EUROPEAN UNION

Delegation of the European Union to Bosnia and Herzegovina

Clarification No.1 to the Tender Dossier
Supply of the equipment for the EU support to the Parliaments of Bosnia and Herzegovina in EU Integration Tasks
Publication reference: EuropeAid/139632/DH/SUP/BA; Tender no: EC/BIH/18/011

QUESTION 1:

In reference to tender documentation, Selection and award criteria,1 6. Selection criteria, point 3) a):

"Technical capacity of tenderer (based on i.a. items 5 ond 6 of the tender form for o supply contract). The reference period which will be taken into account will be the last three years from submission deadline.

> a) The tenderer has delivered supplies under at least one contract for each of the Lot tendered for in the field related to that Lot and with a budget of at least its financial offer for the given Lot which were implemented during the last 3 years from the submission deadline."

Please clarify if the sum of all contracts related to a specific lot, within last three years completed by the tenderer will be considered as the maximum amount for the financial offer by said tenderer or is the maximum amount of financial offer by the tenderer specified by a single contract within the last three years.

To clarify further, if the tenderer has executed 3 contracts of the amount of 200 000 EUR each within the last three years, can financial offer of the tenderer be 600 000 EUR or is the maximum budget for the project propose by the tenderer 200 000 EUR?

ANSWER 1:

The tenderer will have to demonstrate that, during the last 3 years from the submission deadline, he had delivered supplies under at least one contract for each of the Lot tendered for, in the field related to that Lot and with a budget of at least its financial offer for the given Lot.

To clarify further, if the tenderer has executed 3 contracts of the amount of 200 000 EUR each within the last three years, the amount to be considered when assessing the compliance with the technical capacity criterion mentioned above is the one per contract, in this case 200 000 EUR.

QUESTION 2:

In reference to tender documentation, Selection and award criteria, 16. Selection criteria, point 3) a):

"Technical capacity of tenderer (based on i.a. items 5 and 6 of the tender form for o supply contract). The reference period which will be taken into account will be the last three years from submission deadline.

> a) The tenderer has delivered supplies under at least one contract for each of the Lot tendered for in the field related to that Lot and with a budget of at least its financial offer for the given Lot which were implemented during the last 3 years from the submission deadline."

Please clarify if the budget or required reference contract includes the VAT or not. If the contract given as a reference is 200 000 EUR with VAT included, can financial offer of the tenderer be up to 200 000 EUR?

ANSWER 2:

Total budget of the reference contract, which may or may not include the VAT, is to be considered.

QUESTION 3:

Lot 1, Item 1.10 – Please, advice the requested number of users for the E-mail security appliance.

ANSWER 3:

Requested number of users for E-mail security appliance is 250. Please see Corrigendum no.2 to the Tender Dossier, Point 8.

QUESTION 4:

Lot 1, Item 1.11 – Please, advice the requested number of users for the Web security appliance.

ANSWER 4:

Requested number of users for Web security appliance is 250. Please see Corrigendum no.2 to the Tender Dossier, Point 9.

QUESTION 5:

Lot 1, Item 1.12

Layer 3 Core Switch in stack configuration (2 each) with following specification – 3 pcs. – Do you require in total 6 pcs (3 stacks of 2 devices) or total 3 devices, each capable to work in stacking mode?

ANSWER 5:

It is required to deliver 3 sets (stacks) of 2 switches in stack configuration. So total is 6 switches, in 3 stacks installation (2 switches per stack).

QUESTION 6:

Lot 1, Item 1.12

Requirement is to support 2 SFP+ ports, and the number of Direct attach cables (twinax), 7m length is 8 pcs. Is this requirement for each one of the devices or total for all the devices in this item position?

ANSWER 6:

Correct number of SFP+ ports is 4 (four) per switch so according to answer to question 5 above, 2 switches in stack will be delivered to each location designated, each switch with 4 SFP+ and 8 direct attached cables (2 x 4 SFP+ ports)

QUESTION 7:

We need clarification related with the conditions stated in the document -Technical Requirements for Lot 4: Development and installation of software (SW) for eLegislation", ID No. 4.1 - Installation and implementation - item 53, where the following is requested:

> **"53.** Offer should include licenses for any required third-party software such as RDBMS, documents capture software, collaboration software or similar."

According to this requirement, please inform us the following:

Do the beneficiary institutions, mentioned in the technical requirements, already have or will have any Microsoft Licenses that could be used for the needs of this project and for the needs of the offered software solution. Please inform us if the beneficiaries have any of the following client and server Microsoft licenses:

• Windows Server Datacenter
• Windows Server Standard
• SharePoint Server
• SQL Server Standard per Core, or per Server
• Microsoft Exchange Server Standard
• BizTalk Server Branch
• BizTalk Server Standard
• BizTalk Server Enterprise
• Client Access License (CAL) for access to Windows Server, SharePoint Server, SQL Server or Exchange Server

If the beneficiary institutions already have active Microsoft Licenses, please provide us information for the license quantity, type of the license model and version and whether the licenses include Software Assurance or not.

ANSWER 7:

As stated in the technical specifications, offer for eLegislation software should include licences for specific third party software required for the proposed solution. Licences for server operating system are part of Lot 1. Every beneficiary institution has basic server infrastructure based on Microsoft platform, without any additional components.

