Procurement Sector

E-mail: Procurement.AI@otpbank.al

Non-compliance with this condition can result in its disqualification

All participating suppliers will receive a copy of all questions relative to the invitation to tender process, the content of the specifications and their responses, which will be sent to the contact details indicated in the Supplier Profile in Sourcing Hub Platform.

Questions must be submitted before **January 14th, 2020 at the very latest**. Beyond that date, no response will be provided.

¹ Partial bidding means the bidder submit his quotation for one of the requests in this RFP

1.2 Return of the Technical Proposal

The paper version of Technical Proposal must include the following elements, to be **sealed in a large envelope (no smaller than A4)**:

- 1 Presentation of the company and CV's of the key proposed technical personnel;
- 2 References for previous similar service in delivery and implementation of same and complexity size support contracts with description of start/end dates and contact numbers for references (as per our format Appendix I) accompanied with Letter of References from your main customers.
- 3 Copy of legal registration certificate (**QKR Extract of last three months**);
- 4 Copy of the last year financial Balance Sheet (**certified from the Tax Authorities or approved (signed and stamped) by an certified accountant or accounting studio, accompanied with a copy of the accountants certificate and/or license**);
- 5 SLA Proposed, Support and Services Description,
- 6 For the service delivery, the bidder should demonstrate their internal resources in terms of logistics and expertise. The bidder should fulfil the following minimum requirement:
 - ✓ Have as minimum ISO 9001 certification for IT support service.
 - ✓ The employment in the country of minimum 3 (three) Cisco Certified Engineers - specialized in Networking; IP Telephony and Network Security (min 2 two on professional level);
 - ✓ Cisco authorization for cisco related support service in Albanian Market.

Important Note: Document Nr. 1; 2; 4; 5 and 6 are **mandatory to be provided**. Failure from the participants to provide these documents will lead in disqualification from the Tender process.

Important Note: Failure from the participants to provide the rest of documentation required above, leads to application of penalties in the result of scoring points.

The envelope will bear the following indications:

To: Banka OTP Albania – General Resources Department

“Support for Network Devices”

For the attention of: Mr. Ilir Apostoli

Head of Procurement Sector

(Name of the bidding service provider)

We must receive the paper version of the Technical and Commercial proposals on or before **January 20th, 2020 – 14:00 CET, at Bank's Protocol Office: Bul. Dëshmorët e Kombit, Kullat Binjake, Kulla 1, Kati 9, Tirana, Albania.**

Proposals arriving after this deadline will not be taken into consideration.

The supplier is free to provide any additional relevant information not covered by this RFP or an alternative proposal if considers them more tailored to the Client. Such items will be submitted as attachments to the proposal.

Banka OTP Albania reserves the right at any time, to:

- Stop, or not follow up this RFP for reasons which not be disclosed without reparations;
- Send a 2nd RFP if the first one is incomplete or unsatisfying without reparations;
- Sign a contract only on a reduce part of the RFP purchase scope.
- Sign a contract with more than one company for different section part of current RFP.

1.3 Supplier's obligations

Even if the contract will be further defined when finalized with the selected Supplier, it is reminded that this RFP aims to bind it to an obligation of results (and not solely of means).

That is why the Supplier shall perform the agreed services (both for technical and organizational aspects), this namely means bringing its experience and expertise. The Supplier is the sole responsible entity for involving the right means and methods to achieve this goal (number of employees involved, devices qualifications, etc.).

NOTE: The OTP reserves the right to discontinue the RFP Process at any time with no financial compensation, and makes no commitment that this process will result in a business transaction with one or more third parties.

2 Technical, functional and Commercial Requirements

2.1 Requirements

Banka OTP Albania in compliance with internal policy of asset management is requiring support and warranty service for Cisco branded equipment's and services. This service must include as minimum.

- 1) Hardware warranty;
- 2) Software maintenance, support and free upgrade;
- 3) All services should be provided on-site at 24x7 bases and 30 min response time.

