



EUROPEAN UNION

DELEGATION TO BOSNIA AND HERZEGOVINA

Clarification No. 2

Project Title: Supply of ICT Equipment for IDDEEA and Judicial Institutions in BiH

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Lot 1

Question 1: LOT1/LOT17:

Kindly please share network plan:

- a) - network topology overview
- b) - for the potential part where Mobile WIMAX could be applied:
- c) - detailed network topology
- d) - target cell ranges, traffic volumes
- e) - planned sites, specific requirements, preferred BTS solution (Indoor or outdoor)
- f) - minimum bandwidth per CPE/subscriber.
- g) - the contention-ratio to be designed for the subscribers (Active:Idle ratio)
- h) - this is a turn-key solution i.e. the customer does not have any existing CSN set-up like DHCP,DNS,NTP-servers for WiMAX ?

- Answer 1:**
- a) Please see Clarification No. 1 – Answer 2
 - b) Please see Clarification No. 1 – Answer 3
 - c) Please see Clarification No. 1 – Answer 4
 - d) Please see Clarification No. 1 – Answer 5
 - e) Please see Clarification No. 1 – Answer 6
 - f) Please see Clarification No. 1 – Answer 101
 - g) Please see Clarification No. 1 – Answer 102
 - h) Please see Clarification No. 1 – Answer 103

Question 2: We would like to inform you that the general standard for the specification of “camera sensor resolution” for passport readers is 3.1 MegaPixel. Therefore, we kindly request you to change the below specification as

- Camera Sensor Resolution minimum 3.1 MegaPixel
- instead of
- Camera Sensor Resolution minimum 3.2 MegaPixel.

Answer 2: No, please refer to the technical specification.

Question 3: On page 1 the required channel bandwidth for Base Stations is: 3.5MHz and 5MHz. On page 4 the required channel bandwidth for Customer Premise Equipment (CPE) is: 3.5MHz and 1.75MHz. Why? The Base Station and Customer Premise Equipment have to support the same channels to work.

Answer 3: Base station, as well as CPE, should operate in the following channel bandwidths: 1,75 MHz, 3,5 MHz.

Question 4: Why the Base Station connection to IDU-ODU has to be IF? That type of connection assumes coaxial cable between IDU and ODU, and coaxial cable is inserting losses. From the technical point of view, there are better ways to connect IDU and ODU, which are lossless, like optical fibre or Ethernet.

Answer 4: We expect from the tenderers to offer

IDU – ODU Communication:

IF Frequency:

Tx: 240 MHz

Rx: 140 MHz

in accordance with minimal technical requirements set forth in the technical specification for Lot 1.

Question 5: What is the Monitor port on Page 2, under “Configuration and management”, and what is its purpose? It seems to be some vendor specific port. The equipment that we plan to offer is having LAT port and Professional port for direct device access for monitoring.

Answer 5: We expect from the tenderers to offer minimum specified ports under “Configuration and Management” in accordance with minimal technical requirements set forth in the technical specification for Lot 1.

Question 6: On page 2, under “SNMP agents”, it is required that SNMP version 1 is supported. Can you explain why do you have such requirement if version 2c is far better and safer and is available with almost all vendors of wireless equipment?

Answer 6: The minimal technical requirements are set forth in technical specification and should be met or exceeded under “SNMP agents”.

Question 7: On page 2, “Authentication radius” is required. What is it required for? The equipment we plan to offer can provide the following without use of RADIUS server:

- i. Encryption over the air,
- ii. CPE secure operation based on its MAC address,
- iii. Full provisioning from the Network Management system.

Answer 7: We expect from the tenderers to offer at least Remote configuration connection authentication under “Authentication radius” in accordance with minimal technical requirements set forth in the technical specification for Lot 1.

Question 8: On page 2, it is asked that configuration upload/download via SNMP should be supported. Our devices do not require upload/download configuration as all the configuration data is being automatically upgraded from Netspan – management system via SNMP protocol. Please, advise, if this solution, which we believe is better and is industry standard, is acceptable.

Answer 8: No. We expect from the tenderers to offer Configuration upload/download: Using TFTP.

Question 9: On Page 2, Base Station requirement for “Multi Carrier bandwidth (via IF Mux)” is vendor specific system requirement and cannot be met by other (better) solutions – like Ethernet or fibre optic connection. We need answer if Ethernet or Optical fibre connections could be used.

Answer 9: Tenderers are allowed to offer equipment that meets or exceeds minimal technical requirements set forth in the technical specification.

Question 10: Base Station TX power requirements are contradictory – in one point (middle of page 1) it is 34dBm +/-1, in other point (Page 4) it is 28dBm. Which is it? We can provide products from 28dBm up to 37dBm.

Answer 10: Base station:

Output power (at antenna port):

34 dBm +/- 1dBm maximum

Power control range: 10 dB, in 1dB steps

Customer Premise Equipment (CPE):

Maximum output power (at antenna port):

AU (Access Unit): 28 dBm +/- 1dBm

SU (Subscriber Unit): 20 dBm +/- 1dBm

Question 11: On Page 5, why the CPE software upgrade should be using TFTP? For Over The Air upgrades it is safer to (in poor link conditions) do it over FTP. That is, also, industry standard. Can you advise on this issue?

Answer 11: CPE software upgrade should be using TFTP.

Question 12: Installation of equipment required in Lot 1 is not included in “Instructions to tenderers” or in “Annex IV-Financial offer”. Does it mean that the equipment is only to be delivered to the delivery address mentioned in Lot 1 (Annex II&III-technical Specifications)?

