**EUROPEAN UNION**
DELEGATION TO THE REPUBLIC OF SERBIA

# CORRIGENDUM TO

## CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

### Tender title: Supply of IT equipment and software for improvement of case management systems for the Prosecutors' Offices and the administration for the enforcement of criminal sanctions

### Publication reference: EuropeAid/139372/DH/SUP/RS

| No. | Question | Answer |
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| 1. | Paragraph 1.3, page 5: <br><br> "The Contractor is not allowed to implement at the solution licensing schema on temporary basis under third party commercial software." <br><br> What do you exactly mean by "temporary basis"? Is that mean that subscription licensing model is not acceptable, since subscription model assumes payment of annual subscription every year as mandatory (some ECM solutions hava available only subsctiption licensing model). | Third parties commercial software licenses will be considered part of the proposed solution, even if used for a limited time (e.g. during the development). <br><br> Subscription model is not acceptable. The licensing model cannot be limited by time. |
| 2. | Paragraph 1.6, page 8: <br><br> "Training courses will be delivered by experienced trainers at all the Beneficiary's premises where equipment is delivered." <br> Is that mean that it is expected to perform trainings on each of PO location, which is almost 100 locations? We are not sure that <br> PO may provide training facilities on each location, but rather in PO centres, such as Belgrade, Novi Sad, Kragujevac, Sremska Mitrovica and Niš. | No. Trainings will be held on several locations of PO centres in Serbia, will be defined according to PO capacity. |
| 3. | Paragraph 1.6, page 8: <br><br> "The Contractor will provide trainees with own training equipment, such training laptops, a training server per class (if required), a dedicated network for the class, sample data in the solution database and for data entry during the training period, similar to real data, for the duration of the courses. The training equipment remains property of the Contractor." <br><br> Is that mean that Contractor shoould provide full training equipment, on all training locations, which is not equipment delivered by this project? Usually beneficiary provides training facilities and equipment. | Contractor's obligation is to provide all training equipment needed. Beneficiary shall provide assistance in organisation, selecting premises and provision of list of trainees, but it is not obliged to provide training facilities. Beneficiary shall approve the training schedule |
| 4. | Paragraph 1.8.3, page 10 : | The Ticketing System is part of the requested |

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| | "The Contractor shall store all notices of defect received in a dedicated database "Ticketing System", recording at least: date of request, requester, date of solution, solution applied, references to prior defects (if any)." <br><br> Who is in charge of providing licenses and implementation of ticketing system? Is Ticketing System part of project implementation, including licenses, implementation, trainings, etc, or this is fully obligation of beneficiary? | solution. As such, its implementation, licensing, user training, and any other component required for its successful use, including users from the Beneficiary institutions, shall be part of the offer. |
| 5. | Paragraph 2.1.2, page 12: <br><br> "The design of the system has to incorporate the policy for implementation of active- passive disaster recovery. An example for automated backup of the production environment of SAPO application to the disaster recovery location in <br><br> Nis could be configured and implemented. In case if the disaster recovery site is not ready to accommodate the equipment during the project performance, the Contractor shall implement the disaster recovery schema locally in the premise of HQ of Prosecution to demonstrate the system disaster recovery has been completed." <br><br> What is exactly expected from Contractor, in providing DR capabilities? We dont find appropriate and easy to setup DR enviroment at the same location with primary site, since it should be setup in the same LAN, with different IP addresses, as separate enviroments | The Disaster Recovery system (DR) will be established in Nis DR site, whenever it is ready, during the project implementation and warranty period. The solution has to be provided be ready for Active-Passive Disaster Recovery with this location. <br><br> Hardware equipment is based on Fujitsu Primergy BX2560 M1 Dual Server Blade, mounted in Fujitsu Primergy BX900 chassis, with appropriate NetApp FAS 2552 and 16x400 SSD, 80x900 SAS disks. Network infrastructure has one PaloAlto PA-500 firewall device, while all servers are virtualized on VMWare software with HP StoreOnce 2700 8TB backup |
| 6. | Paragraph 2.3.1, page 13 : <br><br> "The SAPO system shall: <br><br> l. Be centralised, web- based custom application, based on any Enterprise Content Management solution that satisfies technical requirements defined in chapters 2.3.1 General architecture provisions and 2.3.2 Third-parties commercial software licenses for all users at prosecution offices administration " <br><br> What do you exactly mean by "Enterprise Content Management solution"? Do you expect some COTS ECM platform to be offered, or any tailor made custom solution that satisfy requirements stated in 2.3.1 and 2.3.2 may be proposed? Is there any official criteria for "Enterprise Content <br><br> Management solution"? | For the purpose of this tender, the term "enterprise-grade" describes products that integrate into an infrastructure with a minimum of complexity and offer transparent proxy support, e.g. to satisfy needs of large scale organisations rather than individual or Small Office Home Office (SOHO) users. <br><br> The term "enterprise-grade" will therefore pertain to a solution that's especially knowledge and resource-intensive. Enterprise-grade solutions are often be up for large-scale implementation, which requires the foresight and technological expertise to implement properly. Enterprise-grade products will in particular require, among others: <br><br> • The ability to implement and configure complex business requirements into the existing software, or the ability to adapt the software to meet the customer needs, rather than asking clients to change (Extensibility). <br><br> • The ability to correct flaws in the existing functionality without impacting other |