All equipment and software's should include Cisco official support/warranty service.

2.2 Cisco support for Switches / Routers / Firewalls

The list of existing Cisco equipment's that the support is required is given in the **Appendix II**.

The support is required for the period: January 01st 2020 – December 31st 2020



In order to support, fast service recovery and quick replacement it is also required, offers to include spare part as defined in the document.

ON-SITE SUPPORT SERVICES

In addition to standard Cisco branded NBD Support (Included in the list of equipment) the bank is requiring also more advanced service option as defined in below.

Support Terms	
Operation Hours	24x7 (critical support)
Response Time	30 min.
Onsite	2 Hours – onsite;
On-Site Places	Tirana; Shkoder
Spare Parts	Yes – please refer to appendix 2 “List of Stock Equipment’s”
Support Request	E-Mail and Phone

In offer will be specify the procedures and services included in this support contract. These procedures should as minimum include:

1. Support Request, Reporting procedures;
2. Request Priority (minimum 2 to be used);
3. Mobilization and on-site presence;
4. Internal and Manufacturer Escalation;
5. Fault part replacement and stock usage for support services.
6. Direct access to cisco.com for free software and documentation download;
7. Support and advisory service for all important network design and network service changes.

The following is the list of equipment’s to be kept on stock in bidder premises. This equipment’s should be delivered to the bank premises with 4 hours notification in case that it will any issue with under support respective equipment’s.

Part No.	Description	Quantity
C 4431-SEC/K9 or equivalent.		2
ASA5506- or equivalent		1
WS-C2960G or equivalent		1

2.3 Maintenance Cisco Call manager (CUCM & CUCX IVR Service) and Zoom Record

The technical specifications for Maintenance Cisco Call manager (CUCM & CUCX IVR Service) and Zoom Record are given in the **Appendix III**.

The support is required for the period: January 01st 2020 – December 31st 2020

2.4 Maintenance for Source fire 3D7030 appliance and Defence centre (VMware)

The technical specifications for Source fire 3D7030 appliance and Defense center (VMware) are given in the **Appendix IV**.

The support is required for the period: January 01st 2020 – December 31st 2020

The financial proposal should be quoted in Albanian Leke (ALL) or its equivalent in foreign currency proposed; VAT and other applicable taxes specified, and will have to be valid for three (3) months as of the date when the offer is received by the Banka OTP Albania.

The financial proposal delivered to us should be composed from you as per requirements of each request for support and should be provided for:

- **One year support for the list of equipments listed in the Appendixes of the RFP.**

Note: *The prices per unit at financial proposals should have specified if VAT is included or not. In case it is not specified, the Bank reserves the right to consider the offer with VAT included.*

Your proposal will be considered as the best response that you can provide.

After a detailed analysis of the proposals, only the most competitive suppliers according to the selection criteria established will be selected to participate in the negotiations that will lead to an eventual contract as the Banka OTP Albania service provider for the goods and services described below.

2.1 Reporting

The contractor reports to the IT Department Manager and/or his/her designee and will work closely with him and other specialist of respective departments.

2.2 Timing and Budget Guidelines

The assignment is expected to commence on **January 2020** or as soon as agreement to the Technical and Financial proposal is reached and a contract or Purchase Order is signed.

The contract will be valid for 1 (one) year, or two years – if support is applicable, and no price changes is allowed during this period, accept only when agreed in written form between both Parties.

3 General terms

3.1 Confidentiality clause

This RFP constitutes confidential and proprietary material of OTP Albania and shall not be disclosed in whole part by the Suppliers to any third party. Besides, it shall not be duplicated or used by Suppliers for any other purpose than to supply a response to this RFP.

The confidentiality of this document will remain whatsoever you decide to answer to this RFP or not.

3.2 General principles

The submission of a proposal implies that the bidders accept the present specifications.

However, these specifications only represent a minimum that is to be respected.

The proposals will be signed by a person authorized to take on commitments for the bidding company.

