



EUROPEAN UNION

DELEGATION TO BOSNIA AND HERZEGOVINA

Clarification No.1 to the Tender Dossier

Tender title: EU support in Development and installation of software (SW) for e-Legislation in the Parliaments of Bosnia and Herzegovina

Tender no.: EC/BIH/TEN/20/001

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Question 1: What are the current hardware/software characteristics of the Data Center in the beneficiary institutions? 1) Parliament BiH, 2) Parliament FBiH, 3) NA RS, 4) Assembly BD

Answer 1: The current infrastructure doesn't influence the new system. Therefore, as specified in tender documentation, B. Technical Requirements - Annex to Technical Specifications- under point Technical Requirements, the Bidder will have to specify in his technical proposal the detailed maximum specification of the hardware resources needed for the functioning of the proposed IT solution for the e-Legislation System. In addition, the Bidder shall provide detailed specification of needed client hardware (e.g. Tablets, PCs, Displays, other devices, if offered).

Question 2: What is the current virtualization platform and its characteristics of the beneficiary institutions? 1) Parliament BiH, 2) Parliament FBiH, 3) NA RS, 4) Assembly BD

Answer 2: The proposed software (SW) for e-Legislation in the Parliaments of Bosnia and Herzegovina shall be completely independent of current hardware infrastructure and virtualization platform.

Question 3: Inside document Contract notice, which is part of the documentation for this procurement it is required: "The Tenderer has delivered suppliers or services under at least one contract in the field related to this contract and with a budget of at least the value of its financial offer, which were implemented during the referenced period mentioned". Can you please clarify related services in case of e-Legislation? Can you please confirm that this is any kind of development/implementation of software (IT application / Enterprise Content Management system)?

Answer 3: The tenderer has to submit the relevant reference list and related documentary proofs for delivered supplies or services under at least one contract in the field related to this contract and with a budget of at least the value of its financial offer, meaning contract(s) for delivery of supplies or services for development and installation of software , with a similar scope to this one with technical

requirements defined in documents “B Technical Specifications and offer - Annex II+III” and “B Technical Requirements - Annex to Technical Specifications and offer”.

Question 4: In document “B Technical Specifications and offer - Annex II+III” on page 10, - RECORDS MANAGEMENT – DIGITAL ARCHIVE it is required: Certification by National archive for long term preservation in one EU country“. Can you please confirm that this requirement can be fulfilled after the implementation?

Answer 4: All bidders are required to enclose with their bid a Certificate for long term preservation that is named for a product offered as an ECM platform. Certificate needs to be issued by National Archive of any EU member country.

Question 5: In the ID No. 1.2 ECM SOFTWARE of the B Technical Specifications and offer - Annex II+III document it is written: 1. System has to provide set up of the general system settings of the organization, such as:

a. ...

b. Security accesses mechanism for permitted workstations (IP addresses) only, default user data display format (date and time, whole and decimal number) of the user interface in various languages.

Considering: a. that the document ANNEX I to the Technical specification – TECHNICAL REQUIREMENTS document provides an overview of the entire eLegislation system and it doesn't describe use case or provides additional details on purpose of the “Security accesses mechanism for permitted workstations (IP addresses) only” requirement b. complexity administering IP addresses, with any changes to the server would have to accompany the application itself, which would lead to the waste of additional resources for system maintenance, we suggest deletion of this requirement.

Answer 5: As eLegislation and the ECM platform together compose a complex system for preparation, amendment and adoption of laws, further long-term storage of complete documentation in a strictly controlled environment (which is the role of the records management as a part of ECM), and this requirement has to be fulfilled.

Security accesses mechanism for permitted workstations (IP addresses) only is mandatory, while is predicted that system users will use the system on various devices. With the demand that can log with permitted IP addresses only, the system stands high-security standard to prevent any abuse of data in the system. In this way, the system will also allow for the avoidance of additional access restrictions on firewalls

Question 6: In the ID No. 1.2 RECORDS MANAGEMENT – DIGITAL ARCHIVE of the B Technical Specifications and offer - Annex II+III document it is written: “Certification by National archive for long term preservation in one EU country”.

