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Delegation of the European Union to Bosnia and Herzegovina

Sarajevo, April 2016

CLARIFICATION no. 2 TO THE TENDER DOSSIER

Police Data Management and Protection EuropeAid/137646/DH/SUP/BA; EC/BiH/TEN/15/016

QUESTIONS FOR ALL LOTS

QUESTION no. 1

Please clarify filling of the Annex 1 "Declaration on honour on exclusion criteria and selection criteria" of the "Tender Form for a Supply Contract":

- Under (4) the "GROUNDS FOR REJECTION FROM THIS PROCEDURE", (h): our company has not been involved in the preparation of this procurement, therefore this statement "has not distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure" is true. Should we check "Yes" or "No"? If we check "Yes": "Yes, we have not distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure" is true. If we check "No": "No, we have not distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure" is also true.

ANSWER NO. 1

The originally published Declaration on honour on exclusion criteria and selection criteria is replaced by a new one Which is attached to the Corrigendum no 1 to the Tender Dossier. Please use the new Declaration where the statement (h) in part IV – Grounds for rejection from this procedure is revised and clear. Please see Corrigendum no 1 to the Tender Dossier,

QUESTION no. 2

Considering Instructions to Tenderers, Article 3, Participation, all goods supplied under this tender must originate in a Member State of the EU or in a country or territory of the regions covered and/or authorised by the specific instruments applicable to the programme under which the contract is financed.

Please confirm that this is strict requirement which must be fully met (we carefully read the technical requirements and we find that it is not possible to offer all the items (in the Lot 5) meeting origin from the eligible / requested countries.)

Do you consider or there is any exemption made in regard to the goods eligible countries of origin?

ANSWER no. 2

Market research showed that all items required under this tender procedure can be obtained in accordance with the rules of origin stated in Supply Contract Notice and Instructions to Tenderers.



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QUESTION no. 3

The tender dossier we downloaded does not include Annex i_ General conditions, which you are referring to in tender and further in the tender dossier. We would highly appreciate if you could help us find the above – mentioned.

ANSWER no. 3

Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 4

According to the instructions to tenderers, our company downloaded tender documentation from your internet site.

Do we need to login or register somewhere to inform you that we downloaded the tender documentation and that we are potential bidder?

ANSWER NO. 4

No, you don't.

QUESTION no. 5

Technical documentation states only delivery locations: Institutions and addresses. Please provide detailed information where particular items shall be delivered, installed and configured?

ANSWER NO. 5

For a detailed distribution list, please see Corrigendum 1 to the Tender Dossier.

QUESTION no. 6

Please explain warranty and commercial warranty?

What can be used to prove that appropriate equipment manufacturer guarantee has been offered: Part Number, Data Sheet, other official vendor document...?

ANSWER no. 6

Warranty: The warranty of the Contractor that the supplies are new, unused, without defects, of the most recent models and incorporate all recent improvements in design and materials. This warranty must remain valid for 1 year after provisional acceptance. See article 32 of the General Conditions.

Commercial Warranty: The warranty the manufacturer provides for a defined period that the supply will be free from structural defects due to substandard material or workmanship, under conditions of normal commercial use and service. The Commercial warranty should not be confused with - and might go beyond - the warranty period of the contract.

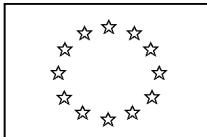
QUESTION no. 7

Could you, please, publish the distribution list for each location?

ANSWER no. 7

Please see Corrigendum no 1 to the Tender Dossier.

QUESTION no. 8



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Could you, please, confirm that all locations are ready for the delivery and installation.

ANSWER no. 8

All locations are ready for delivery and installation.

QUESTION no. 9

Please confirm that it is acceptable for you a partial delivery and payment if some of the locations are not ready for delivery and installation.

ANSWER no. 9

Please see answer no. 8.

LOT 1 – SOFTWARE SOLUTION FOR IMPROVEMENT OF ELECTRONIC DATA EXCHANGE SYSTEM

QUESTION no. 1 (including 3 sub-questions)

Regarding providing alternative technical solutions:

- What kind of configuration, active-active or active-passive is required in alternative technical solution for high availability of central server for data exchange in DKPT BiH ?
- Is active-active configuration needed or intended for SS4DE in alternative technical solution for high availability of the systems to exchange data source authorities - owners of data; If not then please clarify; Would it be enough to use VMware Fault tolerance or event HA?
- Please clarify and provide more precise information regarding higher bandwidth of the central server and the entire system: expected number of concurrent queries least 200/ second/ web service? Is it same as on current system?

ANSWER NO. 1

- Active- active
- There is no need for active-active configuration on the level of SS4DE and DataPower. VM tolerance is sufficient when it comes to SS4DE. Of course, SS4DE needs to enable HA when it comes to web services, i.e., load balance and failover. But we do not need to have HA when it comes to SS4DE. One SS4DE per agency is enough.