Answer 12: Yes, this is correct. The installation of the equipment is not required. The tenderer should only deliver equipment to the address specified in Lot 1.

Lot 2

Question 13: 2.1 Kindly please clarify blade enclosure height requirement – 7U max. Only one vendor complies. Is it possible to offer blade with height >7U?

Answer 13: No, Technical specification requirements are to be fulfilled.

Question 14: 2.3 Kindly please clarify request: “support for large partitioning for disk groups 50+disks, with 32TB LUN, RAID 0+1, 0+5,0+6” when only 8 disks are required?

Answer 14: Technical specification defines minimal technical requirements to be fulfilled or exceeded. Mentioned functionality may be required for future upgrades.

Question 15: LOT 2, item 2.6

According to our research, which included HP, Lenovo, Acer, Dell, MSI and other brands, there is no notebook currently available on the market that has parallel port, with all other required ports, integrated on the base unit. Will it be acceptable if we offer a notebook system that provide parallel interface via docking station, USB adapter or PCMCIA card?

Answer 15: Bidders may offer a computer system that will provide parallel interface only via PCMCIA card, keeping compactness and mobility of the notebook (adapter with cable is not allowed). The USB adapters or docking station are not acceptable.

Question 16: LOT 2, item 2.6

Will it be acceptable if we offer newer. Display port, instead of S-Video out?

Answer 16: Since newer video out ports exceeds minimal technical requirement, it is acceptable to offer notebooks with Display port.

Question 17: As specified in Annex II+III: Technical specifications + Technical offer in the Table under ID No.:2.6 and 10.1 under Interfaces You required parallel ports on laptops. New technologies of laptops don't offer parallel ports on the motherboard.

Please, can You change or customize Your specifications for 2.6 and 10.1?

Answer 17: Bidders may offer a computer system that will provide parallel interface only via PCMCIA card, keeping compactness and mobility of the notebook (adapter with cable is not allowed). The USB adapters or docking station are not acceptable.

Question 18: As specified in Annex II+III: Technical specifications + Technical offer in the Table under ID No.:2.6 and 10.1 under Interfaces you required parallel ports on laptops. New technologies of laptops don't offer parallel ports on the motherboard.

Please, can You change or customize Your specifications for 2.6 and 10.1?

Answer 18: Bidders may offer a computer system that will provide parallel interface only via PCMCIA card, keeping compactness and mobility of the notebook (adapter with cable is not allowed). The USB adapters or docking station are not acceptable.

Lot 3

Question 19: 3.3/3.4 Kindly please clarify required scope of work for installation of software for IP telephony and Call Centre platform. Only installation required? No additional system integration or customization is required?

Answer 19: No other integration is required in this tender procedure. Customization of the IP telephony and Call Centre platform is considered to be a part of configuration process.

Question 20: 3.10 Is it possible to offer a router with only 1 USB port instead of 2 USB ports as required?

Answer 20: No.

Question 21: 3.16 Kindly please clarify following requests:

a) Certified web platforms:

Macintosh OS X support – please clarify if Macintosh running FireFox 2 or 3 is acceptable?

b) Certified web browsers:

Safari – please clarify if Macintosh running Firefox web browser instead of Safari is acceptable.

c) Wireless Interface feature must support functionality:

Wireless interface and a wireless PDA – please clarify if this functionality must only be supported but not implemented or supported and implemented

Answer 21: a) Yes

b) No

c) This functionality **only** has to be supported.

Question 22: Item 3.1 In the technical specification you require a server for IP telephony. Can the offered IP telephony platform be based on a hybrid system, not as a Soft switch?

Answer 22: Yes, but please note that server for IP telephony should fulfill minimal requirements set forth under item 3.1.

Question 23: Item 3.3. In the technical specification you require an Asterix/Astman proxy manager. Can the IP telephony platform be based on a different architecture than Asterix, i.e. Brand name IP telephony platform?

Answer 23: Yes, but please note that IP telephony platform should fulfil minimal requirements set forth under item 3.3.

Question 24: Item 3.2. In the technical specification you require that the Call Center Server is Linux based. Can the Call Center be based on a different operating system (i.e. Windows Server 2003), giving the same required options and the required performance. We feel that the operating system is not the crucial part of the system.

Answer 24: Yes.

Question 25: Items 3.9. and 3.10. In the technical specification you require routers to perform routing and voice functionalities. Is it necessary that the router is at the same time a PSTN gateway? We feel that, for availability purposes, router and PSTN should be realized as different devices,

Answer 25: Routers should fulfill minimal requirements set forth under item 3.9 and 3.10.

Question 26: Item 3.3. Since the technical specifications you require 2 IP telephony servers (and according to the picture), one as primary and one as backup. How should the backup server work? As: Active/Active, Active/Warm Standby, Active/Hot Standby, or?

Answer 26: Backup server should work in situations when primary server is out of order.

Question 27: Conceptual design question: Since you require routers as PSTN gateways, and have not included any type of SRST (survivability) requirement, is it required that each location have survivability features incase the link to central office goes down?

Answer 27: Not requested in the tender.

Question 28: Conceptual design question: What are the planned link speeds (for the main/backup server synchronization) between the locations?

Answer 28: Between primary and backup locations exists SDH network.

Question 29: 3.16 Software (read-off-the-shelf):

Self Service Interface: Must allow a user to interact with service desk. Can you please clarify what this interaction entails: is the focus on incidents or should a user be able to e.g. view statuses of services within the self service portal?

Answer 29: Users should be allowed to follow the service cases they are entitled to (they have granted rights to).