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| | | components/systems, e.g. the ability for customers to maintain or change the configuration to meet their changing business environment without code change (Maintainability).<br><br>• The ability to ensure that the application would run on the customer infrastructure by supporting ng open standards-based technologies including WebDAV, XML, Web services (Interoperability).<br><br>• The ability to integrate with common authentication methods such as LDAP and Active Directory<br><br>• The ability to deploy against multiple use-cases to manage IT complexity — must be a full-featured platform that supports the entire content lifecycle and all content roles.<br><br>• An holistic approach to security and data protection across applications, infrastructure and processes, supporting single sign-on user code/password access for all components.<br><br>• A granular management of user privileges, policies, reporting and administration.<br><br>• To support clear API interface to enable developers to integrate a standard set of library services to support the document management and collaborative requirements of their applications<br><br>• To include own or external modelling tool for business process creation and shall support BPMN 2, XPDL or similar compatible open standard<br><br>• The ability for running its processes in process isolated environment (Isolation) |
| 7. | Paragraph 2.3.2, page 14:<br><br>"1. The Contractor shall deliver, update and use the latest stable release of all necessary third-party commercial software, maintained by the vendor, of prosecutor's system including, but not limited to:<br><br>a)      Operating system<br>b)      RDBMS<br>c)      Application Server<br>d)      Content Management System<br>e)      Workflow Management System<br>f)      Scanning system<br><br>Regarding the statement "necessary third- party | The proposed solution can use open-source components, as long as they are commercially supported by vendor or tenderer guaranteed by one or more Service Level Agreement(s) (SLA) which complies at least with following:<br><br>• Maximum time to first response<br><br>• Maximum time to resolution<br><br>• Maximum time waiting for third party<br><br>• Minimal list of provided services, listed above<br><br>• Compensation in case of non respect of SLA parameters |