QUESTION 8:

In the tender documentation, page 7, Product perspective it is quoted: "*Information system which has to be implemented should support complete legislation process including preparation of draft Law, work of various committees and supporting bodies inside the Parliament as well as the work of representatives within the Parliaments in BiH, until the Law is published in Official Gazette of BiH, of both entities and of the Brčko District.*"

Question: Is publishing process of the Law in the Official Gazette in scope of this project or process of drafting and adopting the law is finished by the moment of sending the document to the Official Gazette?

ANSWER 8:

Process of adopting the Law in the system is finished by sending the document to the Official Gazette.

QUESTION 9:

In the tender documentation, page 11 Alerts and Notifications, it is quoted*: "To activate Alert and Notification option in the eLegislation system, it should be necessary to implement a proper monitoring. Monitoring refers to checking the state of some states in the application: Is it up/down, off/on, full/empty, on time/overdue? It could also be used to refer to a rule ("Are we monitoring for event id 99 in the application log?")"*

Question: Is there any monitoring tool already implemented for this purposes or supplier must provide one. If Supplier must provide this, can the monitoring tool\service be Microsoft Cloud based? The service uses crypted data (prior of sending) and transmits the data over secure channel to safe Azure storage. Storage is again crypted with multi-tenant design?

ANSWER 9:

No, there are no monitoring tools implemented. Supplier must provide and implement a proper monitoring tool. It is not acceptable to offer a cloud based services or solutions. All components of proposed solution must be installed at the premise.

QUESTION 10:

In the tender documentation, page 11 Alerts and Notifications, it is quoted*: "If a recipient is unable to deal with or respond to the alert, the alert is automatically sent to the next person in the escalation chain – this process repeats until the alert is acknowledged or cleared.*"

Question: Is there any Ticketing tool that is already implemented in Parliament that can be used for this purpose?

ANSWER 10:

No, there are no Ticketing tools implemented in Parliaments.

QUESTION 11:

In the tender documentation, page 15 Main Process Description, point 2 it is quoted*: "Bill is submitted into the parliament when document is officially received in the Register office and entered into the system."*

Question: How the Bill will be send to the ECM system? In case of possible or needed integration, who will modify Register office application for enabling integration feature? If integration is already provided, can we get some technical specification?

ANSWER 11:

Bill will be entered in the system manually, there is no integration planned at this stage.

QUESTION 12:

How the documentation will be send to and receive from eSession application? In case of using some existing integration, can we get some technical specification?

ANSWER 12:
There is no integration implemented for this module. Tenderer should propose the most effective solution which will enable transfer of documents to and from eSession application.

QUESTION 13:

In the tender documentation, page 20 and page 21 Law Adoption process in the FBiH Parliament, it is quoted: "*If the act was not submitted by the Federal Government, it shall be sent to the Government of FBIH for opinion*"

Question: Will it be send through Registration office or it is foreseen to be done with integration between applications installed in all four Parliaments?

ANSWER 13:
Integration between Parliaments or any other institutions is not foreseen and it is not part of this tender.

QUESTION 14:

In the tender documentation, page 8 Product perspective, it is quoted: "*Very important characteristic of the system is that it should be implemented in all Parliaments in BiH, which have similar but different processes of Law adoption.*"

Question: Does this mean that is foreseen to have four separate installation with their own database and repository?

ANSWER 14:
Yes, there should be four separate installations, each with their own database and repository.

QUESTION 15:

For Law Drafting / Creating, in the tender documentation, page 37, it is quoted: "*This application should allow a drafter, while in the editing environment, to search for and retrieve amendable units of the unallocated laws, other bills and amendments, other documents associated with the same bill, i.e., the amendment process, fiscal notes, appropriation and allocation section or text from the executive branch or agencies, and insert them into the bill document without losing contextual formatting*"

Question: This functionality (add-in) will be used in Ministry, Agency … in other words outside Parliament. On which way drafter will search bills, amendments and other document related, because it is expect that they will not be stored inside his organization. Is it foreseen that user search databases in all Parliaments through some web services?
Is it foreseen to search some other database or repositories? If this is the case, do they already have implemented interfaces?

ANSWER 15:
Drafter will be able to search and retrieve amendable units and other documents only if its system is connected to the Parliament database. For the moment there are no plans to create web services for the database access. It is also not planned to provide access to any other database or repositories.

QUESTION 16:

For Law Drafting /Creating, in the tender documentation, page 37, it is quoted: "*Data and document text components of the legislative should have rigorous meta definitions and composition rules that must be enforced during production. Uniformity in naming and file conventions is expected; security of data and text is a paramount concern. **Access to a shared and updateable dictionary is a must***.*"

Question: Is it foreseen that Ministry, Agency or another institutions that prepare/draft Laws, have their own share file data store in their organizations, which will be used for storing documents?

ANSWER 16:
Yes, every institution which will use this system should have their own shared dictionary.

QUESTION 17:

For Law Drafting / Creating, in the tender documentation, page 37, it is quoted: #*Validations (intelligent components) alert the drafter of any inconsistencies or potential conflicts (e.g. the statute section in question has been amended by public law already enacted in the session). The drafter should be able to keep track of statute section numbers affected by or created by the subject matter of the work in process. Potential conflicts could be detected and flagged"*.

Question: Can you provide detailed definition of inconsistencies or conflicts? Do we need to compare text in different documents or it is enough to make checks if that section is related to some act, which is in adoption procedure? Same question again: does this mean that Add-In have to have online integration/search of database or repository in all four Parliaments for querying acts?

ANSWER 17:

One of the possible inconsistencies is already given in the specification. Tenderer should propose the most effective solution which will enable required functionality.