Question 30: Forums for analysts: Can you please clarify how many analysts in total will be using the forum functionality?

Answer 30: A minimum of ten (10) super user licences is required in this tender procedure.

Question 31: Wireless Interface feature:

- a. Can you please clarify the difference between “Wireless Interface” and “Wireless PDA”?
- b. Can you please clarify as to whether you require the application to support a wireless channel or you require a distinct number of wireless user licenses for this particular bid?
- c. Is this only a web access via web browser (already) installed on a mobile device?
- d. How many users will be expected to be using the wireless interface/pda?

Answer 31: a) Wireless interface means any wireless notebook / subnotebook. Wireless PDA is a PDA equipped with wireless interface.

b) Application should allow support staff to access the application using wireless communication network

c) No, the web interface is the separate feature (also listed in item 3.16)

d) At least users with super user license are expected to use wireless interface / wireless PDA, see answer 134.

Question 32: User Licensing: Would you accept “named user” licensing method as opposed to “concurrent user” licensing and if so how many users would you in that case require?

Answer 32: At least users with super user license are expected to use wireless interface / wireless PDA.

Lot 4

Question 33: Regarding Lot 4, in technical specifications (Annex II+III) there is not indicated anything regarding Personalisation system itself but the header of that lot contain hardware and software of personalisation system.

Could you please explain it? What will be offered for Lot 4 ? Only the things specified in technical specifications? Or shall we look somewhere else for their explanations?

Answer 33: For lot 4 we expected from the tenderers to offer hardware and software for personalisation centre in accordance with minimal technical specification (Annex II+III).

Lot 5

Question 34: 5.8. Please confirm if more advanced and widely deployed firewire interface can be used instead of SC1-3 (SCSI) interface? Therefore scanners would have dual firewire and USB 2.0 interfaces.

Answer 34: No.

Question 35: Document management Scanner

Since for the LOT 13 - Scanners, it is not necessary to submit COO (Certificate Of Origin), whether the same rule can be applied to scanners that are required in a LOT 5?

Answer 35: Please refer to the Instruction to Tenderers, Article 4 Origin.

Lot 6

Item 6.1 Control Centre (software ready off the shelf):

Question 36: Is this item asking for desktop application or server / database backed application? Is server based web application acceptable? (very fast web application no difference from desktop installed)

Answer 36: Web based is not acceptable

Question 37: What are authentication and authorisation mechanisms (integration? None?)

Answer 37: The authentication and authorisation mechanisms should be very secure.

Question 38: What is expected codepage? IS UTF-8 codepage OK?

Answer 38: The system is oriented as a client-server. Within the server and client applications manufacturer defines the way of protection and method of encoding.

Data communicator Alarm communicator

Question 39: Is this hardware or software request? If software what functionality expected If hardware what I/O spec is expected?

Answer 39: The HW and SW should be set to serve the distribution of alarms and alarm status from the vehicle as well as for GSM communication with vehicles.

Vehicle tracking application

Question 40: What is number of vehicles that are to be tracked?

Answer 40: The number of vehicles is defined with tender request for the amount of mobile stations.

Question 41: What is expected administration functionality?

Answer 41: Administrative functions should enable the functioning of the system defined in the tender documentation.

Question 42: What is user authentication functionality expected?

Answer 42: The system is oriented as a client-server. Within the server and client applications manufacturer defines the way of protection and method of encoding.

Question 43: Any integration in existing environment? (PKI?)

Answer 43: No.

Question 44: What access security is asked?

Answer 44: The access security should be very secure.

Question 45: What is authorisation functionality expected?

Answer 45: The system is oriented as a client-server. Within the server and client applications manufacturer defines the way of authorization

Question 46: Any integration in existing environment? (LDAP, userlevels, individual settings?)

Answer 46: No.

Communication server

Question 47: Please describe expected role of communication server. What is expected functionality of communication server (list of functions)?

Answer 47: The communication server is defined with minimal technical requirements set forth in the technical specification.

AVL server with Position manager

Question 48: What is connection to GSM network node? Public or private APN? If private APN what security is expected? (VPN? SHA-1?, MD-5,...?)

Answer 48: Public or private VPN.

Question 49: What is number of GSM networks that shall be connected (one or more)?

Answer 49: One network.

Question 50: What is fail safe plan for communication if GPRS network goes down?

Answer 50: CSD mode.

Question 51: What is terminal unit (tracking device) authentication functionality expected? Any integration in existing environment? (Radius?) Any scrambling of transferred data is expected? (PKI, SHA1,...?)

Answer 51: Mode of work of the terminal unit is set by side of manufacturer.

SCD server

Question 52: Please describe role of SCD server! What is expected functionality of SCD server? We do not recognize the meaning of the expression SCD server.

Answer 52: CSD server (SW), which is part of the control center, and the CSD is used for communication with terminal units.

Question 53: What are mandatory functionalities?

Answer 53: CSD is used for communication between the Data Communicator and terminal units.

GPRS server, remote server and SCD server

Question 54: What environment will the maps run in?

Answer 54: Please read carefully Item 6.1 and 6.2 of Technical Specification.

Question 55: Does customer expect to receive offered only map data for existing map server or map service (MAP data + map server)?

Answer 55: Please read carefully Item 6.1 and 6.2 of Technical Specification.

Question 56: Does map data and map server have to be integrated and fully functional?

What map functionality is asked?

-show vehicle on the map?

-show change of status on the map? how fast refresh for all vehicles?

Answer 56: Please read carefully Item 6.1 and 6.2 of Technical Specification.