As per Technical Specifications SS4DE as a virtual machine must be supported on the whole set of virtualization platforms, not only VMWare platform, quote: "Security Server may be used as software as virtual appliance (VMware & Hyper-V & Oracle VM Server". Therefore, this point does not need to favour only one technical solution for virtualization/clustering.

- CS4DE needs to satisfy the condition that it can perform at least 200 concurrent queries in a second. The existing system does not support this.

**QUESTION no. 2**

Regarding the concept of solutions for the improvement of the EDE system, please clarify backup and disaster recovery plan for the Central Server. Should it be document or implementation?

ANSWER no. 2

- *The offer needs to include a document which clearly describes the ways and procedures of the backup as well as the way to perform the recovery and provide the availability of the Central Server.*
- *The backup and recovery of the system based on the provided documentation shall be tested before the Provisional Acceptance.*

QUESTION no. 3 (including 14 sub-questions)

Regarding Central Server for Data Exchange - CS4DE

3.1 Would system monitoring with some delay satisfy the tender requirements or should it be in real time?

3.2 Should Request throttling be function of the Central (CS4DE) or Security (SS4DE) server?

3.3 Graphical Console has to provide management services and a graphical user interface to configure/manage/monitor the running Central server. Is it required that both service sets are part of the same Graphical Console, or they can be two separate web applications?

3.4 Please clarify Predefined security templates. Is assigning users similar to assigning users in current application (ACL list) or something different?

3.5 Please provide more information about User management in Graphical Console.

3.6 For what error conditions should warnings be provided? E.g. network down, service down, app server down?

3.7 Could you please provide more precise information regarding Detection of suspicious activities? Auditing and logging, notifications?

3.8 Should System status be done similar to system status in existing admin application or more fine grained (per agency, service and operation)?

3.9 Should mediation statistics with graphs be done similar as existing or something different is intended here. Please provide more information to make specifications more clear.

3.10 Why are two tables required for Logging and reporting system? This will cause incompatibility with the current system. Hence, it won't be feasible to generate reports identically as the currently active system.

3.11 The database that is used for logging system has to be designed to operate in HA mode. How is intended to sync data with the current system assuming that both work in parallel?



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3.12 Is XXE-attack identification supported (by what)?

3.13 What is exactly meant by WSDL-scan prevention? Could you please be more precise?

3.14 Could you please clarify Fail-over sending? Does it include Error queue handling?

ANSWER No.3

3.1 *It should be real time with a tolerance of maximum 10 seconds.*

3.2 *"Request throttling" needs to be satisfied on CS4DE as well as on SS4DE.*

3.3 *As per Technical Specifications, the graphical console has to be such, that all functions have to be packed in one application. It is not stated that it needs to be a web application.*

3.4 *It does not refer only to adding the users, as it is the case now, but implies the series of segments that refer to the way the exchange users are added and the way of adding web services and providing certain security segments on added web services, e.g.,*

- *the application users can be added locally and connected with LDAP server, AD, ...*
- *web services added on SS4DE and CS4DE can be added to the additional level so called security template (npr. Basic Authentication - username token, X509 Authentication - sign and encrypt, ...)*

3.5 *Each exchange participant needs to have SS4DE in which the authentication of the users that can call for a given web services has to be performed. By using graphical console on SS4DE, there needs to exist the possibility of adding the users and the selection of the repository where the user accounts are stored, but the selection of the authentication method and the roles on given web service as well.*

3.6 *The warnings on CS4DE need to be visible firstly in case of unavailability of the services themselves. All additional information on the cause of the unavailability have a great importance in the implementation of the electronic data exchange system.*

Minimum warning messages are the following:

- *network down,*
- *service down,*
- *app. server down,*
- *CP DB down,*
- *agency DB down,*

as well as the reasons of its unavailability.

3.7 *As per the Agreement participants of the exchange are identified. Minimum list of suspicious activities are:*

- *large number of queries for one of the service (there will be assessment on daily, monthly and yearly basis, and related thresholds)*
- *unsuccessful authentication*
- *unsuccessful encryption/decryption*
- *access from unauthorized IP address ...*



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Any additional request for warning messages and list of suspicious activities will be delivered on implementation.

3.8 System status needs to be finer grained for both CS4DE and SS4DE than the existing admin application.

3.9 - Currently there are no mediation statistics with graphs.

- *Mediation statistics enable acquisition of the data on the performance of the whole system as well as graphical representation by using previously mentioned graphical console. Therefore, the system administrator has the possibility to observe what is happening with the system in each moment, i.e., current number of requests and responses, or based on a certain adjustable parameters the number of requests and responses in a certain period. Based on the graphical representation, i.e., dashboards, the administrator can have the insight whether the system experiences certain abnormalities. There may exist dashboards for e.g., each end-point i.e., exchange participant as well as for the whole system. Also, there may exist dashboards for each added web service, etc. By clicking the details on certain dashboards, it has to be possible to see detailed statistics i.e., number of messages, maximum response time, minimum response time, average response time,... Also, we may have dashboards that show the database work where the logs such as the state of file system fill log are recorded.*

Therefore, the administrator of the system needs to have the possibility in each moment to intuitively and quickly check the system functioning, the whole system, its endpoint, or certain web services.