ISO 15489-1:2016 certificated systems ensures records are properly curated, easily accessible and correctly documented from creation for as long as required, we suggest the following change of the requirement: “Certification by National archive for long term preservation in one EU country or equivalent certificate” thus, allowing solutions with ISO 15489-1:2016 or equivalent to be offered.

Answer 6: All bidders are required to enclose with their bid a Certificate for long term preservation that is named for a product offered as an ECM platform. The certificate needs to be issued by National Archive of any EU member country.

By obtaining an ISO certificate, an organization can demonstrate that the organization or part of the processes in the organization are following the requirements. The implementation of the requirements is in the domain of the organization in conjunction with good practices prescribed by ISO (International Standardization Organization). The ISO standard determines the certification of the organization.

ISO 15489-1: 2016 is a standard that defines the concepts and principles from which approaches to record creation, capture and management are developed regardless of the business environment and the technology used. As such, it cannot be accepted.

Software certification is required to support the long term preservation and to comply with the Law on Personal Data Protection (“Zakon o zaštiti osobnih podataka”). Conformity audit/assessment is performed at the software level.

Question 7: In the e-Legislation Functional Requirements chapter, table Documents of the B Technical Requirements - Annex to Technical Specifications and offer document it is written: “Final documents in the process shall be individually signed using a PDF Signing browser extension.”

Having in mind the principles of fair competition in public procurements we found the request for the “PDF Signing browser extension” to be a market solution specific functionality. Therefore we suggest that requirement “Final documents in the process shall be individually signed using a PDF Signing browser extension.” be modified to be “Final documents in the process shall be individually signed using a web browser or mobile application if applicable”

Answer 7: Please note that main interface for interaction to the e-Legislation system is envisioned to be using web browser, and digital signing shall be the integral part of the process. PDF and XML digital signing through browser extension is global market standard that is supported by the leading signing providers. Development and publishing web browser extensions is based on Community

working group formed under the W3C to create a single standard application programming interface (API) for browser extensions and is supported by all major browser vendors.

Question 8: Having in mind the principles of fair competition in public procurements we found the request for the “browser extension” in e-Legislation Functional Requirements chapter, table Digital signing B Technical Requirements - Annex to Technical Specifications and offer document, to be a market solution specific functionality. Furthermore, analysing official stores of Google Chrome, Firefox, Opera and Edge there are no verifiable information about any browser extension as being approved and part of all these stores and with only one company being approved and part of maximum three stores. Therefore, we suggest content of the table Digital signing to be rewritten as compliant to eIDAS REGULATION (EU) No 910/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL. We suggest deletion of requirements related to usage of browser extension.

Answer 8: Please refer to Corrigendum 1.

Functional requirements regarding digital signing to be changed into ***“Browser extension for XML signing shall be approved and shall be part of the at least three official stores of the leading web browsers: Google Chrome, Firefox, Opera and Edge”.***

Question 9: In ANNEX I to the Technical specification - TECHNICAL REQUIREMENTS, page 41, Table 14. Functional requirements regarding sessions, 7th row is quoted: The system should have a possibility for adding recording and live streaming of sitting.

What format of live streaming should be supported for adding into the System?

Answer 9: It is required for the system to support only adding reference (URL) of audio recording or live streaming to the current Plenary Session or Committee Meeting. The Contractor shall not implement Audio/Video live streaming.

Question 10: In ANNEX I to the Technical specification - TECHNICAL REQUIREMENTS, page 54, Table 34. Requirements for the level of business logic of the e-Legislation technology platform, 4th row it is quoted: The solution shall store the content (documents, tables, images, video, sound, and metadata) in a relational database management system.