Question 57: Are there any special functions required for map functionality (routing, navigation, trip optimization, nearest address, nearest POI (like nearest hospital, etc..), polygon alarm.

Answer 57: Please read carefully Item 6.1 and 6.2 of Technical Specification.

Question 58: What should be the level of detail of map of the BiH? What city map are mandatory? What level of detail?

Answer 58: Please read carefully Item 6.1 and 6.2 of Technical Specification.

Item 6.2 System for Control Centre (software ready off the shelf):

Question 59: Is CSD mandatory? Is acceptable if only GPRS?

Answer 59: CSD is mandatory. No, it is not acceptable only GPRS.

Question 60: Contact vehicles and download data - Is this mandatory if our system does that automatically? (when the terminal falls out of network it stores data internally, and when the terminal gets (automatically) reconnected to the GPRS network, it also automatically sends the data, so that the voyage track has no "holes".

Because automatical the small internal memory is enough (8192 positions) but that is more than enough for normal country wide real life real time vehicle tracking. Please comment!

Answer 60: CSD service provides access to the functionality of the vehicle at any time and download data.

Question 61: As today GPRS is standard high quality network widely available CSD is gone into history (no need for) does it still remains mandatory requirement also in such modern and automated behaviour of mobile terminals?

Answer 61: CSD is mandatory.

Question 62: What is INO package? Please describe the role and the functionality of the INO package?

Answer 62: INO package is the possibility of establishing a CSD (data) calls, to reduce roaming costs, as described in item 6.2, paragraph 4: "INO package for reduction of roaming costs - call for data download of last few positions, other data stored in internal memory"

Question 63:

a) Our terminal devices have built in settings that we call "cost based behaviour" where at home network terminals automatically reconnect and send data while in roaming they reconnect only if they are pulled (pulling method is dialled call - so quite close to CSD but without data - only the incoming call relogin already starts the procedure, and data transfer for the first XX kb block efficiently to be consumed.

b) Is it acceptable if we offer special MAP server functionality with world class standard GIS (ArcGis ESRI) server or this is out of the scope of the order?

Answer 63:

a) CSD service provides access to the functionality of the vehicle at any time and download data.

b) No.

Question 64: Maps for B&H stored locally on computer of each user - Do you mean vehicle activity report (speed/time) and track showed on map and change of vehicle status shown on map? and list of changed statuses available to download (MS EXCELL) and print?

Answer 64: All activities and events for all vehicles are shown on the maps for BiH stored locally on computer of each user.

Question 65: Reconstruction of events from history - Is enough if speed violation appears at the "warnings list" on the list of all warnings or is it requested that the speed alarm is sent to the vehicle?

Answer 65: Reconstruction of events from history must be shown on the map.

Question 66: Geo zones are circular / rectangular acceptable? or they are asked as a multicorner object? or is it asked as a reference vojage corridor (for standard vojages regularly driven)?

Answer 66: Multicorner geo zones.

Question 67: What do you mean as "off line" tracking? What functionality is expected?

Answer 67: Off-line tracking, storing data in internal memory of the terminal, when the vehicle is outside the GSM range.

Question 68: Is every second mandatory? Is min 2 seconds acceptable? (we can do it but this is high functionality for real time and a big load for the network! Typical is 5-15 s of real time with 5-10 seconds of network transport delay from terminal-to-server-to-client web browser. Is this timing acceptable?

Answer 68: As the minimal requirements are set forth in the technical specification, it is not acceptable to offer the minimum of 2 sec interval.

Question 69: On-line real-time tracking, off-line - Is this mandatory? Our system can store up to 8192 positions that is up to one week. What is tactical and organisational value of the data which is "several months" old?

Answer 69: As the minimal requirement are set forth in the technical specification, it is not acceptable to offer the minimum of up to one week storing.

Question 70: Is CSD mandatory?

Answer 70: CSD is mandatory.

Question 71: We offer any HTTP connection to the internet web application via any kind of device that can connect the Internet and has the browser. We also have special "mobile optimised" web site available, is this enough?

Answer 71: Web based is not acceptable.

Question 72: What is required number of I/O interfaces.

Answer 72: Please read carefully Item 6.4 of Technical Specification.

Question 73: What heat protection is asked? Is it okay if our terminal unit is in metal housing (heat sink)? Our max guaranteed temperature is 60°C is this acceptable?

Answer 73: Please read carefully Item 6.4 of Technical Specification.

Question 74: Is remote firmware mandatory? Is it enough if remote settings management is available via SMS?

Answer 74: Remote upgrade of mobile device in vehicle is mandatory. Please read carefully Item 6.2 of Technical Specification. SMS is not acceptable.

Question 75: What is the purpose of necessity to connect several servers into one system?

- Scalability
- Data volume?
- Redundancy
- Integration in existing IT infrastructure?
- Integration into logistic or ERP environment?

Answer 75: Geographical and organizational structure provides the end user to establish several independent local centers connected in one system.

Question 76: What should be the protocol for the connection of servers into one system?

Answer 76: To be defined by bidders.

Question 77: Is SOA / ESB architectural compatibility enough?

What SOA / ESB environment is looked for?

- IBM?
- Microsoft?
- Open source?

Answer 77: There is no preferred brand. Bidders are expected to offer the equipment that matches or exceeds the minimal requirements set forth in the technical specification.

Item 6.3. Server

Question 78: Is mandatory one server or two servers are acceptable (HW?)

Answer 78: One server is mandatory.