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| | commercial software, maintained by the vendor", is open source acceptable? If open source acceptable, is that mean that some commercial distribution is required, or it may be supported by tenderer, as provider of the whole solution? | • Manufacturer's Authorisation Form (MAF), or binding self declaration offering services similar to those offered by the manufacturer, or by other commercial organisations endorsed by the manufacturer<br><br>• Access to team to troubleshoot production issues, optimise performance, and complete system upgrades<br><br>Only third party "commercially supported OpenSource" should be listed here in order to account for all hidden costs during the support period. |
| 8. | Paragraph 2.4.1.1, page 14:<br><br>"optimise licensing schema, where it is applicable"<br><br>What exactly do you mean by "optimise licensing schema"? | Currently the Beneficiary owns licenses for the SAPO pilot system. The Tenderer will have to assess the existing licenses (type, maintained, amount) with the real needs for running the SAPO system, according to the requirements , and to list only those (type and amount) that will be used and maintained in the future. |
| 9. | Paragraph 2.6, page 18:<br><br>1. Train users of the system, separated into following groups:<br><br>a) Train all 2058, both current and new users of the system to use the applications<br><br>1. New users-on site, at least 5 days, in groups with no more than 20 trainees<br><br>2. Current users - on site, at least 3 days, in groups, with no more than 20 trainees. The 5 full days training of new users shall be organised on a half day training within 10 days period<br><br>b)     Train 50 selected users as trainers - at the premise of Beneficiary, at least 5 days, in group with no more than 10 trainees<br><br>c)     Train 25 users as level 1 help desk employees - at the premise of the Beneficiary, at least 2 days, in groups, with no more than 10 trainees<br><br>Train 4 administrators as level 2 help desk employees and for maintenance of delivered hardware - at least 3 days<br><br>Based on ToR, training should be performed in more than 500 training days. Based on project timeline, in order to be completed in three months slot, it should be performed on 10 diffemet locations. We are not sure beneficiary may provide so many training facilities in order to provide all trainings in a required time slot.<br>We propose wither to go with larger time slot intended for training phase (at least, 6 months), or | The Tenderer is free to propose its solution that complies with the requirements. It is acceptable to go with the train-the-trainer method along with direct trainings approved by the Beneficiary, performed on locations proposed by Beneficiary.<br><br>Please, see also clarifications #2. |

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| | to go to train-the-trainer method. | |
| 10. | Paragraph 2.8, page 20, item number 2:<br><br>**"Bundle of Content Management System licenses**<br><br>1. Enterprise-grade content management system...<br>"<br><br>What exactly do you mean by "Enterprise¬grade content management system"? How do you recognize it? Are there any criteria for evaluation that some system is "Enterprise-grade content management system"? Or, maybe, there are some preffered system you are thinkgin of?<br><br>Please, specify in more detail criteria for Enterprise-grade content management system" | See answer #6 |
| 11. | Paragraph 2.8, page 21, item number 3:<br><br>"Bundle of software licenses (commercial or commercially supported OpenSource) such as Application Server, RDBMS, Operating System"<br><br>What exactly do you need by "commercially supported OpenSource"? Is that mean that, for instance, application server Apache Tomcat, if proposed, must be provided as some commercial distribution, since there is support by distributor? Or PostgreSQL database? Or, for instance, Alfresco ECM, is that mean that enterprise edition is required, which is the only one supported by vendor?<br><br>Do you accept official support by tenderer for all open source components, if offered? | See answer #7 |
| 12. | What is estimated number of scanned pages per year? Information is important in order to provide proper licensing of scanning and OCR solution. | Estimated number of scanned pages per year is 500 000 per lot. |
| 13. | **10 Application Firewall**<br><br>7.     Minimum 2 network expansion slots with the possibility of expanding with additional network interfaces.<br><br>We kindly request this item to be changed as follows;<br><br>"Minimum 1 network expansion slots with the possibility of expanding with additional network interfaces." | Requirement 7 is unchanged: Minimum 2 network expansion slots with the possibility of expanding with additional network interfaces. |
| 14. | **4 Personel Computer(PC)**<br><br>5. Internal DVD±R optical drive<br><br>According to our market research SFF PC manufacturers doesn't include DVD±R optical drive due to place limitations.<br><br>Therefore we kindly request this item to be | It is allowed to offer Internal or External DVD±R optical drive. |