Predefined and adjusted reports are needed.

3.10 - The reason why two tables (one for the correct and another one for the incorrect messages) are required is given in the technical manual. The electronic data exchange system needs to be in accordance with the technical manual.

- *There exists a series of application possibilities how to overcome the compatibility problem.*

3.11 There are two options:

1. *New system records the logs in the same tables*
2. *New system records data in completely other database*

The selection of the database is not perceived as limiting circumstance.

There also exists a series of application ways how to obtain data from multiple databases and show it all as one system if needed.

As one of the requests, we have stated that the alternative system needs to work in accordance with the existing one. That is the reason why logs need to be integrated and uniformly formatted, synchronized in terms of time in both systems. This is important due to the fact that if e.g., one datapower fails, the other point continues to work over the new system, while others continue to work over existing system. Also, all transactions need to be represented through logs as one system. Therefore, it is important to have logs from both systems harmonized up to maximum and in accordance with the technical manual.

3.12 - It is stated in the Technical documentation that XXE-attack identification needs to be supported on the SS4DE level.



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- *XXE-attack identification is possible on the existing system.*

3.13 *There are tools that enable “scanning web services” which performs system vulnerability check and find omissions that enable for the whole system to be compromised. By introducing so called WSDL-scan prevention, this type of scanning would be disabled.*

3.14 *It is possible to add the same web service from different application servers on the SS4DE. Failover sending needs to enable the automatic request forwarding to web service on another application server in case the first one is not available.*

QUESTION no. 4

How many hardware resources, physical servers (number and type of processor and RAM), is planned to be used for the SW solution for improvement of Electronic Data Exchange System and how many servers will be used for the Central Server for Data Exchange - CS4DE, Security Server For Data Exchange - SS4DE and Application For Using Web Services - A4WS?

ANSWER No.4

- *SS4DE min. 1 server, min. 2 processors, min. 4GB RAM*
- *A4WS min. 1 server, min. 1 processors, min. 4GB RAM*
- *CS4DE - physical servers that will be purchased by the same procedure LOT2 item 2.10. (3x Server min 2x14 core processor, min 192 GB RAM)*

QUESTION no. 5

At which level is required integration with existing systems (requirement - 7. integration with existing EDE system (automatic switching from one to another)? Whether at the level of the ESB, so that depending on the availability of the systems automatically switching request from one to another system or in accordance with specific algorithm that should be created during the implementation?

ANSWER no.5

- *There are not specific algorithms.*
- *At level of the ESB systems can be set up to automatically switch a request from one to another system.*

LOT 2: SERVER, STORAGE SYSTEMS AND NETWORK EQUIPMENT

QUESTION no. 1 (including 3 sub-questions)

Item 2.1.: Blade chassis

- What connectivity protocols are required to be implemented between offered blade chassis and Cisco Nexus 5548UP device/s?
- Does the end user have licenses required to enable the use of FCoE and Native FC on existing Cisco Nexus 5548UP device/s?
- What type and how many SFP+ modules and FC cables are required to be offered with blade chassis interconnection modules?



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ANSWER No. 1

- *10 Gigabit Ethernet, Fibre Channel, and FCoE*
- *No.*
- *Modules for 10 Gigabit Ethernet and 8 Gbps Fibre Channel connections per chassis interconnection module. At least two of each per chassis interconnection module. FC cables up to 10 meters.*

QUESTION no. 2 (including 3 sub-questions)

Item 2.3.: Blade infrastructure

Technical documentation states that it is required to offer „min 4 redundant and hot swap power supplies, fully configured with all the power supplies for highest capacity“.

- Is it necessary to offer the highest capacity power supply models and populate all power supply slots if offered blade chassis model has more than 4 available power supply slots?
- Is it required to offer min. 4 x 10Gb uplink ports, min. 4 x 8Gb FC ports in total or per switch?
- Is it required to offer 10Gb Ethernet SFP+ and what quantity?

ANSWER NO. 2

- *All power supply slots of the offered model should be populated with all the power supplies for highest capacity..*
- *It is required to offer min. 4 x 10Gb uplink ports, min. 4 x 8Gb FC ports per switch.*
- *No, it is not required to offer 10Gb Ethernet SFP+ modules.*

QUESTION no. 3

Item 2.3 - Blade infrastructure

Regarding your request for 4 x 1Gb RJ-45 please confirm that requested is switch.

ANSWER NO. 3

Request may be fulfilled with switch or pass-through modules.

QUESTION no. 4

Item 2.5 - Blade infrastructure management Software

For the majority of the manufacturers this software is integral part of the servers like USB port or motherboard and invisible on the invoices. We could not provide the certificate of origin for the items which are not visible on the invoices. Could you please confirm that is acceptable for you manufacturers a declaration that this software is integral part of the system instead of COO.

ANSWER NO. 4

In case the software is an integral part of the system as produced by the original producer it is not necessary to provide an extra certificate of origin for the software.