QUESTION 18:

For Law Drafting / Creating, in the tender documentation, page 37, it is quoted*: "Drafting system should be integrated with legislative bill tracking/status system, and capable to sharing data elements between the two"*

Question: Does this mean that Add-in need to have online access to database/repository in all four Parliaments?

ANSWER 18:

No, systems in the Parliaments will not be linked to each other.

QUESTION 19:

For Word LeX Add-In, in the tender documentation, page 48, it is quoted: "*The Bidder may propose a different standard for which they believe meets the requirements set out in this document, and for which they can provide appropriate technical implementation"*

Question: Is it acceptable that supplier provide XML standard for this purpose and provide technical documentation and implementation?

ANSWER 19:

As defined in the documentation, the tenderer can propose any standard which meets the requirements and as long as functionalities required are ensured.

QUESTION 20:

For Word LeX Add-In, in the tender documentation, page 48, it is quoted: *As such, the unique XSD is able to mark-up different documents:*

- *acts, bills, constitutions, regulations, decrees, treaties, directives, ordinances, etc.;*
- *debate reports (e.g. Hansard), assembly transcripts, etc.;*
- *documents, annexes, committee reports;*
- *judgments;*
- *amendments, lists of amendments;*
- *gazettes, codes, books, etc.*

Question: Does this mean that all documents in process need to be created using Word Add-in? In case of confirmation, how would you use those structured data?

ANSWER 20:

No, it does not mean that all documents should be created using Word LeX Add-in. Every document could also be created in a standard way, without using this tool.

QUESTION 21:

For Lex File Group, we have buttons Save and Save As. In which document formats (Word, XML, PDF,…) we need to save document after clicking on this buttons?

ANSWER 21:

It is up to the tenderer to propose the most appropriate file format which will enable required functionalities. "Save as" button should provide options to save document in other formats.

QUESTION 22:

Which concept of scanning paper documents is foreseen/planned? Is it foreseen to use desktop scanners and upload files manually or it is foreseen to use some digitalization platform like Captiva, Kofax or similar?

ANSWER 22:

It is up to the tenderer to offer the most effective and efficient solution for document scanning.

QUESTION 23:

For ECM system, in the tender documentation, page 58, it is quoted: "*Mobile. Your ECM solution should make your content available from mobile and tablet devices. This is a fundamental requirement, because having instant access to your information from anywhere has a profound impact on productivity. Your processes don't have to wait just for people to get back to the office*"

Question: Can you provide more detailed specification requirement related to Mobile functionality? Will mobile version be used just to preview content or you need more functionalities? If the answer is yes, please provide information which one.

ANSWER 23:

Mobile version should be used to preview content and to perform all other functionalities which are supported by the mobile interface of ECM platform.

QUESTION 24:

For Document management, in the tender documentation, page 61, it is quoted: "*Provide functionality of labelling (tagging) documents*"
Question: Which document format should be labelled? Please specify (Word, Excel, PDF)

ANSWER 24:

All document formats should be labelled.

QUESTION 25:

For Language Requirements, in the tender documentation, page 80, it is quoted: "*Data in the system should also be stored in three languages*"
Question: Does this means that every attribute must be entered in all three languages?

ANSWER 25:

Yes, every attribute which could be translated should be entered and stored in all three languages.

QUESTION 26:

For Language Requirements, in the tender documentation, page 80, it is quoted: "*Data in the system should also be stored in three languages. System should support storing the content of the document and all textual metadata in all three languages, and users should be able to search content in all three languages.*

The system should support different document views, depending on the user type. Certain types of users (representatives and delegates) should only be able to see document in the language currently used in the system that can always be changed; services managing other processes should be able to see all three language versions of the document, where the language of the interface can be changed in the system settings.

Language versions of documents should be marked as the same document in a different language"

Question: Are this three versions of document (XSLT – language display) or they are different documents with the same source?

ANSWER 26:

It is up to the tenderer to offer appropriate solution which will satisfy the requirements.

QUESTION 27:
Question: What is „analytic reporting eZak"?

ANSWER 27:

It is the specific software module for analysis and reporting on adopted Laws in the Parliament of BiH.

QUESTION 28:
For Reports, in the tender documentation, page 74, it is quoted*: "Reporting module should provide following standard functionalities:*

- *...*
- *...*
- *Adding grouping and aggregate functions*
- *...*
- *...*
- *..."*

Question: Do you need functionality of Adding grouping and aggregate functions report design or at generated report?

ANSWER 28:
This functionality is needed at generated report.

QUESTION 29:
For System architecture, In the tender documentation, page 79, it is quoted: "*Security and integrity*
  o *Application must guarantee appropriate authentication, logging and monitoring mechanisms"*

Question: is this relevant only to DMS functionalities or also for Add-in?

ANSWER 29:

It is up to the tenderer to offer the appropriate solution.

QUESTION 30:
Item 1.2 (Primary storage subsystem)

Considering that is requested to offer Primary storage subsystem with "Cache memory: min. 16GB", is it "Support for block level deduplication" request necessary since using deduplication may result in a serious performance degradation?

Please consider removing this request "Support for block level deduplication"?

ANSWER 30:

"Support for block level deduplication" is required. Cache memory size is increased to 64GB minimum. Please see Corrigendum no.2 to the Tender Dossier, Point 2a.