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| | changed as follows;<br><br>"Internal or External DVD±R optical drive" | |
| 15. | **4 Personel Computer(PC)**<br><br>6.    Graphics adapter: Discrete, minimum graphics frequency 900Mhz, interface compatible with Item #5<br><br>9.    Mainboard interfaces, minimum: 1xDisplay Port and 1xDisplay Port or HDMI<br><br>Discrete Graphics adapter required and 1xDisplay Port and 1xDisplay Port or HDMI interfaces required on-board.<br><br>1xDisplay Port and 1xDisplay Port or HDMI interfaces can be provided on the offered Discrete Graphics Adapter rather than on-board. Please kindly clarify that if it is accepted to provide interfaces on discrete graphics adapter rather than on-board. | Requirement 6: Interfaces can be provided via on-board Graphics Adapter or on Graphics Adapter which is not integrated on the motherboard with chipset achieves the required 900 MHz and interface compatible with Item #5.<br><br>Discrete can be read as graphics adapter which is integrated or not integrated on the motherboard, working at minimum 900Mhz frequency and the interface is compatible with Item #5<br><br>Requirement 9: it is acceptable to offer on-board graphic interface as well. |
| 16. | **7 PC Operating System**<br><br>Could you please provide more information about the operating system? It is understood that Linux OS is specified in the technical specifications, can any of open source Linux distribution accepted? | Any operating system which fulfils the requirements a) – d), listed in Item 6, is acceptable open source distribution or commercial distribution. |
| 17. | **4 Personel Computer(PC)**<br><br>11.    Minimum 12x USB ports, out of which at least 6x USB 3.0, with minimum 4 USB ports located on front side of the case<br><br>According to our market research most of the manufacturers have difficulties providing these numbers of USB ports, USB port can be multiplexed with USB hubs easily.<br><br>Therefore we kindly request this item to be changed as follows;<br><br>" Minimum 6x USB ports, out of which at least 3x USB 3.0, with minimum 2 USB ports located on front side of the case" | The minimum number of USB ports is listed in the technical specification (Minimum 12x USB ports, out of which at least 6x USB 3.0, with minimum 4 USB ports located on front side of the case). |
| 18. | **7 Storage Area Network (SAN)**<br><br>17.    Must support remote replication to existing Netapp FAS3000 series for at least 100TB space via 1Gb LAN connection either directly or through external appliances<br><br>Please kindly provide more information for remote replication procedure. Is it possible to handle remote replication to Netapp FAS3000 with different vendor or same brand (Netapp ) is required for this functionality? | Requirement is remote replication with NetApp FAS3000 series, not limited to be from same brand, but have to fulfil requirements of remote replication stated in TS. |
| 19. | Special Conditions, Article 32.6: It is stated that | Tenderer must allow Beneficiary to exercise |

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| | „The Beneficiary reserves its rights not to return certain media (hard drives, optical media or USB/Flash disks) in case of their failure". | his right of not returning certain media (hard drives, optical media or USB/Flash disks) in case of their failure, all media with sensitive data containing data collected by the system. Definitely, it includes any of the hard disks of SAN (Item 7 in Lot 1 and Item 8 in Lot 2). |
| | Please clarify if this article refers to all media delivered under this project, including hard drives for Item 7 in Lot 1 and Item 8 in Lot 2 - Storage Area Network (SAN). | |
| 20. | ANNEX II + III, Articles 2.7 and 3.7, Point 7: It is stated that one of Bid components should be "Detailed description of how after-sales service will be delivered for the four years following the warranty period (Special Conditions Article 33)". | The reference to the Special Conditions is related to how the after-sales service is provided, not to the duration of such provision. The sentence can be read: |
| | Please clarify this request as there is no reference to four years after-sales service in Article 33 of Special Conditions. | "Detailed description of how after-sales service (Special Conditions Article 33) will be delivered for the four years following the warranty period" |
| 21. | ANNEX II + III, Articles 2.7 and 3.7, Point 8: It is stated that one of Bid components should be "A commercial offer concerning corrective and evolutive maintenance for the solution as a whole… This maintenance contract is not part of the tendered supplies, and the beneficiary may or may not subscribe it." | The bid shall include all components specified in the Technical Specifications, section(s) "Content of the bid". The absence of any component constitutes ground for disqualifying the bid for technical non-compliance. |
| | Please clarify the point of this Bid component as it is stated that it is not part of the tendered supplies and that Beneficiary may or may not subscribe it. Our understanding is that the mentioned maintenance contract cannot be funded from this project. Furthermore, this commercial offer cannot be obligatory for the Tenderer in any future tender procedure published by the Beneficiary. Therefore, please clarify why this detailed documentation is requested: (a) one or more draft maintenance contract(s), (b) one or more draft Service Level Agreement(s), and (c) a commercial quotation. | The commercial offer requested under ref.8, if subscribed by the beneficiary, will not be funded by the European Commission. Nevertheless, the conditions at which the corrective and evaluative maintenance for the solution as a whole will constitute a characteristic of the proposed solution "Turn-key customised centralised CMS" and, as such, an element of evaluation for its technical compliance: the detailed documentation is requested as commercial quotation for assessment of future expenses of the Beneficiary. They do not participate to the total price of the tender. |
| 22. | Instructions to tenderers, Article 1, the following Items and quantities are requested: | Each item listed which is eligible for COO in the technical specification must obtain its own Certificate of Origin. |
| | No.  Item(s) Quantity | |
| | 4.  Personal Computer (PC)  850 | |
| | 5.  Monitor (display)  850 | |
| | 6.  PC Operating System  850 | |
| | Please clarify if one Certificate of Origin can be provided for Items 4, 5 and 6 as confirmation of the origin for one product assembled of these 3 components, or separate Certificate of Origin must be provided for each item. | |
| | The same question applies to Items 4, 5 and 7 in Lot 2: | |
| | No.  Item(s) Quantity | |