QUESTION no. 5

Item 2.8.: Pre-Installation services



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What evidence will be considered adequate to prove that Factory pre-installation services for items 2.3–2.7 have been offered, i.e. Part Number, Data Sheet, other official vendor documents..?

ANSWER NO. 5

Any official manufacturer documentation will be considered sufficient to prove that factory pre-installation services have been offered. This includes manufacturer part number, data sheet or official manufacturer statement.

QUESTION no. 6

Item 2.9.: Support service

Is it required to offer equipment manufacturer support services?

ANSWER NO. 6

It is required to offer 1 year support services covering both hardware and software products.

QUESTION NO. 7: (including 4 sub-questions)

Item 2.10.: Server 1: Rack mount server

It is required to offer rack mounting kit and cable management arm for three (3) servers and one (1) storage.

- As this item states that required quantity is 5 servers, is it necessary to offer rack mounting kit and cable management arm for all five servers?
- Technical documentation states: “Power supply and fans: min. 2x600W dual and redundant, hot swap.” Is it acceptable to offer two hot swap and redundant power supply modules with minimum 600W or more?
- Is it acceptable to offer two or more hot swap and redundant fans?
- It is required to offer 2 x 3m SFP+ to SFP+ 10 GbE cable. There are several models of SFP+ to SFP+ 10 GbE cable and the choice depends on the model of the device to be connected. Please specify what communication device will be connected to these servers?

ANSWER NO. 7

- *Rack mounting kit and cable management arm is necessary for all 5 servers.*
- *The min. requirement is two hot swap redundant power supply modules with min. 600W each, or more including two or more hot swap and redundant fans.*
- *It is acceptable to offer two or more hot swap and redundant fans.*
- *Cables SPF+ to SPF+ 10GbE will be used to connect three servers with storage from item 2.16. Two Servers will be connected to Storage and SAN switch via FiberChannel.*

Please see Corrigendum no. 1 to the tender dossier.

QUESTION NO. 8:

Item 2.10 - Server 1

Could you, please, confirm that it is acceptable for you a processor with better passmark score but with less cores than requested



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ANSWER NO. 8

It is required to offer a processor with min. 14 cores as it was stated in required specification. Passmark score can be higher than requested.

QUESTION no. 9

Lot 2: Items 2.11. Server 2 and 2.12. Server 3

Technical documentation states: "Power supply: min. 2x750W, dual and redundant, hot swap."

Is it acceptable to offer two hot swap and redundant power supply modules with minimum 750W or more?

ANSWER NO. 9

The minimum requirement is two hot swap redundant power supply modules with min. 750W each, or more and Server 2 and is two hot swap redundant power supply modules with min. 550W each, or more. Please also see Corrigendum no. 1 to the tender dossier.

QUESTION no. 10

Item 2.13 Server 4

Technical documentation states: "Power: min. 2x 450W, redundant, hot swap."

Is it acceptable to offer two hot swap and redundant power supply modules with minimum 450W or more?

ANSWER NO. 10

The minimum requirement is two hot swap redundant power supply modules with minimum 450W each, or more. Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 11

Items 2.14 NAS storage 1 and 2.17 NAS storage 4

It is required to offer Class NAS hard drives that are compatible with offered NAS models.

Please explain what is class NAS hard drive and how to prove that the HDD is compatible with offered NAS?

ANSWER NO. 11

Item 2.14 NAS storage 1:

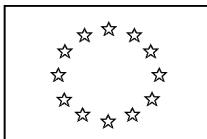
Proof that HDD is compatible with offered NAS is official documentation of offered NAS and offered HDD.

Items 2.17 NAS storage 4:

It is required to offer Class NAS hard drives because they have certain advantages than the ordinary PC based HDD :

- Higher WRL (workload rate limit)
- Higher values of Load / Unload cycles
- Higher values of Power-on hours

Compatible HDD means that the NAS Storage will properly function and have all required functions when HDD are installed.



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QUESTION no. 12

Item Number: 2.15 (STORAGE 2)

In "Specification required" requested feature is: "Raid levels: RAID 0,1,2,3,5,6 and 10"
Regarding to the requested RAID Levels 2 and 3, please note that these RAID levels 2 and 3 are very rarely implemented and not currently used in most storage vendors equipment.

Also, as reference, please see verified article on Wikipedia
https://en.wikipedia.org/wiki/Standard_RAID_levels#RAID_2

Please confirm that storage with "Raid levels: RAID 0,1,5,6 and 10" is acceptable for Item 2.15.

ANSWER NO. 12

We confirm that storage with "RAID levels: RAID 0,1,5,6 and 10" is acceptable for Item 2.15 (Storage 2). Please also see Corrigendum no. 1 to the tender dossier.

QUESTION no. 13

Item 2.15 Storage 2

Technical documentation states that it is required to offer "Raid levels: RAID 0,1,2,3,5,6 and 10."

It seems that typographical error has occurred as there no storage models that offer all stated RAID levels. Please omit RAID levels 2 and 3 from specification.