Question 79: IS acceptable server environment with two virtual machines one for Linux and MySQL the other for MS 2008 server, digital map database and mapserver?

Answer 79: No.

Device for vehicle

Question 80: Is 8-40V mandatory? Is 9-30V enough? (Works in 12 and 24 V vehicles but protection already reacts at 40 V)?

Answer 80: No, technical specification defines minimal technical requirements to be fulfilled or exceeded.

Question 81: Is negative pole grounded terminal unit acceptable or is it asked to be positive pole at the ground?

Answer 81: It is not relevant for the preparation of bid.

Question 82: Are chassis dimensions 125 mm x 31 mm x 115 mm acceptable?

Answer 82: No.

Question 83: Is temperature range -20°C ~ +60°C acceptable?

Answer 83: No, Technical specification defines minimal technical requirements to be fulfilled or exceeded.

Item 6.5. Workstations licence

Question 84: If web access no licence for client only username and password (not limited) Is that acceptable?

Answer 84: No.

Question 85: What input for fuel consumption is expected?

Answer 85: Any input that will provide monitoring of fuel consumption through offered software.

Question 86: What functionality is asked under "maintenance and registration" for maintenance and what for registration?

Answer 86: Monitoring vehicle maintenance and regular registration thereof.

Question 87: What is the intended purpose of registration?

Answer 87: Monitoring vehicle registration.

Item 6.6. Mobile devices licence:

Question 88: If no licence, is that acceptable?

Answer 88: No, Technical Specification defines minimal technical requirements to be fulfilled or exceeded.

Item 6.7. Activation of the system, training

Question 89: What is the location of the system implementation?

Answer 89: Location for implementation - Banja Luka BiH.

Question 90: What is the environment? Power supply? Emergency power supply (UPS)? Ethernet availability? Ethernet capacity? 19" rack space availability? Climatisation availability?

Answer 90: Power supply is 220V/50Hz, other questions go beyond the scope of this tender.

Question 91: Please specify if any infrastructure for server expected to be implemented but is not listed here?

Answer 91: No.

Question 92: LOT 6, item 6.3

Will it be acceptable if we offer server with two processors that match all technical requirements listed under item 6.3?

Answer 92: No.

Question 93: On some of Certificate of Origin in field No. 6 of the COO (item no, marks, nos, number and kind of packages, description of goods) there is specified products „as per attached invoice" with invoice's date and Number.

Is it necessary to provide You original Invoice that was mentioned on Certificate of Original if it is issued on the above mentioned way?

Answer 93: Yes, in that case we need the original invoice or its certified copy.

Question 94: Lot 6, item 6.8, point 2 reads: "GPS/GPRS service". Please elaborate what do you mean by this.

Answer 94: Support for the normal functioning of the system in part that are rented (Telecom operator) or for free use (GPS satellites), it can be seen as part of the 6.8 / 1.

Question 95: Is this item asking for desktop application or server / database backed application? Is server based web application acceptable? (very fast web application no difference from desktop installed)

Answer 95: Web based is not acceptable

Lot 8

Question 96: 8.1. request is :

“In first framework shall be placed two (2) rectifier modules and five (5) remaining places are foreseen for redundancy.”

Output power per rectifier module: 1000 W.

In total it means 6000 kW + 1 redundant (1000 W) module.

Can we offer DC system with rectifier module with output power 2000 W expandable to 4 modules?

In total it means 6000 W + 1 redundant (2000 W) module, or we have to offer systems with minimum 7 places for redundancy.

Answer 96: No, in your question you wrote "In total it means 6000 kW + 1 redundant (1000 W) module". And as you know 6000 kW is 6 MW and it is not acceptable for us.

Question 97: 8.4. request is :

"Battery consists of 24 cells, rated voltage of one cell 12 VDC"

We believe request is "Battery consists of 24 cells, rated voltage of one block is 12 VDC". Can you clarify this request?

Answer 97: You can offer 2x 48 V connected in parallel, where each of the 48 V battery is composed of 4x12 or 24x2 blocks.

Question 98: 8.4. request is :

"Rated capacity of battery: 2x180Ah (360Ah) at C10 up to 1,75 V/cell at 25 °C.

Request suggest to offer 2 chains of battery with capacity of 180 Ah. Can we offer same capacity but with 3 chains (empl. 3 x 130 Ah = total 390 Ah)?

Answer 98: No.

Question 99: 8.7. request is :

"Modular Power supply system 230V, 50Hz with high back up system the consumption to 1500W"

"In first framework shall be placed two (2) rectifier modules and five (5) remaining places are foreseen for redundancy."

8.9. Request is to put: "2 modules of "Output power per rectifier module: 1000 W"

This configuration will not have redundancy. Also, it will hardly fulfil requirements for battery charging and power supply (1500W).

Can you clarify request?

Answer 99: Configuration refers to the modular charger with parallel binding Charger and distribution of load (hot swap-configuration), and with space to add additional charger modules if necessary in the future.

Question 100: 8.10. request is :

"Rated capacity of battery: 2x180Ah (360Ah) at C10 up to 1,75 V/cell at 25 °C.

Request suggest to offer 2 chains of battery with capacity of 180 Ah. Can we offer same capacity but with 3 chains (empl. 3 x 130 Ah = total 390 Ah)?

Answer 100: No

Question 101: 8.1. request is :

"Doors shall be equipped with a lock and a key and partially shall be provided with window of laminated glass. In lower part, doors are solid. "

Also in same item you put request to have: "Front door shall be see-through made of plexus glass".

All together it is not clear which tip of door we have to provide.

Can you clarify?