QUESTION 31:
Item 1.6 (Backup storage subsystem)

Considering that is requested to offer Backup storage subsystem with "Cache memory: min. 16GB", is it "Support for block level deduplication" request necessary since using deduplication may result in a serious performance degradation?

Please consider removing this request "Support for block level deduplication"?

ANSWER 31:

"Support for block level deduplication" is required. Cache memory size is increased to 64GB minimum. Please see Corrigendum no.2 to the Tender Dossier, Point 4a.

QUESTION 32:

Item 1.10 (E-mail security appliance)

Considering that most of the leading e-mail security vendors does not have physical appliance (software + hardware) in their portfolio but they have software which is possible to install on any hardware (e.g. server) or on virtual platform, is it acceptable to offer combination of hardware and software to meet requested specification for E-mail security appliance?

ANSWER 32:

This item should be delivered as physical appliance supporting minimum 250 users. Please see also Corrigendum no.2 to the Tender Dossier, Point 8.

QUESTION 33:

Item 1.11 (Web security appliance)

Considering that most of the leading Web security vendors does not have physical appliance (software + hardware) in their portfolio but they have software which is possible to install on any hardware (e.g. server) of on virtual platform, is it acceptable to offer combination of hardware and software to meet requested specification for Web security appliance?

ANSWER 33:

This item should be delivered as physical appliance supporting minimum 250 users. Please see also Corrigendum no.2 to the Tender Dossier, Point 9.

QUESTION 34:

Item 1.13 (Layer 2 Access switch 48 ports)

It is required to offer "IEEE 802.1v protocol VLANs, GVRP".

From 2003 onwards, IEEE 802.1v and GVRP (GARP VLAN Registration Protocol or Generic VLAN Registration Protocol) protocols are incorporated into 802.1Q protocol.

(https://en.wikipedia.org/wiki/IEEE_802.1#802.1Q)

Please confirm that is allowed to offer "Layer 2 Access switch 48 ports" with IEEE 802.1Q protocol?

ANSWER 34:

Yes, it is allowed to offer switch with IEEE 802.1Q protocol, which is replacing "IEEE 802.1v protocol VLANs, GVRP". Please see Corrigendum no.2 to the Tender Dossier, Point 10b.

QUESTION 35:

Item 1.13 (Layer 2 Access switch 48 ports)

It is required to offer "Layer 3 routing: Static IP routing, min 256 static and 1800 RIP routes".

Most of the leading network vendors in their documentation does not specify separate value for static and RIP (dynamic) routes. Instead of that they use the term "IPv4 unicast routes" or just "IPv4 routes" and that number defines the sum of the static and dynamic routes.

Please clarify is it acceptable to offer switch that support more than 2056 (256+1800) IPv4 unicast routes?

ANSWER 35:

Requirement stated in the technical specifications remains unchanged: It is required to offer "Layer 3 routing: Static IP routing, min 256 static and 1800 RIP routes". Any switch that respects technical requirements stated in the technical specifications is acceptable.

QUESTION 36:

Item 1.14 (Wireless Access system)

It is required to offer "Identity-aware, dynamic routing across wired and wireless networks"

Please clarify this request more in detail?

ANSWER 36:

"Identity-aware, dynamic routing across wired and wireless networks" is user centric administration.

QUESTION 37:

Item 1.8 (Firewall)

It is required to offer "Virtual Private Network (VPN): … Dedicated Tunnels…."

Please clarify this request? Does this mean „site to site VPN tunnels"?

ANSWER 37:

This means dedicated "site to site" VPN tunnels.

QUESTION 38:

Item 1.8 (Firewall)

It is required to offer:

- Management/Administration Options: Console Interface, WebUI (HTTP/HTTPS), Telnet/Secure Command Shell (SSH), Role-Based Administration Multiple Administrators and User Levels.

Most of the leading firewall vendors, from security reason for WebUI, just support HTTPS and not HTTP which is clear text. Please consider to remove request for HTTP WebUI?

Also, please explain more in detail "Role-Based Administration Multiple Administrators and User Levels"

ANSWER 38:

Acceptable solutions are these which support HTTP/HTTPS or HTTPS only. Role-based administration means that we create roles in administration portal with certain rights and users are then added to specific roles for gaining administrative access defined by the role. In addition, we can add specific rights directly to users or administrators.

QUESTION 39:

Item 1.8 (Firewall)

It is required to offer:

- OS Features: "…. Antivirus/Antispyware…."

Most of the leading vendors, includes antispyware protection in antivirus or antimalware protection because antispyware is a type of software that is designed to detect and remove unwanted spyware programs. Spyware is a type of malware that is installed on a computer without the user's knowledge in order to collect information about them. Basically, if you have antivirus or antimalware protection you are also protected from spyware. Please, consider to remove "Antispyware" from technical specification since it's clear that this feature is part of Antivirus or Antimalware protection for most of the leading firewall vendors.

ANSWER 39:

Antispyware is required feature which will block spyware infections on the firewall level.

QUESTION 40:

Item 1.8 (Firewall)

It is required to offer:

☐ OS Features: "…. Endpoint Network Access Control (NAC) …."

There are just one or two firewall vendor that have this feature on firewalls, because this is not standard firewall feature. NAC (Network Access Control) is always used on access layer (Layer 2) and firewall is Layer 3 device. Please, due the competitiveness consider to remove this request from specification?

ANSWER 40:

Yes, we are removing "Endpoint Network Access Control (NAC)" and it is not required anymore. Please see Corrigendum no.2 to the Tender Dossier, Point 6a.