Only proposals that strictly comply with the obligations of the present specifications, considered as minimums, will be taken into account.

In their offers, the bidding service providers declare their familiarity with the service(s) that is/are to be provided, and will refrain from, after the submission of their proposal, arguing with regard to provisions, constraints or special conditions of any kind that they may have overlooked.

The Bank reserves the right to not take into consideration any response that is incomplete or does not comply with all of the demands, requirements and constraints expressed by the Bank as part of the present consultation.

The bidding service provider undertakes, as a result of its response to the request, to not claim from the Bank any cost for preparation, proposal or any other activity related to this processes.

3.3 Reservation

The Bank reserves the right, at any time and until the signing of the contract, to not proceed with all or elements of the request and to terminate, without compensation, the contracting process for reasons of its own. As part of this service, the Bank reserves the right:

- to carry out a second provider if it is not satisfied with the results of the first
- to sign a contract only relative to a portion of the services proposed

The decision of the Bank to accept or reject a bid is not subject to appeal.

The Bank reserves the right not to contact bidders concerning this call for offers if the bid does not satisfy the specified criteria or fails to supply some of the information requested.

3.4 Legal framework

The service provider will have sole responsibility for the financial management, notably relative to its personnel.

It will be personally responsible for the results of the operation of the service provided under the conditions defined in the specifications, without being able to initiate any recourse of any kind against the customer in the event that this operation should be unprofitable.

3.5 Contract

The objectives pursued by the Bank asking the bidders to respond to the present consultation on a legal level as well are notably:

- To assess the contractual formalization of the services offered by the bidder,
- To assess the level of commitment proposed by the bidder,
- To anticipate the subsequent contractual negotiation.

It is also expressly indicated that the bidder's response to the legal aspects will be taken into consideration as part of its assessment by the Bank.

3.6 Contractual documents

The bidder is hereby warned that the service and its response will be an integral part of the contract.

3.7 Contract term and termination

The Bank reserves the right to terminate the contract without notice in the event of gross negligence by the service provider.

3.8 Effective date of the contract

The effective date of the operator's contract will be stipulated by the Bank at a later time.

3.9 Ownership of Proposals

All materials submitted in response to this RFP shall become the property of The Bank and, upon Proposer's request, may be returned only at the option of the Bank and at the expense of the Proposer. In any case, The Bank shall retain one copy for its official files.

3.10 Environmental and Sustainability Policy

The Proposer undertakes to comply with any provision of the law in force in the country in which it operates relative to:

- o Labor Law or, at least, where no Labor Law exists, the provisions laid down in the Declaration of the International Labor Organization;
- o Environmental Law;

4 Qualifications and selections criteria

4.1 Qualifications

Interested companies shall demonstrate the following:

- ▶ At least 3 years of experience on Cisco Support;
- ▶ Similar previous services with other Banks and/or other institutions
- ▶ Capable to provide high volume and quality within a short time.

4.2 Technical Selection Criteria

The quality of each offer will be evaluated in accordance with the selection criteria and the associated weighting as specified below:

Criteria	Criteria Description	Max points
Supplier profile / References	<ul style="list-style-type: none"> - The references/experience of the company on similar services; - Most extensive experience in offering the required services for similar institutions 	30
SLA Proposed	<ul style="list-style-type: none"> - Best Service Level Agreement conditions proposed (reaction time, response time, warranty, realization etc.) - Commitment to realize the required service in all Bank's network. 	30
Staff and Capabilities	<ul style="list-style-type: none"> - Internal resources in terms of logistics and expertise 	30
Financial health of the Company	<ul style="list-style-type: none"> - Balance sheet financial figures The company has a good financial health 	10
TOTAL Technical Points		100

5 Selection Process

Subcontract awards will be based on a “best value” approach.

There are 2 major factors when evaluating the proposal: technical approach (including management approach, past performance on similar contracts), and price. Each major factor is assigned a weight such that the sum of the weights is equals 100. The assigned weights allow for a greater emphasis to be placed on one major factor over another. For this RFP the assigned weight for **technical approach** will be **50 points** and for the **financial proposal** will be weighted to **50 points**.