Answer 101: Doors must have locks and be provided with window of laminated glass in order to see equipment in the cabinet and must have frame around the transparent surface.

Question 102: 8.7. request is :

"Doors shall be equipped with a lock and a key and partially shall be provided with window of laminated glass. In lower part, doors are solid. "

Also in same item you put request to have: " Front door shall be see-through made of plexus glass"

All together it is not clear which tip of door we have to provide.

Can you clarify?

Answer 102: Doors must have locks and be provided with window of laminated glass in order to see equipment in the cabinet and must have frame around the transparent surface.

Question 103: 8.1. AND 8.11. request for inverter is :

- Efficiency (Typical):
- Enhanced Power Conversion: 94%
- On Line: 89%

Can you explain this expression “Enhanced Power Conversion: 94%” and what is difference between Enhanced Power Conversion and On Line efficiency ?

Answer 103: These are common factors that are given as the characteristics of the inverter by side of manufacture.

Question 104: 8.1. AND 8.11. request for inverter is :

- MTBF: 200 000 hrs

Can you explain by which methodology, calculation and outside conditions you calculate this request?

Answer 104: Meaning of the time between failure is estimated based on the 1 +1 redundancy.

Lot 9

Question 105: Could you specify information about hardware and software in control centre (client computers, redundant servers).

Answer 105: The beneficiary agency is responsible for provision of the hardware and software in the control centre.

Question 106: The programming language mentioned in point 9.3 is STEP 7. This language is SIEMENS manufacturer's language and another PLC manufacturers cannot provide this language. Can you consider our offer as valid if we specify another PLC with certain language that can provide all functionalities required in this tender? In the same point the communication module for TCP/IP is mentioned. Is it possible to offer this module as integral part of PLC unit?

Answer 106: Yes, technical specification in item 9.3 lists STEP 7 as one of the languages that provide minimal technical requirements. Other equivalent or better languages are acceptable. Yes, it is possible to offer this module as integral part of PLC unit.

Question 107: In point 9.5 the GPRS modem is specified as well as additional communication module with RS232 and RJ45 interfaces. Is it possible to avoid this module as external unit if we can provide all functionalities with offered GPRS modem and PLC device?

Answer 107: Yes, module should fulfil minimal requirements set forth under item 9.5.

Question 108: This tender specify 6 pieces of GPRS modems for 6 remote sites. What kind of connection from control centre to GPRS network is required? As we also know, supervision of remote sites with GPRS network requires static IP addresses provided by certain telecommunication provider (or user defined virtual static addresses). Who is responsible for providing static IP addresses?

Answer 108: The connection from control centre to GPRS network is not a part of this tender procedure and should be provided by beneficiary agency. Also, IP addresses provision is responsibility of the beneficiary agency.

Question 109: Can you explain more detail about what specifically works in item 9.12? Is it necessary to connect PLC's on the devices that are in the field, and create process logic for the acquisition, processing and sending data to the application of the control center, or to only install PLC's cabinet requested in item 9.2? On the other hand, whether it is necessary to create process logic, process screens, configure OPC Server, alarms, trends and reports within the application or the control center for just about installing software on the PC. In this regard, documentation and level of training required is significantly different.

Answer 109: The item 9.12. reads: "All items from 9.1-9.12 must be installed and put in function together with Agencies employees on the following remote locations in BiH". The software solution in control centre has to be installed and set-up, so the complete system is operational.

Question 110: Regarding to point 9.1 of tender (Lot 9 – Supply of hardware, software and equipment for a remote measuring of SDH telecommunication nodes) questions is:

Please, confirm that you request license for 8192 runtime tags.

Answer 110: Yes

Question 111: Also regarding license for GPRS OPC, confirm that license which you request is license for 64 stations, which can be upgraded to license for 256 stations.

Answer 111: Yes.

Question 112: HMI license: Do you request license for redundant server and license for X clients (please write how many clients) separate or you need just one license for stand alone application.

Answer 112: One license for stand alone application will be acceptable.

Lot 10

Question 113: 10.1. Kindly please clarify if LCD 15.4" WXGA (1280x800) Magnesium must be used. Can an alternative 15.4" WXGA LCD be offered?

Answer 113: No, Technical specification defines minimal technical requirements to be fulfilled or exceeded.

Question 114: 10.2. Kindly please clarify if notebook must have 2 x internal microphones. Can an alternative model with 1 internal microphone be offered?

Answer 114: No, In accordance with Technical Specification, you should offer notebook with 2 internal microphones.

Question 115: 10.3. Kindly please clarify if μ BTX system board must be used. Can an alternative system board be offered?

Answer 115: Bidders are expected to offer the equipment that match or exceeds the minimal requirements set forth in the technical specification. Therefore, bidders may offer any motherboard that match or exceeds the minimal requirements. All motherboards which are less than or equal in size to μ BTX format are acceptable.

Question 116: LOT 10, Item 10.1

According to our research, which included HP, Lenovo, Acer, Dell, MSI and other brands, there is no notebook currently available on the market that has parallel port, with all other required ports, integrated on the base unit. Will it be acceptable if we offer a notebook system that provide parallel interface via docking station, USB adapter or PCMCIA card?

Answer 116: Bidders may offer a computer system that will provide parallel interface only via PCMCIA card, keeping compactness and mobility of the notebook (adapter with cable is not allowed). The USB adapters or docking station are not acceptable.

Question 117: LOT 10, item 10.1 and 10.2

Will it be acceptable if we offer newer, Display port, instead of HDMI port?