QUESTION 41:

Item 1.8 (Firewall)

It is required to offer:

- OS Features: ".... Logging and Reporting…."

Is it necessary to offer firewall with additional Hard disk for collecting logs and reports?

ANSWER 41:

Firewall has to provide SSD storage for events logging with minimum capacity of 120 GB. Please see Corrigendum no.2 to the Tender Dossier, Point 6b.

QUESTION 42:

Item 1.8 (Firewall)

It is required to offer:

- Interfaces: 16 x 1GbE, 4 x SFP (no optics modules included)

Please consider to reduce the number of GbE ports to reasonable values, since most of the leading firewalls vendors (considering this is High end Firewall based od requested throughputs) have maximum 6-8 GbE ports?

ANSWER 42:

Required number of interfaces is 16 x 1GbE, 4 x SFP (no optics modules included).

QUESTION 43:

Item 1.11 (Web security appliance)

It is required to offer:

- Advanced Malware protection

Please clarify whether this is zero-day exploit detection?

ANSWER 43:

Advanced Malware protection in this case is considered emulating real-time JavaScript, behavioural analysis, context sensitive inspection, and dynamic URL analysis for both HTTP and HTTPS traffic.

QUESTION 44:

Item 1.11 (Web security appliance)

It is required to offer:

- Roaming user protection

Please clarify this request more in detail?

ANSWER 44:

Roaming users are protected with this security appliance when connected to internal network as well as when they are connected to some other networks by applying proper configuration.

QUESTION 45:

Item 1.1 (Virtualization server)

It is required to offer Memory min: 128GB(2x64GB) DDR4 2,666 GHz / upgradeable on at least 3TB – total of 24 RAM slots

Can we offer a virtualization server with 128GB memory capacity combined of four (4) 32GB DDR4 2.666GHz memory modules, as this combination can bring significant price savings, keeping in mind that additional 20 RAM slots will stay free for future upgrades?

ANSWER 45:

Yes, it is acceptable to offer this configuration. Please see Corrigendum no.2 to the Tender Dossier, Point 1a.

QUESTION 46:

Item 1.1 (Virtualization server)

It is required to offer:

- 1x min 120GB SSD installed as boot device for hypervisor

Please clarify what model and version of hypervisor solution will be used on Virtualization server.

ANSWER 46:

Model and version of hypervisor solution should be determined by tenderer and proposed hypervisor for item 1.17. Please see Corrigendum no.2 to the Tender Dossier, Point 1b.

QUESTION 47:

Item 1.2 (Primary storage subsystem)

It is required to offer storage system with CIFS file access protocol.

As CIFS protocol can be considered as a dialect of SMB protocol, please change this part of specification to SMB or CIFS/SMB.

ANSWER 47:

Please see Corrigendum no.2 to the Tender Dossier, Point 2b.

QUESTION 48:

Item 1.3 (Storage Area Networks FC Switch)

It is required to offer FC switch with 1 x power supply 220V/50Hz.

Please clarify is it required to offer redundant power supplies or single power supply unit?

ANSWER 48:

Only 1 (one) power supply per FC switch is required.

QUESTION 49:

Item 1.6 (Backup storage subsystem)

It is required to offer storage system with CIFS file access protocol.

As CIFS protocol can be considered as a dialect of SMB protocol, please change this part of specification to SMB or CIFS/SMB.

ANSWER 49:

Please see Corrigendum no.2 to the Tender Dossier, Point 4b.

QUESTION 50:

Item 1.17 (Platform-virtualization software)

It is required to offer virtualization software with

- Integrated data protection with deduplication

- Replication

Are these functional requirements optional (i.e. can be enabled using additional license and software integration) or requested as fully functional requirements.

ANSWER 50:

Integrated data protection with deduplication and Replication features are required to be offered for minimum 4 processors, with the rest of platform virtualization software.

So in total, it is required to offer virtualization platform software for 3 (three) sites, and each site requires licences for minimum 4 (four) processors including Integrated data protection with deduplication and Replication features.

QUESTION 51:

Item 1.12 (Layer 3 Core Switch)

Please clarify is it necessary to offer 3 or 6 Layer 3 Core Switch?

ANSWER 51: It is required to offer 3 stack of 2 switches.

QUESTION 52:

Lot 1: Kindly provide us with details on how the items will be distributed among the sites, in order to be able to provide you with suitable configuration and to calculate the cost of Delivery and Installation.

ANSWER 52:

For details on how the items will be distributed among the sites please see Corrigendum no.2 to the Tender Dossier, Point 18

QUESTION 53:

Lot 1: For item 1.4, kindly confirm that the number of 24U Racks needed is only 1.

ANSWER 53:

Yes, only 1 (one) 24U rack is required.

QUESTION 54:

Lot 1: For item 1.16, kindly confirm that the number of Windows Server Licenses needed is only 1.

ANSWER 54:

We draw your attention to the fact that the requirement refers to any server operating system. Please see Corrigendum no.2 to the Tender Dossier, Point 13.

It is required to offer sufficient licencing to support (per 1 site):

- **Operating system for 4 virtual machines to be installed on item 1.1 Virtualization server. Proper licencing according to offered CPU must be in place with rights for virtual machine live migration from one virtualization server to another.**
- **Operating system for 1 physical backup server (Item 1.5). Proper licencing according to offered CPU must be in place.**

    Total number of sites is 3 (three).