Total Score for the provider = weighted technical score + weighted financial score

Example: Companies providing the offers are: A, B, and C. Based on the technical evaluation Criteria the score of each company is as following:

Company	Technical points	Weighted Technical Score
A	85	50.0 (maximum)
B	74	43.5 (74 * 50 / 85)
C	55	32.3 (55 * 50 / 85)

The maximum weighted score is given to the company with the max technical points, in this example to Company A. The others are weighted with a factor of **Max score possible/max technical points** (Weight Factor = **50/85**)

Financial Score is calculated as below:

Max weighted score is given to the lowest price. In our example Company C. Weighted price for the others is equal to (Lowest price/company price) * max weighted score.

Company	Financial Offers ² (price EUR)	Weighted Price Score
C	1000 (lowest)	50.0 (maximum)
A	1200	41.7 (50 * 1000 / 1200)
B	1500	33.3 (50 * 1000 / 1500)

Total Score for each Provider is:

Company	Total Score
A	50.0 + 41.7 = 91.7
B	43.5 + 33.3 = 76.8
C	32.3 + 50.0 = 82.3

The winner in this example is Company A.

The Bank will notify officially via e-mail the bidders on their individual result.

² Prices listed here are only part of the example and are not related to this RFP



Appendix I – Similar Contract references

Nr.	Customer name	Contract Start date	Contract End date	Location	Contact person / position	Contact number
1	XXXXXXXXX	15.10.2014	14.10.2015	Tirana	Ilir Apostoli	068xxxx
2	YYYYYYYYY	25.11.2016	24.11.2017	Other regions	Ilir Apostoli	068xxxx
3						
4						
5						
6						
7						
8						
9						
10						
11						
Etc.						

Note: The above example is given to show how to fill the reference table.

Letter of References from your customers must be provided as specified in Section 1.2.

Appendix II - List of Switches / Routers / Firewalls/Telepresence devices

List of Switches

NR	Serial #	Processor
1	FDO2220Q03K	cisco WS-C3650-24TD (MIPS)
2	FDO2220Q04C	cisco WS-C3650-24TD (MIPS)
3	FCQ1614X2AC	cisco WS-C2960-24PC-S (PowerPC405)
4	FOC1937S48V	cisco WS-C2960+24PC-S (PowerPC405)
5	FOC2240Y1KE	cisco WS-C2960+24PC-S (PowerPC405)
6	FOC1937S49X	cisco WS-C2960+24PC-S (PowerPC405)
7	FCW1916B14N	cisco WS-C2960+24PC-S (PowerPC405)
8	FOC2240Y1QP	cisco WS-C2960+24PC-S (PowerPC405)
9	FCQ1535Y7MQ	cisco WS-C2960-24TT-L (PowerPC405)
10	FOC2240Y1R1	cisco WS-C2960+24PC-S (PowerPC405)
11	FCQ1614X24T	cisco WS-C2960-24PC-S (PowerPC405)
12	FOC1848Z4R4	cisco WS-C2960+24PC-S (PowerPC405)
13	FOC1848Z4NY	cisco WS-C2960+24PC-S (PowerPC405)
14	FCQ1733Y2MD	cisco WS-C2960-24LC-S (PowerPC405)
15	FOC2202Y5LG	cisco WS-C2960+24PC-S (PowerPC405)
16	FOC2152Y1GB	cisco WS-C2960+24PC-S (PowerPC405)
17	FCW1916B15Q	cisco WS-C2960+24PC-S (PowerPC405)
18	FCQ1739Y0KL	cisco WS-C2960+24LC-S (PowerPC405)
19	FDO2020E0J1	cisco WS-C3650-24TD (MIPS)
20	FDO1928P0AC	cisco WS-C3650-24TD (MIPS)
21	FCW2036A7RZ	cisco WS-C2960+24PC-S (PowerPC405)
22	FCW2250A5CW	cisco WS-C2960X-24TS-L (APM86XXX)
23	FOC2119Y4WZ	cisco WS-C2960+24PC-S (PowerPC405)
24	FOC2240Y1RQ	cisco WS-C2960+24PC-S (PowerPC405)
25	FCW1916B155	cisco WS-C2960+24PC-S (PowerPC405)