Answer 117: Since newer video out ports exceeds minimal technical requirement, it is acceptable to offer notebooks with Display port

Question 118: LOT 10, item 10.3

Will it be acceptable if we offer newer equivalent μ ATX motherboard that match all technical requirements listed under item 10.3, instead of μ BTX?

Answer 118: Bidders are expected to offer the equipment that match or exceeds the minimal requirements set forth in the technical specification. Therefore, bidders may offer any motherboard that match or exceeds the minimal requirements. All motherboards which are less than or equal in size to μ BTX format are acceptable.

Question 119: As specified in Annex II+III: Technical specifications + Technical offer in the Table under ID No.:2.6 and 10.1 under Interfaces you required parallel ports on laptops. New technologies of laptops don't offer parallel ports on the motherboard.

Please, can You change or customize Your specifications for 2.6 and 10.1?

Answer 119: Bidders may offer a computer system that will provide parallel interface only via PCMCIA card, keeping compactness and mobility of the notebook (adapter with cable is not allowed). The USB adapters or docking station are not acceptable.

Lot 12

Question 120: 12.1 Demand: “User Client License for Anti Virus, able to provide full compatibility and run under the existing Bit Defender Client Security” – please clarify the “existing Bit Defender Client Security” installation and describe in detail what is meant by “run under the existing Bit Defender Client Security”?

Answer 120: The Bit Defender Client Security licensees, version 3.1.8, for the workstations to be procured in LOT 12, items 1 meaning that supplier should offer 360 licenses.

Question 121: Please describe required level of installation for PC and printing equipment in LOT12. Is physical installation on the desk, plugging in the cords required? Is it required to perform first time startup for Microsoft Windows and Office installed on the delivered equipment?

Answer 121: Physical installation on the desk and plugging in is required for PC. It is not required to perform installation for Microsoft Windows and Office on the delivered PCs.

Question 122: Please describe required level of installation for server equipment. Is physical installation satisfactory or is software installation required as well (Microsoft OS). If software installation required please describe up to which level (i.e. default OS installation only – no customizations).

Answer 122: Physical installation on the desk and plugging in is required for servers as well. It is not required to perform software installation on the delivered servers.

Question 123: LOT 12, item 12.1

Is it required to offer a total number of 2 memory slots available on the motherboard?

Answer 123: No, the required number of memory slots is 4 as per stated in Annex II+III: Technical Specifications, "2 GB DDR3 SDRAM (2 DIMM), + minimum 2 memory slots available" means that 2 memory slots will be occupied by 2GB DDR3 SDRAM and 2 memory slots will be left available for future upgrade.

Question 124: LOT 12, item 12.1

Will it be acceptable to offer a dedicated PCI-E Graphic card?

Answer 124: Working station with PCI-E graphic card will be acceptable.

Question 125: LOT 12, item 12.1

As it is required to provide full compatibility with existing Bit Defender Client Security Anti Virus solution, it is necessary to have the following information:

- a) Number of workstations already using Bit Defender Client Security?
- b) Version of Bit Defender Client Security in use?
- c) Existing license expiry date?

Answer 125: a) 2800 workstations using Bit Defender Client Security
b) Bit Defender Client Security version 3.1.8
c) License expiry date is July 2010

Question 126: As specified in Annex II+III: Technical specifications + Technical offer in the Table under ID No.:12.6 one of requests for Server Type III was that they must be *Rack mountable /max 4U with minimum 8 CPU slots*.

There is no servers with 4U which have 8 CPU slots, only servers with 4 CPU slots. It is not possible to put 8 processors In server with 4U.

Please, can you change or customize your specifications for 12.6?

Answer 126: No.

Question 127: As specified in Annex II+ III: Technical specifications + Technical offer in the Table under ID No.12.6 one of requests for Server Type III was that *RAM Installed/max: 64 GB DDR3 ECC/256 via 32 DIMM slots*.

If we offer Server with DDR2 memory which satisfied all required specifications, would it be acceptable?

Answer 127: Yes, DDR2 RAM for server type III is fully acceptable.

Question 128: As specified in Annex II+ III: Technical specifications + Technical offer In the Table under ID No: 12.6 one of requests for Server Type III was that *Expansion slots minimum: 7xPCI-express x8*.

If we offer Server with 7xPCI-express x8 in total, would it be acceptable?

Answer 128: No.

Question 129: Server Type III

Please confirm that DDR2 RAM is acceptable In Server Type HI instead of DD3 RAM, according to our knowledge, there are no enterprise servers with DDR3 and 6-core processors on the market today.

Answer 129: Yes, DDR2 RAM for server type III is fully acceptable.

Question 130: Item 12.6. According to our knowledge, only one server (make and model) complies with all the specified requirements. Due to increasing the level of competitiveness, please amend a minor technical requirement i.e. the number of PCI-express slots. Will you accept servers that besides PCI-X slots have 6 PCI-Express slots?

Answer 130: The servers with 6 “PCI-express x8” slots will be acceptable.

Question 131: Question 1, Lot12 - item 12.8 and 12.9 :

There are several types of equipment in LOT 12. For some items in this LOT 12 is almost Impossible to get EU certificate. We put a lot of effort to find brand manufacturer for printers from EU and we received feedback from all top brand vendors (printer manufactures) that they do not provide Certificate of Origin from EU for printers, because they are produced outside of EU, they only have their headquarters in EU. Do we need to provide Certificate or Origin from EU for all items in this LOT?

Answer 131: Yes, as it is requested in the Instructions to tenderers, Article 4.