    Total number of required client access licences per user for all sites is 560 (five hundred and sixty). Clients access licenses will be divided according to tender specification for site installation (see Answer 52).

QUESTION 55:

Lot 1: For item 1.18, you've mentioned that the web-gateway and email gateway are "Delivered as Virtual appliance for Item 15", please confirm that the licences are for the items 1.10 and 1.11 since item 15 is a UPS.

ANSWER 55:

Correct line is: "Delivered as Virtual appliance for Item 1.17". Please see Corrigendum no.2 to the Tender Dossier, Point 14.

QUESTION 56:

Lot 2: Kindly provide us with details on how the items will be distributed among the sites, in order to be able to provide you with suitable configuration and to calculate the cost of Delivery and Installation.

ANSWER 56:
See Answer 52.

QUESTION 57:

Lot 1: For Item 1.10 "E-mail security appliance", if the vendor provided a verbal guarantee that the system will work perfectly fine with 100% security, and knowing that no more than four cores are needed for the required number of users. , is it possible to propose an appliance with 4 cores processor (Intel Xeon E3-1270)?

ANSWER 57:

It is required to provide appliance which can support 250 users. Tenderers can use vendor provided sizing methods and procedures to choose proper appliance. Please see also Corrigendum no.2 to the Tender Dossier, Point 8.

QUESTION 58:

Is it acceptable to offer microphone on long flexible stem 48 cm long instead of requested 50cm? What measurement criteria is used for this length (long stem must be 50 cm or 50 cm from the table surface to the end of the microphone))?

ANSWER 58:

The measure of the microphone is defined in manufacturer specifications. Please see Corrigendum no.2 to the Tender Dossier, Point 16 and Point 17.

QUESTION 59:

Is it acceptable to offer delegate units with NFC contactless ID card identification (NFC reader built into the delegate units and NFC cards/tags instead of requested chip card)?

ANSWER 59:

No, it is not acceptable. In regard to chip card software module, the technical requirements as stipulated in the technical specifications must be respected.

QUESTION 60:

 Is it necessary for delegate units to have touch screen? If so, please clarify which specification it has to meet (size, resolution, functionality that has to meet etc.)?

ANSWER 60:

No, it is not necessary for delegate units to have touch screen. It is up to tenderer to offer the most appropriate solution for the required functionality.

QUESTION 61:

Places of Delivery

Please provide us with detailed delivery location for every Item in LOT 1 and LOT 2 with quantities per Item per location?

ANSWER 61:

See Answer 52.

QUESTION 62:

Considering that is requested to clearly indicate title of the supporting document with page number where is in the document highlighted requested specification for every item offered and considering that equipment from some manufacturers meets requested specification but don't have exact description in datasheets as requested in Technical specification, is it acceptable to provide official statement from manufacturer for these cases?

ANSWER 62:

Yes, it is acceptable.

QUESTION 63:

Item 1.4 – Server rack 24U

It is required that offered server rack 24U with:

• Symmetrical cabinet WxDxH = 600x1100x1200mm +/-5%

Since 24U is 1066,8mm in height and requested dimensions for height is 1200mm +/-5%, is it acceptable to offer server rack with WxDxH = 600x1100x1200mm +/-10%?

ANSWER 63:

Yes, it is acceptable to offer server rack with WxDxH = 600x1100x1200mm +/-10%. Please see Corrigendum no.2 to the Tender Dossier, Point 3.

QUESTION 64:

Item 1.7 - Backup software for 4 processors

Technical specification for this Item states: "Support for protecting Platform-virtualization software from Item 7 for agentless backup with Changed Block Tracking mechanism".

Virtualization platform is Item 17. Please clarify?

ANSWER 64:

Correct line is "Support for protecting Platform-virtualization software from Item 1.17 for agentless backup with Changed Block Tracking mechanism". Please see Corrigendum no.2 to the Tender Dossier, Point 5.

QUESTION 65:

Item 1.9 - Web Application Firewall

Technical specification for this Item states: "Delivered as virtual machine for virtualization platform from Item 15". Virtualization platform is Item 17. Please clarify?

ANSWER 65:

Correct line is "Delivered as virtual machine for virtualization platform from Item 1.17". Please see Corrigendum no.2 to the Tender Dossier, Point 7.

QUESTION 66:

Item 1.10 - E-mail security appliance

Please clarify how many user/device license do we need to offer for E-mail security appliance?

ANSWER 66:

See Answer 3.

QUESTION 67:

Item 1.10 - E-mail security appliance

It is required to offer E-mail security appliance with:

• Min. 8 GB DDR4 RAM

• Min 1 CPU, 6 core

Considering that most of the leading e-mail security vendors, in their specification, does not point out memory and CPU values, because many e-mail security solutions can be installed on any hardware (server) or virtual platform, please consider to remove this request from technical specification or allow tenderers to offer the corresponding server that meets these requirements along with e-mail security solutions?

ANSWER 67:

Please see Corrigendum no.2 to the Tender Dossier, Point 8.

QUESTION 68:

Item 1.11 – Web security appliance

Please clarify how many user/device license do we need to offer for Web security appliance?

ANSWER 68:

Please see Answer 4 of this clarification.

QUESTION 69:

Item 1.11 - Web security appliance

It is required to offer E-mail security appliance with:

• Min. 8 GB DDR4 RAM

• Min 1 CPU, 6 core

• Min 1 TB HDD

Considering that most of the leading web security vendors, in their specification, does not point out memory, CPU values and HDD capacity, because many web security solutions can be installed on any hardware (server) or virtual platform, please consider to remove this request from technical specification or allow tenderers to offer the corresponding server that meets these requirements along with web security solutions?