ANSWER no. 13

We confirm that storage with "RAID levels: RAID 0,1,5,6 and 10" is acceptable for Item 2.15 (Storage 2). Please also see Corrigendum no. 1 to the tender dossier.

QUESTION no. 14

Item number 2.15 (STORAGE 2)

Requirement: Raid levels: RAID 0,1,2,3,5,6 and 10

Reasoning: RAID Level 2 is rarely used in practice, it stripes data at the bit (rather than block) level, and uses a Hamming code for error correction. The disks are synchronized by the controller to spin at the same angular orientation, so it generally cannot service multiple requests simultaneously. With all hard disk drives implementing internal error correction, the complexity of an external Hamming code offers little advantage over parity, so many established storage vendors do not implement RAID 2 in their device offerings.

In view of achieving fair and transparent competition and lower offer prices, kindly revise the specification to exclude mandatory support for RAID 2.

ANSWER no. 14

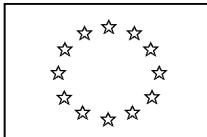
Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 15

Items 2.15 and 2.19 - Storage systems

Having in mind that RAID 2 and 3 are obsolete RAID levels supported by only one manufacturer with legacy systems, could you be kind to remove this part of request.

ANSWER no. 15



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We confirm that storage with "RAID levels: RAID 0,1,5,6 and 10" is acceptable for Item 2.15 (Storage 2).

It is acceptable to remove RAID 3 as a request (for 2.19 SAN Storage 6).

Please also see Corrigendum no. 1 to the tender dossier.

QUESTION no. 16 (including 3 sub-questions)

Item 2.16 Storage 3

- What evidence will be considered adequate to prove that Factory pre-installation services for this item has been offered, i.e. Part Number, Data Sheet, other official vendor documents...?
- Technical documentation states that Storage must be configured with above mentioned servers (2.10). Shall the storage be configured with all 5 servers from item 2.10?
- Technical documentation states that offered storage should have min. 2x CPUs per controller included. Is it acceptable to offer 1x industry standard CPU (Central processing unit)+ 1x ASIC (Application specific integrated circuit) per controller?
ASICs are processing units specifically designed for processing complex functions like sorting, searching, pattern matching and other functions quickly and efficiently and works in parallel with CPU, providing specific computing tasks more efficient and offsetting CPU workload.

ANSWER no. 16

- Any official manufacturer documentation will be considered sufficient to prove that factory pre-installation services have been offered. This includes manufacturer part number, data sheet or official manufacturer statement.
- Storage must be configured with three servers from 2.10.
- The requirement is min. 2x CPU per controller or min. 1x industry standard CPU + 1x ASIC per controller. **Please see Corrigendum no. 1 to the tender dossier.**

QUESTION no. 17

Item 2.16 - storage 3

You requested large number of FC port per controller. Could you, please confirm or change this part of request.

ANSWER no.17

Instead "Min 6 x 8Gb FC ports included per controller" should be "Min 4 x 8Gb FC ports included per controller"

Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 18

Item 2.16 – Storage 3

Requirement: Min 2 x CPUs per controller included

Reasoning: Enterprise storage offerings In the requested class generally comply to this specification by using multiple (2 or 4) nodes. Thus they also achieve higher system performance, as well as failsafe of components.

In case we decide to offer multiple-node storage, please confirm our understanding that requirement should read " - Min 2 x CPUs per controller node included".

ANSWER no. 18



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The requirement is: Min 2 x CPUs per controller included or min. 1x industry standard CPU + 1x ASIC per controller. Please see also Corrigendum no. 1 to the tender dossier.

QUESTION no. 19

Items 2.18 SAN storage 5 and 2.19 SAN storage 6
What kind of connectivity ports should be offered?

ANSWER no. 19

Items 2.18 SAN storage 5

SAN storage devices should be offered with fiber channel connectivity, min. 1x16GB FC, 1x8GB FC, 1x10Gbe per controller. Please see Corrigendum no. 1 to the tender dossier.

Item 2.19 SAN storage 6

Connectivity ports that should be offered are:

- *min. 1x8Gb FC per controller,*
- *min. 1xGbE iSCSI per controller.*

Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 20

Item 2.18-SAN storage 5

Regarding host ports could you, please, clarify which ports we have to offer.

ANSWER no.20

SAN storage devices should be offered with fiber channel connectivity, min. 1x16GB FC, 1x8GB FC, 1x10Gbe per controller. Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 21

Item 2.19 - SAN storage 6

Could you, please, confirm that you requested dual controller storage.

ANSWER no.21

Yes, it is dual controller storage. Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 22

Items 2.21 SAN switch

Is it required to offer FC cables, what quantity and length?

ANSWER no. 22

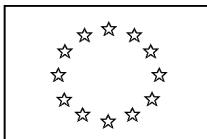
Items 2.21 SAN switch:

Yes, it is required to offer fiber channel cables: min. 24x LC/LC multi-mode FC cables, length 1.5m-5m

Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 23

Items 2.26 Training for firewall 2 and firewall 3



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Is it required to offer official vendor certified training?

ANSWER NO. 23

It is required to offer official vendor certified training.