Considering the fact that all modern ECMs do not store document content in relational database, please clarify is it acceptable to provide a solution that stores tables and metadata in a relational database management system (MS SQL) and document content in a protected format outside of relational database?

Answer 10: Using RDBMS as storage for Parliamentary content (documents, tables, images, video, sound, and metadata) have multiple technical advantages. The main reason is that one legislative act shall be integrated compound case consisted of multiple attributes, metadata, documents, images, signed XML data. That case should not be stored in separated mediums because of the problem of transaction level control of whether or not that changes of the content has been successfully persisted to the database.

Question 11: In ANNEX I to the Technical specification - TECHNICAL REQUIREMENTS, page 54, Table 34. Requirements for the level of business logic of the e-Legislation technology platform, 5th row it is quoted: The e-Legislation must use a database management system MS SQL Server that is available at Parliament.

What version of MS SQL Server is available at Parliament?

Answer 11: MS SQL Server 2016 and later releases.

Question 12: In ANNEX I to the Technical specification - TECHNICAL REQUIREMENTS, page 60, Table 42. Requirements of the e-Legislation Authentication Mechanism, 2nd row it is quoted: The e-Legislation will allow users to register their account information (example: ID, password, name, surname, email, etc.).

Please clarify what is meant by allowing users to register their account information. Should not this be the sole responsibility of the system administrator?

Answer 12: Registration of the users, managing the user metadata, defining the role membership, adding/removing users to specific roles, adding public keys from digital certificates and other administrative tasks shall be done by specific roles of the Human Resource department and IT administration department.

Question 13: In ANNEX I to the Technical specification - TECHNICAL REQUIREMENTS, page 66, Table 48. General requirements of maintenance and support, 1st row it is quoted: As a part of the initial agreement for delivery and implementation of e-Parliament, the supplier shall provide a maintenance services and support for applications for computer systems provided for a period of 12 months from the date of final acceptance of the IT system.

Having in mind Article 32.7 of the Special conditions that says: “The warranty must remain valid for one year after provisional acceptance” and the above quoted text does it mean that within contracted price successful tenderer is obliged to provide maintenance services and support two years after the Contracting Authority has issued Provisional Acceptance Certificate (1 year of warranty period after

PAC + 12 months of maintenance and support after FAC)? Or final acceptance mentioned in ANNEX I to the Technical specification - TECHNICAL REQUIREMENTS refers to PAC and successful tenderer is obliged to provide maintenance services and support only within warranty period (one year after PAC has been issued)?

Answer 13:

With regard to ANNEX I to the Technical specification - TECHNICAL REQUIREMENTS, page 66, Table 48, please refer to Corrigendum 1.

Within the meaning of Article 32.7 of the Special Condition, the contractor is obliged to satisfy warranty conditions within warranty period (one year after PAC has been issued).

Question 14: Instruction to tenderers, section 9.1 states: The tenders, all correspondence and documents related to the tender exchanged by the tenderer and the contracting authority must be written in the language of the procedure, which is English.

Since some of the tender documents is difficult or impossible to obtain in English (for example: references, documents required under that country's law from section 3.2., etc.) they will be translated and submitted with rest of tender documents. Is it necessary to officially translate them (to be stamped by Court Interpreter /Sworn Translator) or it is just enough to simply translate them to English? Or perhaps these documents can be submitted in one of the official languages used in BIH?

Answer 14: Simple translation into English in addition to original documents is sufficient at this stage.

Question 15: Instruction to tenderers, Section 11 – Content of tenders – Part 3 Documentation states: The legal entity file (document c4o2_lefind_en) and the supporting documents (tenderers that have already signed another contract with the European Commission, may provide their legal entity number instead of the legal entity sheet and supporting documents, or a copy of the legal entity sheet provided on that occasion, if no change in legal status has occurred in the meantime).