ANSWER 69:

Please see Corrigendum no.2 to the Tender Dossier, Point 9.

QUESTION 70:

Item 1.12 – Layer 3 Core Switch in stack configuration (2 each)

According to technical specification for Item 1.12 it is requested Layer 3 Core Switch in stack configuration (2 each) which means that is requested bundle that contains two switch.

Also, it is requested to offer "8 x Direct attach cables (twinax), 7m length "

Please clarify number of direct attach cables that we need to offer per one switch?

Do we need to offer 8 x Direct attach cables per bundle (that contains two switch) or do we need to offer 8x Direct attach cables per switch?

ANSWER 70:

Correct number of SFP+ ports is 4 (four) per switch so according to answer to question 5, each location designated for this delivery will get 2 switches in stack, each switch with 4 SFP+ and 8 direct attached cables (2 x 4 SFP+ ports). So to answer your question, 8 x direct attached cables are required per bundle (that contains two switches).

QUESTION 71:

Item 1.13 – Layer 2 Access switch 48 ports

It is required to offer Layer 2 Access switch 48 ports with:

• min 2 fixes 10Gigabit ports SPF+,

• min of 48 RJ-45 autosensing 10/100/100 PoE+ ports and 4 SFP+ 1/10Gbe ports

Please clarify how many 1/10G SFP+ ports should we offer considering that we have 2 different request regarding SPF+ ports in this Item.

ANSWER 71:

It is required to offer switch with fixed 4 SFP+. Also this line "min of 48 RJ-45 autosensing 10/100/100 PoE+ ports and 4 SFP+ 1/10Gbe ports" changes to "min of 48 RJ-45 autosensing 10/100/1000 PoE+ ports and 4 SFP+ 1/10Gbe ports. Please see Corrigendum no.2 to the Tender Dossier, Point 10a.

QUESTION 72:

Item 1.14 – Wireless Access system with 8 Access points with management Appliance users and guests

Is it acceptable to offer Virtual Management Appliance?

Or is it acceptable to offer solution in which one access point had a dual use - both management and access point?

ANSWER 72:

Yes, it is acceptable to offer virtual management appliance for managing users and guests access to the network. Please see Corrigendum no.2 to the Tender Dossier, Point 11.

QUESTION 73:

Item 1.14 – Wireless Access system with 8 Access points with management Appliance users and guests

It is required to offer Wireless Access system with 8 Access points with management Appliance users and guests with:

• Identity-aware, dynamic routing across wired and wireless networks

Can you please explain more in detail requested feature?

Is it enough that wireless management appliance support Layer 2 features and that „identity aware "could be realized via optional additional device?

ANSWER 73:

"Identity-aware, dynamic routing across wired and wireless networks" is user centric administration. Wireless management appliance should support this feature.

QUESTION 74:

Item 1.14 – Wireless Access system with 8 Access points with management Appliance users and guests

It is required to offer Wireless Access system with 8 Access points with management Appliance users and guests with:

• Built-in Bluetooth for ibeacon or Bluetooth ibeacons delivered separately

Considering that terminology "ibeacon" is specific for just few manufacturers, and in order to increase competitiveness, is it acceptable to offer access point that supports equivalent technology?

ANSWER 74:

Please see Corrigendum no.2 to the Tender Dossier, Point 11b.

QUESTION 75:

Item 1.14 – Wireless Access system with 8 Access points with management Appliance users and guests

It is required to offer Wireless Access system with 8 Access points with management Appliance users and guests with:

• Minimum of two 1GbE Ethernet ports

Please can you explain need for "two 1GbE Ethernet ports"?

Is it acceptable to offer access point with 1 x 1GbE Ethernet port?

ANSWER 75:

2 ports are needed is to create redundant or higher bandwidth connection between AP and switch. No, it is not acceptable to offer access point with 1 x 1GbE Ethernet port.

QUESTION 76:

Item 1.15 – UPS

It is required to offer UPS with:

• Input voltage range for main operations 175 - 280V

Is it acceptable to offer UPS with Input voltage range for main operations 175 - 280V +/- 5%?

ANSWER 76:

Yes, it is acceptable to offer UPS with Input voltage range for main operations 175 - 280V +/- 5%. Please see Corrigendum no.2 to the Tender Dossier, Point 12.

QUESTION 77:

It is required to offer UPS with:

• Network management card for remote management and monitoring

• At least one free slot for additional communication card

Considering that most of leading UPS manufacturers have just one communication slot for cards that contain RJ45 Ethernet port, Serial RS232 port, etc., please consider to remove "At least one free slot for additional communication card" request from specification?

ANSWER 77:

Additional free slot is required.

QUESTION 78:

Item 1.15 – UPS

It is required to offer UPS with:

• Power Distribution: Redundant

Please clarify this request further?

ANSWER 78:

This means that two set of PDU needs to be supplied where one set of PDU will be connected to one power source and second set of PDU will be connected to another power source. Also, it is possible to have both PDU sets connected to same UPS or same power source.

QUESTION 79:

Item 1.15 – UPS

It is required to offer UPS with:

• Output: Min. 20 x C13

Considering that technical specification state "Output connections: Terminals", please clarify is it needed to offer additional PDU with 20 x C13?

ANSWER 79:

Yes, it is required to offer minimum 20 x C13 in redundant configuration. Please also see answer no. 78.

