

FINANCIAL SECTOR CONDUCT AUTHORITY	 Financial Sector Conduct Authority
QUESTION AND ANSWERS	
BID FSCA2021/22-T012 [PROVISION OF TELEPHONE SYSTEM SUPPORT] RE-ISSUE	

The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2021/22-T012 and are responded to accordingly:

NO.	QUESTION	RESPONSE
	May you please confirm the following concerning Bid No. FSCA2021/22-T012:	
1.	1.1. 23.1.1 – You mention “Alcatel OMNI PCX Set Programming (PSP) subscription licenses.” Is this not Solution Premier Service (SPS) as defined in the Alcatel Lucent SPS brochure: https://www.alenterprise.com//media/assets/internet/documents/solution-premier-service-brochure-en.pdf. Here is an extract from this document: The Alcatel-Lucent SPS provides complete protection and evolution for your AlcatelLucent OpenTouch™ Suite for MLE systems and applications. It delivers essential software maintenance and the latest upgrades to make certain everything is running at peak efficiency and capacity. Any problems are diagnosed and corrected under best-in-class SLAs with your Partner, which ensure that a consistent and appropriate level of service is delivered anytime, anywhere.	This is a Solution Premier Service (SPS) not Alcatel OMNIPCX PSP subscription licenses.

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NO.	QUESTION	RESPONSE
1.2.	26.1 – You mention “Alcatel OMNI PCX Phone Set Programming (PSP) subscription licenses for a period of two (2) years.” Is this not Solution Premier Service (SPS) as defined in the Alcatel Lucent SPS brochure: https://www.al-enterprise.com/-/media/assets/internet/documents/solution-premier-service-brochure-en.pdf? Here is an extract from this document: The Alcatel-Lucent SPS provides complete protection and evolution for your AlcatelLucent OpenTouch™ Suite for MLE systems and applications. It delivers essential software maintenance and the latest upgrades to make certain everything is running at peak efficiency and capacity. Any problems are diagnosed and corrected under best-in-class SLAs with your Partner, which ensure that a consistent and appropriate level of service is delivered anytime, anywhere.	This is a Solution Premier Service (SPS) not Alcatel OMNIPCX PSP subscription licenses.
1.3.	27.1.6 – You mention “Provide Alcatel OMNIPCX PSP subscription licenses.” Is this not Solution Premier Service (SPS) as defined in the Alcatel Lucent SPS brochure: https://www.al-enterprise.com/-/media/assets/internet/documents/solution-premier-service-brochure-en. pdf? Here is an extract from this document: The Alcatel-Lucent SPS provides complete protection and evolution for your AlcatelLucent OpenTouch™ Suite for MLE systems and applications. It delivers essential software maintenance and the latest upgrades to make certain everything is running at peak efficiency and capacity. Any problems are diagnosed and corrected under best-in-class SLAs with your Partner, which ensure that a consistent and appropriate level of service is delivered anytime, anywhere.	This is a Solution Premier Service (SPS) not Alcatel OMNIPCX PSP subscription licenses.

NO.	QUESTION	RESPONSE
1.4.	34. Item 6 – You mention “Alcatel OMNIPCX PSP subscription licenses for a period of two (2) years.” Is this not Solution Premier Service (SPS) as defined in the Alcatel Lucent SPS brochure: https://www.al-enterprise.com/-/media/assets/internet/documents/solution-premier-service-brochure-en.pdf? Here is an extract from this document: The Alcatel-Lucent SPS provides complete protection and evolution for your AlcatelLucent OpenTouch™ Suite for MLE systems and applications. It delivers essential software maintenance and the latest upgrades to make certain everything is running at peak efficiency and capacity. Any problems are diagnosed and corrected under best-in-class SLAs with your Partner, which ensure that a consistent and appropriate level of service is delivered anytime, anywhere.	This is a Solution Premier Service (SPS) not Alcatel OMNIPCX PSP subscription licenses.
2.	Please could you send us a System backup for the Alcatel-Lucent system	The System backup for the Alcatel-Lucent system will be supplied on request and will not be published on the website due to security consideration
3.	Can you supply us with a copy of the OPS file?	The OPS file will be supplied on request and will not be published on the website due to security consideration
4.	Do you allow the collaboration of resellers and back-end network providers to meet tender requirements? In this case, you'd find that a reseller is bidding for this tender and then to meet the tender requirements they outsource their services to the back-end network provider who's got experience. i.e. Are joint ventures are allowed to bid for this tender?	Yes, we do allow joint ventures, but make sure that when the joint venture proposal is submitted a proposal, it meets all the requirements for a joint venture e.g. submitting a Joint Venture Agreement.

NO.	QUESTION	RESPONSE															
5.	My question is if we are not satisfied with your current service provider who's providing the SIP trunk, can we port the numbers?	We have no issue with the current service provider. Numbers are already ported and that can be facilitated from the PABX.															
6.	Are they allowed to port the numbers (PABX)	Numbers are already ported and that can be facilitated from the PABX.															
7.	Regarding the target response times and the severities of the critical high, medium and low. What constitutes those four levels? Please elaborate on that.		<table><tr><th>Priority</th><th>Impact Definition (i.e. the list is not exhaustive)</th></tr><tr><td>P1 Incident</td><td>The problem affects the entire FSCA staff, or an entire ICT service; e.g. entire telephone service is unavailable to the FSCA.</td></tr><tr><td>P2 - Incident</td><td>Telephone issues (landline or ports check, PABX, telephone instruments, telephone cabling)</td></tr><tr><td>P2 – Service Request</td><td>New Telephone requests</td></tr><tr><td>P3 - Incident</td><td>Telephone issues (landline or ports check, PABX, telephone instruments, telephone cabling)</td></tr><tr><td>P3 – Service Request</td><td>New request for telephone services</td></tr><tr><td>P4</td><td>ICT small projects (where configuration Items are affected) Problem linked to incident(s) that has a workaround</td></tr></table>	Priority	Impact Definition (i.e. the list is not exhaustive)	P1 Incident	The problem affects the entire FSCA staff, or an entire ICT service; e.g. entire telephone service is unavailable to the FSCA.	P2 - Incident	Telephone issues (landline or ports check, PABX, telephone instruments, telephone cabling)	P2 – Service Request	New Telephone requests	P3 - Incident	Telephone issues (landline or ports check, PABX, telephone instruments, telephone cabling)	P3 – Service Request	New request for telephone services	P4	ICT small projects (where configuration Items are affected) Problem linked to incident(s) that has a workaround
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8.	From a support perspective, will you allow access to remote support or are you expecting all support to be on site?	We allow remote support.
9.	Regarding the reference letter from Alcatel, do we provide only the letters, or do we need to also provide the details of the companies and their mandatory documents of Alcatel?	The reference letter must be on a letterhead of the OEM and confirm in detail the relationship or partnership of the bidder with Alcatel.
10.	Do you publish this bid received after receiving tenders?	Yes, a bid's received register will be published.

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