QUESTION no. 24

Items 2.1 – 2.25 and 2.27 – 2.29

Technical documentation states: Installation

Full installation and configuration (HW, SW) with testing for items 2.1 – 2.25 and 2.27 – 2.29.

Please describe what is the scope of installation and configuration?

ANSWER NO. 24

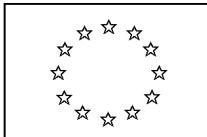
- *Platform should be pre-installed and cabled from the factory for items 2.3-2.7*
- *Full installation and configuration (HW, SW) with testing means installation and configuration of all necessary components, testing and commissioning for items 2.10 and 2.16.*
- *Regarding items 2.1 and 2.2 - physical installation in rack, connecting to power, initial configuration of equipment which will result that hardware have connectivity and is ready for OS deployment.*
- *Regarding items 2.10. Server 1 and Item 2.11. Server 2. has required installation and configuration*
 - *The installation includes the physical installation in rack cabinet and connection to the power supply*
 - *The configuration includes:*
 - *Initialization of HDDs and configuration of the RAID arrays,*
 - *The installation and licensing of the operating system,*
 - *Configuration of a server management port.*
- *For Item 2.17 NAS Storage 4, Item 2.19 SAN Storage 6, Item 2.21 SAN Switch, Item 2.27 Network switch 1, it is required installation and configuration*
- *For Item 2.23 Firewall 2, Item 2.24 Firewall 3, and Item 2.28 Network Switch 2 it is not required installation and configuration.*
- *For Item 2.13, 2.17, 2.18, 2.20, 2.21, 2.23, 2.24, 2.27 it is required full installation, configuration and testing means physical installation in rack, connecting to power, initial configuration of equipment which will result that hardware have connectivity and compatibility with items from LOT 2.*

QUESTION no. 25

Items no. 2.27. Network Switch 1 Managed

It is required to offer Network Switch with following Ports: "...min 44 x RJ-45 10/100/1000 ports" and "...uplink min. 4 x10 GbE (SFP+) ports".

Do we need to offer compatible transceivers for requested SFP+ ports and if yes, which type of transceivers should we offer (LC ER, LC SR, LC LR, LC LRM etc.)?



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ANSWER NO. 25

*Compatible transceivers for requested SFP+ ports type LC SR are required.
Please see Corrigendum no. 1 to the tender dossier.*

LOT 3, Computer(s) and other equipment

QUESTION no. 1

Item 3.1 Network Scanner:

You are asking for Authentication: Smart Card.

Please confirm that you mean that the scanner must support SNMP Authentication.

ANSWER NO. 1

Smart card is not required and authentication can be provided by Smart Card or other mechanism as long it uses central LDAP v3 repository. Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 2

Items no. 3.1. Network scanner

It is required to offer Network scanner with “Authentication - Smart card”.

Will it be acceptable to offer Network scanner without “Authentication - Smart card” taking into consideration that none of manufacturer has a network scanner with this type of Authentication?

ANSWER no. 2

Yes scanner without smart card is acceptable as long the user can be authenticated in any other way from a central LDAP repository. Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 3

Item 3.1 Network scanner

For the scanner with smart card authentication we can't provide certificate of origin, but for the scanner with the other system of the authentication, there is a plenty of products that could satisfy technical and all other requests. Could you, please, confirm that is acceptable for you a network scanner with other system of the authentication?

ANSWER no. 3

Yes, as long it uses central LDAP for user authentication. Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 4:

You are asking for monitor of a size min 22”.

Some of manufacturers are offered 21.5” or 24”. Please confirm that 21.5” is acceptable.

ANSWER NO. 4

The minimum requirement is 22”.

QUESTION no. 5



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Items 3.4. Notebook 1

Please clarify does licensed operating system needs to support integration with enterprise-class directory services MS Active Directory and Group Policy Management?

ANSWER no. 5

Yes, licensed operating system needs to support integration with enterprise-class directory services MS Active Directory and Group Policy Management.

QUESTION no. 6

Item 3.5 Thin Client Computer:

After conversations with the manufacturers, please note the below points.

- We can offer SLC: 4GB instead of SSD: Minimum 2GB taking into consideration that SLC flash is most common and more advanced than SSD.
- We can offer 1x DVI + 1x Display port instead of (DVI, VGA or HDMI). In addition, we can offer DVI to VGA adaptor.

ANSWER NO. 6

- *SLC is acceptable, but min 4GB*
Please see Corrigendum no. 1 to the tender dossier.
- *Display port is not acceptable, because all current monitors at customer site don't have Display port. Adapters are allowed but the supplier must guarantee that it will work correctly with existing monitors.*

QUESTION no. 7

Item 3.8 Notebook 2:

After deep conversation with the manufacturers, checking the configurator programs and in order to be compliant with the specifications, please note that below points:

- Docking connector is not available; the end user can use the USB port to connect in the future the docking station and since the docking station is not required, please confirm that we can ignore the docking connector.
- Backlit keyboard is the common problem of the manufacturer's configurators for "minimum 14" display", we kindly ask you to confirm that Backlit keyboard is not required.
- Please confirm that SSD storage is a minimum requirement and we can offer an alternative technology SATA storage (minimum 512GB).