Lot 13

Question 132: 13.1 Please confirm if more advanced and widely deployed firewire interface can be used instead of legacy SCSI/Ultra SCSI/Ultra Wide SCSI interface? Therefore scanners would have dual firewire and USB 2.0 interfaces.

Answer 132: The scanners should support all interfaces specified in the technical specification.

Question 133: 13.1 Can an alternative scanner model be offered with following characteristics:

Document feeder: 100 sheets

Daily Duty Cycle: ~ 5,000 scans/day

Answer 133: No, it is not acceptable.

Question 134: 13.2 Scanner Type II

Are acceptable scanners with CCD sensors instead scanners with CMOS sensors? CCD sensors are much better than CMOS sensors?

Answer 134: The CCD sensors are acceptable.

Lot 14

Question 135: Kindly please describe in detail any installation, migration or system integration services that are required. Especially if required describe services related to expanding of the capacity of the database and application servers at HJPC’s primary location and establishing data centre at HJPC’s disaster recovery location?

Answer 135: No software installations, migration or system integration services are required.

Lot 15

Question 136: Is it possible to offer load balancer model with “Throughput with Compression 1.0 Gbps” instead of “Throughput with Compression 1.5 Gbps”?

Answer 136: No, it is not acceptable.

Lot 17

Question 137: In the first row of technical specifications of the equipment, on the page 137, it is stated that equipment should be “SDH RR in frequency band 11GHz”, whilst in the middle of the following page it is stated that “Frequency range: 10 GHz (10.1-10.7 GHz) ITU-R F. 497-6”. Can you, please, clarify what is the frequency range that will be used, 10 or 11 GHz? Furthermore, recommendation ITU – RF.497-6 refers to the arrangement of radio-frequency channels for radio-relay systems operating in the 13 GHz band. What is the applicable ITU recommendation that shall be used?

Answer 137: SDH RR in frequency band 11GHz will be acceptable.

Question 138: In the middle of the page 138, it is stated that equipment should support “Multi modulation, software adjustable - QPSK, 16QAM, 16TCM, 32TCM, 64 TCM, 128TCM”. TCM is not modulation, but type of coding. Can you, please, clarify the request for the types of modulation?

Answer 138: Multi modulation and coding technique.

Question 139: Close to the middle of the page 138, it is stated that equipment should have “Power supply -48V DC (from -20V to -60V)”, whilst in the middle of the page 140, it is stated that output of DC power supply equipment, that should be also supplied, should be in the “Voltage range 42....58 Vdc”. If DC power supply equipment can provide from 42 to 58 Volts of negative DC voltage, why the equipment should have power supply range from -20 to -60V DC? Can you, clarify this issue?

Answer 139: The equipment should have power supply in range 40VDC to 58VDC with maximum power consumption of 140W.

Question 140: Antennas for point-to-point radio equipment haven’t been defined and they are necessary for the equipment to work. Without them, it will be impossible to finish the installation of the equipment properly. Can you, please, specify what type of antennas will be used?

Answer 140: No, type of antenna should be specified by the potential bidder.

Question 141: Output power for Outdoor Unit (ODU) hasn’t been defined. Can you, please, specify the output power for ODU, so we could offer appropriate equipment?

Answer 141: Output power for ODU has not been defined because it depends on the type of equipment that is to be offered.

Question 142: On Page 142 (General specifications), Base station RF bandwidth is required to be: 1.75MHz, 3MHz and 7MHz. There are no international standards defining 3 MHz as a channel bandwidth for this frequency range, but instead of this, 3,5 MHz channel is used. Can you, please, clarify this issue?

Answer 142: Channel bandwidths are 1,75MHz, 3,5MHz, 7MHz.

Question 143: On page 143, it is asked that configuration upload/download via SNMP should be supported. Our devices do not require upload/download configuration as all the configuration data is being automatically upgraded from Netspan – management system via SNMP protocol. Please, advise, if this solution, which we believe is better and is industry standard, is acceptable.

Answer 143: As specified in the technical specification, Configuration upload/download: using TFTP is acceptable

All lots

Question 144: For all lots where Microsoft licenses are required and no additional specification is given, we are assuming that Microsoft OEM licenses can be offered. Kindly please confirm.

Answer 144: We confirm that:

- for lots from 12 to 17 where Microsoft licenses are required and no additional specification is given, Microsoft OEM licenses can be offered,
- for lots from 1 to 11 where Microsoft licenses are required the minimal technical requirements are set forth in technical specification and should be met or exceeded.

Question 145: You require that supplies must originate In a Member State of the European Community or a country covered by the IPA programme with the exception of Lot 13 and Lot 15 only. Some of the supplies (As specified in Annex II+III: Technical specifications + Technical offer in the Table under ID No. 5.8 Document management Scanner, 10.4 Network printer, 10.5 Cartridge, 10.6 Digital camera, 12.1 UPS 400VA/240 W, 12.8 Individual monochrome Laser printer and 12.9 Network monochrome Laser printer) don't fulfil the condition. Most of mentioned products are originated from the Far East Countries.

Please, can You release mentioned products from requests that they must originate from a Member State of the European Community or country covered by the IPA programme?

Answer 145: The origin of all goods proposed must be in accordance with the Instructions to tenderers, Article 4 – Origin.

Question 146: In “Instructions to tenderers” article 9. “Language of offers” it says “If the supporting documents are not written in one of the official languages of the European Union, a translation into the language of the call for tender must be attached.” Does the translation of supporting documents have to be verified by an authorized translator?

Answer 146: No, it is not necessary to be verified by the authorised translator.