Since we are registered as d.o.o (“društvo ograničene odgovornosti”) we think we should not fill mentioned c402_lefind_en (since it is intended for natural persons) but c4o3_lefcompany_en? Are we correct?

Answer 15: Yes, that is correct.

Question 16: If bid is going to be submitted by consortium is it necessary that all consortium members submit their documents required under that country's law from section 3.2. and legal entity file document from Instruction to tenderers, section 11, part 3?

Answer 16: Yes, it is required.

Question 17: In requirement 4 of WORKFLOW - BPM MANAGEMENT of part 1.2 ECM SOFTWARE of ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, is stated: “System needs to provide functionality to use standard external tools in offline mode for the workflow design”

Is it necessary for system to enables usage of external tools in offline mode when the subject is web application? Creation of logical workflows in offline mode will require access to the databases and data from servers, which might not be possible without online access. Who will define standard external tools for which system will have to enables offline mode?

Answer 17: The platform must have a standard workflow creation tool built to assure offline use. Predicted is that standard notation will assure technical staff to create workflows out of side production area in offline mode, to assure a high standard of safety for stored data and system parameters. Databases can be connected once the workflow will be transferred and parameterized in a production environment. The standard external tool is defined as any tool that supports BPMN 2.0. standard and enables workflow diagram to be imported to the offered solution.

Question 18: In requirement b. in point 1 of part 1.2 ECM SOFTWARE of ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, is stated: “Security accesses mechanism for permitted workstations (IP addresses) only, default user data display format (date and time, whole and decimal number) of the user interface in various languages.”

Is this security restriction necessary considering that is not common for web solutions to have IP addresses built in application? By insisting on permitted workstations (IP addresses) only, any change of IP addresses will require changes in application and on system/network side, which could cause the additional costs in maintenance. By revising this paragraph, and enabling protecting only on system side (network, firewall), the security will remain very strong and maintenance easier and without unnecessary costs.

Answer 18: As eLegislation and the ECM platform together compose a complex system for preparation, amendment and adoption of laws, further long-term storage of complete documentation in a strictly controlled environment (which is the role of the records management as a part of ECM), and this requirement has to be fulfilled.

Security accesses mechanism for permitted workstations (IP addresses) only is mandatory, while is predicted that system users will use the system on various devices. With the demand that can log

with permitted IP addresses only, the system stands high-security standard to prevent any abuse of data in system. In this way, the system will also allow for the avoidance of additional access restrictions on firewalls

Question 19: In part „Functional requirements regarding the Dashboard“, there is request „e-Legislation authorized users will have a Dashboard“. Should Dashboard be implemented, or some Dashboard is already in use and e-Legislation could be only integrated with it? Could it be BI?

Answer 19: The Dashboard shall be part of the e-Legislation system and shall be implemented according to the functional requirements stipulated in the B. Technical Requirements - Annex to Technical Specifications and offer.

Question 20: In table 8, it is requested: “e-Legislation should enable digital signing through a browser extension for digital signing of XML, without the need for Java installation”. Is there already some sort of browser extension for digital signing of PDF and XML that it is in use? If yes, should we integrate it with the system or we can use our own?

Answer 20: According to B. Technical Requirements - Annex to Technical Specifications and offer, the Contractor shall include in his offer delivery and implementation of browser extensions for XML and PDF signing for every client that will use e-Legislation system without the need for Java installation. The detailed technical and functional requirements for delivery of the required browser extensions are described in Table 8. Functional requirements regarding digital signing and Table 35. Requirements of digital signing for the e-Legislation technology platforms.

Question 21: In table 14, there is request: “The users should be able to view plenary sitting attributes (number, date, status and location) and the agenda.” Is there existing software to manage Plenary sitting attributes? If yes, do we need to integrate it?

Answer 21: The current infrastructure doesn't influence the new system. Therefore, according B. Technical Requirements - Annex to Technical Specifications and offer, the Plenary operations along with Legislative materials and Committee proceedings are pillars of the envisioned e-Legislation system. The Contractor shall include in his offer implementation of sub-system for managing the Plenary Operations.