ANSWER No. 7

- *We confirm that docking connector could be ignored.*
- *We confirm that Backlit keyboard is not required.*
- *Minimum requirement for storage is 512 GB SATA-3 Solid State Drive. SSD (Solid State Drive) is required technology and SATA-3 is required bus interface.*

Please see Corrigendum no. 1 to the tender dossier.



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QUESTION no. 8

Items 3.8. Notebook 2

Technical documentation states: "minimum 14" inch display (diagonal)"

Please clarify is it acceptable to offer notebook with 15,6" display diagonal?

Please clarify does licensed operating system needs to support integration with enterprise-class directory services MS Active Directory and Group Policy Management?

ANSWER No. 8

- *The minimum requirement is 14" diagonal*
- *Offered licensed operating system must support integration with enterprise-class directory services MS Active Directory and Group Policy Management.*

QUESTION no. 9

Item 3.10 Tablet

For the tablet which you requested producers declared End-of-life. The new models come up with battery 3-4% less capacity than requested. Could you, please, confirm that tablets with 3-4% less capacity of the battery are acceptable for you.

ANSWER No. 9

Please see Corrigendum no. 1 to the tender dossier.

QUESTION no. 10

Items no. 3.15. Label printer (Hard Case Kit)

It is required to offer Label printer with „Max.15mm tape”.

Will it be acceptable to offer Label printer that support wide industry standard tape sizes that are in requested limits 6, 9 and 12mm as well as wider tape sizes like 19 and 24mm so user will have more option to choose?

ANSWER No. 10

Yes, it will be acceptable to offer described Label printer.

LOT 4 – EQUIPMENT OF THE SERVER ROOM

QUESTION no. 1

Items no. 4.1. Server room renovation

Considering that this is a renovation of an existing server room, in which period you planed for renovation to be performed (during working hours, after working hours or on weekends)?

ANSWER no. 1

Most of the work on renovation of an existing server room must be performed after working hours and on weekends, but the specific works that will not interrupt Beneficiaries' business will be possible to be performed within working hours.

The existing equipment in Server room is in production state and it works 24/7 and renovation works must not jeopardize the existing equipment and systems.

QUESTION no. 2

Items no. 4.1. Server room renovation



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It is required to offer „Installation of the new raised floor area of 38 m² with an entrance metal ramp. Raised conductive floor is 30 cm high with a steel suspension constructions and boards size (60 * 60 cm - height 4 cm).

Will it be acceptable to offer raised-floor (Calcium Sulphat) with thickness of 38,5mm considering that thickness of the raised-floor (Calcium Sulphat) measured before applying antistatic layer on raised-floor is 38,5mm and thickness of anti-static layer is usually 1-2mm?

ANSWER no. 2

Minimum height of the raised-floor (Calcium Sulphat) is 38,5mm.

Please see also Corrigendum no. 1 to the tender dossier.

QUESTION no. 3

Items no. 4.1. Server room renovation

It is required to offer “Raised floor panels are made of calcium sulphate that meets the static characteristics of modern server rooms with a static load of 1,300 kg / m².”

Will it be acceptable to offer panels with 60x60 dimensions with capacity category 6A (9 kN ie. 917 kg / panels surface area of raised-floor) considering that measuring load and deflection class of raised-floor is given in m² (square meters) and most of manufacturers of raised-floor make measurements on the basis of panels surface area which in this case is 0,36m² or 60x60 cm?

ANSWER no. 3

Raised floor panels are made of calcium sulphate and must comply with minimum 6A capacity category or minimum 9 kN ie. 917 kg / panels surface area of raised-floor.

Please see also Corrigendum no. 1 to the tender dossier.

QUESTION no. 4

Items no. 4.2. Server room fire suppression system

Do we need to provide transmission of the state of the system (alarm, fault, etc) to reception of the building? Usually this communication is realized in 2 ways: over the fire detection system in building (fire extinguishing control unit transfer information to reception via fire detection input modul, or information from extinguishing system is presented via repeater terminal which is mounted on reception). Do we need to offer repeater terminal ?

During the activation of fire extinguishing system, pressure in the server room is increased, which can cause structural defects of room. To avoid this in room would be installed overpressure flaps to reduce pressure in room during activation of fire extinguishing system. Do we need to offer overpressure flaps ?

During the activation of fire extinguishing system at the beginning of the pipeline network pressure is approximately 60 bar. Because of this it is recommended to use pipes and fittings that are certified to the pressure of 90 bar. Do we need to offer pipes and fittings that are certified to the pressure of 90 bar?