List of Routers

Nr	Serial #	Processor
1	FCZ2324C1AH	cisco C1111-4P (1RU) processor
2	FCZ2324910N	cisco C1111-4P (1RU) processor
3	FCZ2324910L	cisco C1111-4P (1RU) processor
4	FCZ2324910U	cisco C1111-4P (1RU) processor

5	FGL214380TY	cisco ISR4431/K9 (1RU) processor
6	FGL214380TX	cisco ISR4431/K9 (1RU) processor
7	FCZ2324C1A7	cisco C1111-4P (1RU) processor
8	FGL214380TW	cisco ISR4431/K9 (1RU) processor
9	FCZ2324910J	cisco C1111-4P (1RU) processor
10	FGL22209201	cisco ISR4221/K9 (1RU) processor
11	FCZ16369017	Cisco CISCO1921/K9 (revision 1.0)
12	FGL153324R2	Cisco CISCO2901/K9 (revision 1.0)
13	FGL202210RE	cisco ISR4431/K9 (1RU) processor
14	FGL22209200	cisco ISR4221/K9 (1RU) processor
15	FCZ2324C1A8	cisco C1111-4P (1RU) processor
16	FCZ2324910M	cisco C1111-4P (1RU) processor
17	FGL222091ZR	cisco ISR4221/K9 (1RU) processor
18	FGL222091ZZ	cisco ISR4221/K9 (1RU) processor
19	FCZ2324C1AA	cisco C1111-4P (1RU) processor
20	FGL222092UV	cisco ISR4221/K9 (1RU) processor
21	FCZ2324C1A6	cisco C1111-4P (1RU) processor
22	FCZ1908900E	Cisco C881-K9 (revision 1.0)
23	FCZ2324C1A0	cisco C1111-4P (1RU) processor
24	FCZ2324910S	cisco C1111-4P (1RU) processor
25	FCZ2324C1A4	cisco C1111-4P (1RU) processor
26	FCZ2312913N	cisco C1111-4P (1RU) processor
27	FCZ2324C1AF	cisco C1111-4P (1RU) processor
28	FGL22209202	cisco ISR4221/K9 (1RU) processor
29	FCZ2324C1AD	cisco C1111-4P (1RU) processor
30	FCZ2324C1A3	cisco C1111-4P (1RU) processor
31	FCZ2324C1AB	cisco C1111-4P (1RU) processor
32	FCZ185060GX	Cisco CISCO2921/K9 (revision 1.0)
33	FCZ2312C185	cisco C1111-4P (1RU) processor
34	FCZ161490ZQ	Cisco CISCO2901/K9 (revision 1.0)
35	FCZ2324910R	cisco C1111-4P (1RU) processor

