

٢٠٢٣/١١/٠٦ بِيرُوٰت فِي

المَوْضُوع: تَلْزِيم تَجْدِيد رَخْص تَشْغِيل وَصِيَانَة شَبَكَة الْآمِنِ وَالْمَراقبَة فِي الْمَرْكَز الرَّئِيْسِيِّ وَالْفَرْوَعِ – رَقْم التَّسْجِيل 23-SD00366-23
الْمَرْجَع: أَسْئَلَة – الْأَجْوَبَة التَّوْضِيْحِيَّة

بِالإِشَارَة إِلَى الْمَوْضُوع وَالْمَرْجَع المُبَيِّنَيْن أَعْلَاهُ،

بِنَاءً عَلَى الأَسْئَلَة الْوَارَدَة مِن الشَّرْكَات، يَوْدُ مَرْكَبْ لَبَّانَ تَوْضِيْحَ التَّالِيِّ وَالْمُبَيِّن فِي الْلَّوْن الْأَحْمَرِ:

1. **Concerning the monthly preventive maintenance for the remote sites, is it acceptable to do it remotely from BDL HQ in Hamra ? and if there is a technical need or problem that requires the onsite intervention, then a site visit will take place**
The TOR asks for one visit per month.
2. **Cisco support service assures a next business day replacement at BDL premises. In this case, is there a need for spare parts ? since that the tender mentions “ability to supply BDL within 24 Hours”, which is already assured by the Cisco support service**
Its up to the bidder to do what he deems necessary to satisfy the TOR and deliver the parts as specified.
3. **In case spare parts remains mandatory, can we provide a similar model with same or higher specifications from the required part number ?**
YES.
4. **Is Cisco smartnet accepted instead of shared support ? Cisco smartnets include everything that shared support provides, in addition to the ability of giving access to the client (BDL) for direct access to Cisco Technical assistance center, open directly cases with Cisco if needed and download directly the needed eligible software when required.**
Cisco shared support is what the TOR asks for and BDL expects the bidder to satisfy this requirement.
5. **Regarding Cisco yearly support, can you quote Cisco smartnet instead of shared support (partner support) ?**
Cisco shared support is what the TOR asks for and BDL expects the bidder to satisfy this requirement.
6. **Reference to the above-mentioned subject, please find below some clarifications needed to be able to provide you with the best solutions .**



Clarification 1 :

Please advise if we can provide Cisco Smartnet Support instead of Cisco Partner support taking into consideration the following differences:

Partner Shared Support: Whenever the customer has an issue that requires external assistance, he has to contact the partner he bought the support from instead of Cisco directly to help in resolving the issue and opening a case with Cisco if needed. So the customer is not able to raise any issue directly to Cisco. This action must be performed by the partner.

Cisco SMARTnet Total Care Support: Customer has the flexibility to either open a case with Cisco directly or ask the partner to do it.

It provides fast, expert technical support and flexible hardware coverage delivered by the Cisco Technical Assistance Center (TAC). Cisco TAC experts are accessible 24 hours a day, 365 days per year, along with multiple online self-help resources, including Cisco's extensive knowledge library, operating system software downloads, and support tools designed to help you resolve network issues quickly, often without opening a case.

With its integrated smart capabilities, you can unlock insight into current details about your installed base, contracts, and security alerts to enhance the efficiency of your support workflows.

Cisco shared support is what the TOR asks for and BDL expects the bidder to satisfy this requirement

Clarification 2 :

Regarding the requested BID Bond, please advise if we can provide the amount in cash payment instead of Bank LG?

Only LGs are accepted.

Clarification 3 :

Please provide us with Contract ID related to the Smartnet Renewal for Batch A

BDL does not use Cisco Smartnet.