ANSWER no. 4

- *It is necessary to include appropriate repeater terminal to provide control and remote status of the system on reception.*



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- *It is necessary to include in the offer appropriate overpressure flaps for reducing pressure in room during activation of fire extinguishing system, according to ISO 14520 standard.*
- *It is necessary to offer pipes and fittings that are certified to the pressure of 1,5 times of working pressure (minimum 63 bar).*

QUESTION no. 5 (including 8 sub-questions)

Items no. 4.3. Server room fire suppression system 2

- Do we need to provide transmission of the state of the system (alarm, fault, etc) to reception of the building? Usually this communication is realized in 2 ways: over the fire detection system in building (fire extinguishing control unit transfer information to reception via fire detection input modul, or information from extinguishing system is presented via repeater terminal which is mounted on reception). Do we need to offer repeater terminal?
- During the activation of fire extinguishing system, pressure in the server room is increased, which can cause structural defects of room. To avoid this in room would be installed overpressure flaps to reduce pressure in room during activation of fire extinguishing system. Do we need to offer overpressure flaps?
- During the activation of fire extinguishing system at the beginning of the pipeline network pressure is approximately 60 bar. Because of this it is recommended to use pipes and fittings that are certified to the pressure of 90 bar. Do we need to offer pipes and fittings that are certified to the pressure of 90 bar?
- There are several standards which regulate question of extinguishing systems. For example, ISO 14520 standard required amount of agens for extinguishing Novec 1230 of 0,8kg/m³. In tender stayed that volume of server room is 70m³. Which amount of agens for extinguishing we have to offer (according to which standard)?
- Whether in server room are suspended ceiling or raised floor? If exist they represent a separate sectors of extinguishing for which is necessary to provide particular detectors with remote indicators and nozzles. Do we need to offer detectors with remote indicators and nozzles for suspended ceiling or raised floor?
- In case of fire, siren with flash is usually (and according to recommendation and regulation) used for alarming (1 inside the room and 1 in front of the room), signalling panel at the entrance to the server room and manual call points for Start and Stop extinguishing. Do we need to offer this items?
- Where is planned location for installation of fire extinguishing control unit, how far from the server room? We need this information to determine length of cable installation for system.
- Is there in the server room air condition system? If air conditioning system works in server room, smoke can't reach the fire detectors on ceiling and trigger alarm in a required short time. In this case it is usually to install the highly sensitive aspiration smoke detector with pipe network – ASD. This detector is used to detect a fire in the earliest phase and shut down the air conditioning system. After that automatic detectors on ceiling can easier recognise smoke and activate extinguishing on time. Do we need to offer aspiration smoke detector, as we have on item 4.2 in tender documentation (Server room Sarajevo)?

ANSWER no. 5

- *It is required to provide transmission of the state of the system to reception of the building and offer repeater terminal.*
- *Overpressure flaps are required.*



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- *Pipes and fitting that are certified to the pressure of 90 bar is required*
- *An amount of agents for extinguishing according to the ISO 14520 standard is required.*
- *Detectors with remote indicators and nozzles for suspended ceiling and raised floor are required.*
- *Signalling panel at the entrance to the server room and manual call points for Start and Stop extinguishing are required.*
- *Control unit will be installed approx. 50m from the server room.*
- *ASD is required.*

Please see also Corrigendum no. 1 to the tender dossier.

QUESTION no. 6

Items no. 4.4. Professional air conditioning

Does this air conditioning system refer to item 4.1 and whether it must be installed before disassembling the existing air conditioning system from item 4.1?

According to the technical specifications for the indoor unit you required three-phase power supply (Power supply: Max. 400V, Fusing: Max. 3x20 A) and for the outdoor unit single-phase power supply (Power supply: Max. 230V, Fusing: Max. 32 A) and that means that you have both types of power supply and on that basis we request that you remove these requirements from specifications to make it possible to offer both indoor and outdoor unit that have the identical power supply.

ANSWER no. 6

Yes, new air conditioning system must be installed before disassembling the old air conditioning system.

Indoor and outdoor unit can have the identical power supply. Please see also Corrigendum no. 1 to the tender dossier.

LOT 5: SOFTWARE AND LICENSES

QUESTION no. 1

Item 5.5 Terminal server/VDI infrastructure

Could you, please, specify number of licenses.

ANSWER no. 1

40 licences for thin clients and for two hosts with min 2 CPU or 20 cores each.

QUESTION no. 2

LOT 5, Software and licenses, ITEM 5.5 Terminal server /VDI infrastructure (Annex IV, page 11 of 11). In the Annex IV, Budget breakdown, at page 11 of 11, Item 5.5 it is noted that the requested quantity of the Item 5.5. is 1 piece (pcs).

Question:

As this type of product is licensed /sold per number of users, please advise/confirm:

- 1) the total number of users accessing the server
- 2) the total number of concurrent users accessing Terminal server

ANSWER no. 2

1) total number of users are 200



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2) total number of concurrent users are 40

QUESTION no. 3

Items 5.9 Backup system 2

Please provide information how many hosts will be backed up with offered backup software?

ANSWER no. 3

Item 5.9 Backup system 3

It is required to offer back-up software capacity based license for minimum 1TB that can provide back-up for any number hosts.

Number of licences for Item 5.8 Backup system 2 is specified in Technical Specification.

Dimitrios Kalogeras

Head of Contracts, Finance and Audit