QUESTION 80:

Item 1.18 - Endpoint Protection Bundle for protecting internal workstations and mobile devices

Technical specification for this Item states for Web gateway any for Email gateway: "Delivered as Virtual appliance for Item 15".

Virtualization platform is Item 17. Please clarify?

ANSWER 80:

Correct line is "Delivered as Virtual appliance for Item 1.17". Please see Corrigendum no.2 to the Tender Dossier, Point 14.

QUESTION 81:

Item 1.2 – Primary storage subsystem and Item 1.6 – Backup storage subsystem

It is required to offer storage system with support for multitenancy.

As most storage vendors do not use the term "multitenant" in official data sheets, please clarify what functions should the storage system support and how to prove that offered storage system is multitenant capable?

ANSWER 81:

Yes, it is required to offer storage with multitenancy.

QUESTION 82:

Item 1.2 – Primary storage subsystem and Item 1.6 – Backup storage subsystem

It is required to offer storage system with support for very broad range of operating systems:

- Supported OS: Windows Server, Linux®, Oracle Solaris, AIX, HP-UX, Mac® OS, VMware® vSphere, Microsoft Hyper-V

Some of requested operating systems are not server OS and are not designed to be used as host operating systems directly attached to storage systems. Therefore, some storage system vendors do not list them explicitly in technical documentation, although they are supported as virtual instances using virtualization technology or using NAS protocols.

Please revise the requirement to be able to offer broader range of storage models and vendors for greater competitiveness.

ANSWER 82:

Required OS to be supported are: Windows Server, Linux®, Oracle Solaris, AIX, HP-UX, VMware® vSphere, Microsoft Hyper-V

QUESTION 83:

Item 1.16 – Server Operating system

It is required to offer server operating system with support for:

- 560 client licenses

Please clarify

- What is a client license is and how is it going to be used?
- Is the client license needed for users or devices?
- What services need to be licensed with requested client licenses?

ANSWER 83:

Client access license is entitlement for client device to connect to server for which it is licensed. Client access licence is required for users. Access to server operating system needs to be licenced.

QUESTION 84:

Item 1.13 – Layer 2 Access switch 48 ports

It is required to offer Layer 2 Access switch 48 ports with:

• min 256 static and 1800 RIP routes

Why do you need that big amount of RIP routes on Layer 2 Access Switch? Any number beyond 16 is too much (if you have 48 ports on a switch then the max. amount of RIPs should usually be 48). Please, consider to remove request for RIP routes from Layer 2 Access Switch specification?

Also, many network vendors in technical specification just specified total number of IPv4 routes and that number represent sum of IPv4 static and dynamic (RIP, OSPF, …) routes or if they separately specify number of dynamic and static routes, dynamic routes is always contained RIP routes.

ANSWER 84:

It is required to offer "Layer 2 routing: Static IP routing, min 256 static and 1800 RIP routes".

QUESTION 85:

Item 1.14 – Wireless Access system with 8 Access points with management Appliance users and guests

It is required to offer Wireless Access system with 8 Access points with management Appliance users and guests with:

• Unique pre-shared keys for individual users or groups on the same SSID

Please clarify more in detail this request?

Is it acceptable to offer wireless management appliance with support for WPA and WPA-2 certification?

ANSWER 85:

Requirement "Unique pre-shared keys for individual users or groups on the same SSID" means that each user or devices has different pre-shared key for accessing same SSID.

Any appliance, which supports this feature as described above is acceptable.

QUESTION 86:

Item 2.1 – Notebook PC

It is required to offer Notebook PC with:

• CPU: Passmark CPU Mark 7000 or higher

• RAM: min 8 GB DDR4, 2133 MHz, expandable to 32GB

Considering that requested memory (8 GB DDR4, 2133 MHz), is memory for the 7th Generation processors and considering that requested Passmark CPU Mark of 7000 is a value for the 8th generation processors (and that there was probably a typographical error), please clarify is it acceptable to offer Intel Core i5-7200U with Passmark CPU Mark of 4500 or higher?

ANSWER 86:

Listed requirements are minimum requirements:

- **CPU: Passmark CPU Mark 7000 or higher**
- **RAM: min 8 GB DDR4, min. speed 2133 MHz, expandable to min. 32GB**

QUESTION 87:

Item 2.2 – Mini desktop PC with Display

It is required to offer Mini desktop PC with Display with:

• Display Connectivity: 1x Display port, 1xDVI-D, 1x D-SUB as needed to be connected to PC

Please clarify if this means that the monitor should have 3 connectors, 1x Display port and 1xDVI-D and 1x D-SUB? If yes, is it acceptable to offer Display with 3 connectors, 1x Display port and 1xHDMI and 1xD-SUB as needed to be connected to PC, considering that HDMI is also digital interface?

ANSWER 87:

Please see Corrigendum no.2 to the Tender Dossier, Point 15.

QUESTION 88:

Item 2.3 – Document scanner

It is required to offer Document scanner with:

• 10/100/1000Base Ethernet port

• Daily Duty Cycle: Min. 11.000 scans/day

Considering that most scanners that have Daily Duty Cycle over 10.000 scans per day usually don't have network interface because they are directly connected to the PC (where data is stored and which performs the preliminary processing), is it acceptable to offer Document scanner with "Interface: USB 3.0 / USB 2.0 / USB 1.1"?

ANSWER 88: It is required to offer scanner with 10/100/1000Base Ethernet port.