List of Firewalls

Nr	Serial #	Processor
1	JMX1721404B	ASA5505:CPU Geode 500 MHz

2	JMX2206G2EB/JAD22030DCG	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
3	JMX1735Z09G	ASA5505:CPU Geode 500 MHz
4	JMX1551Z1FJ	ASA5505:CPU Geode 500 MHz,
5	JMX1721Z04Q	ASA5505:CPU Geode 500 MHz
6	JMX1430Z02F	ASA5505:CPU Geode 500 MHz
7	JMX2206G2E4/JAD220509C3	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
8	JMX2206G2E5/JAD22050544	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
9	JMX1916Z075	ASA5505:CPU Geode 500 MHz,
10	JMX2250G1K4/JAD225001PS	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
11	JMX1422438M	ASA5505:CPU Geode 500 MHz,
12	JMX2250G1K5/JAD2249064X	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
13	JMX1721404C	ASA5505:CPU Geode 500 MHz
14	JMX1116Z08G	ASA5505:CPU Geode 500 MHz,
15	JMX2206G2NP/JAD22030G5V	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
16	JMX1336Z1JM	ASA5505:CPU Geode 500 MHz
17	JMX1430401W	ASA5505:CPU Geode 500 MHz,
18	JMX1430Z01M	ASA5505:CPU Geode 500 MHz
19	JMX1430Z01N	ASA5505:CPU Geode 500 MHz
20	JMX1430Z01Q	ASA5505:CPU Geode 500 MHz
21	JMX173540CV	ASA5505:CPU Geode 500 MHz
22	JMX19304106/JAD192901ON	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
23	JMX2052Y19P/JAD2052020J	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
24	JMX2206G0BE/JAD22020BJ3	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
25	JMX2206G2S3/JAD22030G62	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
26	JMX1713Z0MD	ASA5505:CPU Geode 500 MHz
27	JMX2206G2E6/JAD2205052C	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
28	JMX19364206	ASA5505:CPU Geode 500 MHz,
29	JMX2206G2EC/JAD22030GB0	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
30	JMX2250G1K6/JAD225001M0	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
31	JMX1430401U	ASA5505:CPU Geode 500 MHz
32	JMX2206G2DY/JAD22030G97	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
33	JMX2206G2DZ/JAD2203085D	ASA5506:CPU Atom C2000 series 1250 MHz, 1 CPU (4 cores)
34	JMX1630Z0ED	ASA5505:CPU Geode 500 MHz
35	FCH1846740H	ASA5512:CPU Clarkdale 2793 MHz, 1 CPU (2 cores)
36	162042014000401	SSG5-Serial 0710(0)-(00)
37	FG100E4Q17014322	FG100E



List of Telepresence devices

Nr	Telepresence
1	SX10 – Serial number: FTT23020011
2	SX 10– Serial number: FTT230200HZ



Appendix III – Specifications for Maintenance Cisco Call manager and Zoom Record

- CUCM System version: 11.5.1.13902-2 (150 user)
- CUCCX System version: 11.6.1.10000-51
- Zoom Call rec 12 license

Cisco CUCM/CCX Maintenance

Support Onsite for Maintenance Call Manager and Zoom Call Record

Serial #	P/N
WZP18430YPD	CP-7821-C-K9
WZP19280GFR	CP-7821-C-K9
WZP18430YJ1	CP-7821-C-K9
WZP19280MCN	CP-7821-C-K9
PXN16110NWL	CP-6921-C-K9
PXN16110MX7	CP-6921-C-K9
PXN16110NUJ	CP-6921-C-K9
PXN16110NU4	CP-6921-C-K9
PXN16110NU5	CP-6921-C-K9
PXN16110OPW	CP-6921-C-K9
PXN16110NUF	CP-6921-C-K9
PXN16110MX8	CP-6921-C-K9
PXN16110NY2	CP-6921-C-K9
PXN16110MX9	CP-6921-C-K9
PUC162604N7	CP-6921-C-K9
PUC162604E4	CP-6921-C-K9
PUC162603WA	CP-6921-C-K9



Appendix IV – Specifications for Maintenance for Source fire 3D7030 appliance and Defense center (VMware)

Smartnet or partner shared service will be acceptable

P/N
FP7030-TA-LIC
CON-SNT-FP7030
CON-SAU-VMW
Support for Cisco SourceFire
S/N
SF1140800133-T
7051J5J69ED
H4251000039
7051AA27B

Appendix V – Phases and timetables of RFP process and Starting of the services

Tender steps	DATES	RESPONSIBLE
RFP Publishing	08 January 2020	OTP Albania
Delivery of the RFP Proposal	20 January 2020	Bidders
Notification of each bidder on tender's result	Week 4 January 2020	OTP Albania
Contract / PO preparation, review and sign off	Week 4 January 2020	OTP Albania + Winner