The requirements for implementation the processes for Parliamentary work including the work of Parliamentary Sessions and Parliamentary agenda are described in Table14. Functional requirements regarding sessions and Table15. Functional requirements regarding Parliamentary agenda.

Question 22: In table 45, request: “The e-Legislation will have the necessary tools for analysing and processing the records of exceptions and errors”. Is there already some existing tool in usage for analysing the software? If yes, which one and do we need to integrate it or we can use our own?

Answer 22: The current infrastructure doesn't influence the new system. The e-Legislation system shall support functionality for throwing all eventual exceptions and errors from the system and recording them appropriately. In addition, it is required that the e-Legislation system have integrated tool for analysing and processing the records of exceptions and errors.

Question 23: In part regarding Document Management, there is request No. 6 „System should provide functionality to open the most commonly used Microsoft Office documents (e.g. Word and Excel) directly from the browser and can be edited without saving them locally“.

While no applet is allowed any longer, could it be done via SharePoint, Office365 Cloud or Google's OnlyOffice? Do they already possess some technology for editing MS Word documents online?

Answer 23: The requirement is that platform assures for the most common format (e.g. Word and Excel) opening and editing directly in the browser, without additional download and storage on local devices. The point is that the system records the audit trails, versions of the document, and provides a complete overview of all versions, and consequently changes. Transmission to other systems and other devices without direct editing will not protect the content as well as show the entire revision of the document since there will always be the possibility of manipulating the resulting content. For ECM platform is demanded a complex system that will assure work on documents in a strictly controlled environment.

System should provide functionality to open the most commonly used Microsoft Office documents (e.g. Word and Excel) directly from the browser and can be edited without saving them locally.

No, they do not already possess some technology for editing MS Word documents online.

Question 24: In part regarding “Content Management Cycle and Compatibility”, it is requested that “The design of ECM should make it easy to integrate with other content systems being utilized by the organization.” Please clarify us are there some particular existing content systems that you are referring to?

Answer 24: According to the Chapter – Integration from Point 1.2 ECM Software from B Technical Specifications and offer - Annex II+III, it is clearly stated that ECM and eLegislation modules (Item 1.1 and 1.2) needs to be integrated into a single system eParliament.

Question 25: In request regarding the Integration, it is requested that „ECM and eLegislation modules (Item 1.1 and 1.2) needs to be integrated into a single system eParliament“. Please give us

some clarification on how was this meant to be? Will eLegislation redirect user to ECM, should ECM show itself as a part of eLegislation? UI will be of ECM, not eLegislation?

Answer 25: According to the Chapter – Integration from Point 1.2 ECM Software from B Technical Specifications and offer - Annex II+III, it is clearly stated that ECM and eLegislation modules (Item 1.1 and 1.2) needs to be integrated into a single system eParliament. The integration is envisioned to done in specific events arising from the Legislative process defined in Rules of procedures/Standing Orders of the Parliaments. The integration shall be bidirectional, meaning that in some specific moments the e-Legislation system shall submit the final version of some document or package of documents that are ready to archiving in ECM, the ECM sub-system shall start the process of registering and finally shall send back confirmation with appropriate protocol numbers for successful registration of the document or package of documents.

Question 26: In request regarding the Integration, REST interface is one of the requests. Is it mandatory to be REST interface or SOAP is also acceptable?

Answer 26: REST interface requirement is mandatory while predicted is the implementation of a complex platform, the use of which could be further extended, which can only be achieved through the use of the REST interface; which will enable:

- No additional tools are required for the online service
- Effective (SOAP uses XML for all messages; REST can use smaller message formats)
- Fast (no extensive processing required)
- Closer to other web technologies in design philosophy (REST is the one of the latest technology that assure fast learning and extend usage in further development and system upgrade)
- REST interface is a standard for integration with other IT systems.