| No. | Question | Answer |
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| | 4.     Personal Computer (PC)     480<br><br>5.     Monitor (display)     480<br><br>7.     PC Operating System     480 | |
| 23. | ANNEX II + III, Lot 1: Article 2.6 Initial training of SAPO users.<br><br>Point 6 is blank. Please specify it. | Empty point 6 is a typo, please disregard it |
| 24. | ANNEX II + III, Item 4 in Lot 1 and Lot 2: Graphics adapter: Discrete, minimum graphics frequency 900Mhz is requested.<br><br>As there are various definitions of „discrete" graphics adapter, can you please clarify if „discrete" can be read as graphics adapter which is not integrated on the motherboard and which has its own GPU cores working at minimum 900Mhz frequency. | See answer #15 |
| 25. | ANNEX II + III, Lot 1 Item 7 and Lot 2 item 8 - Storage Area Network (SAN), Point 17: It is requested that SAN "Must support remote replication to existing Netapp FAS3000 series for at least 100TB space via 1Gb LAN connection either directly or through external appliances."<br><br>Please confirm that term „external appliances" can be read as external hardware or external software appliances. | The term "external appliances" can be read as external hardware device along with software solution that will fulfil requirements from the Technical Specifications. External appliances, if offered, must represent complete solution capable of providing replication from existing NetApp FAS3000 series of min 100TB space via 1Gb LAN to and from offered SAN Storage. |
| 26. | ANNEX II + III, Lot 1: Article 3.3.2 Third-parties commercial software licenses, Point 2: It is stated that "2. The Contractor shall deliver, update and use the latest stable release of all necessary third-party commercial software, maintained by the vendor".<br><br>Please clarify if this Article is applicable to all software licenses stated in Article 3.1.3 including 3.1.3.3 - VMWare vSphere 5 Enterprise Plus virtualisation software. If yes, please clarify if the latest stable release of VMWare vSphere is currently in use. | We do confirm that this Article is applicable to all software licenses, stated in Articles 3.1.3, including 3.1.3.3.<br><br>The latest stable release of VMWare vSphere is currently in use is v 5.1 |
| 27. | ANNEX II + III, Article 5.2 - Current technical infrastructure of Prison Administration: It is stated that CentOS 6.2 Commercial software is currently in use. Furthermore, in Annex II+III, both LOTs 1 and 2, for Item 3 you have requested: Bundle of software licenses (commercial or commercially supported OpenSource).<br><br>Can you please clarify the term „commercially supported OpenSource" software license since CentOS 6.2 which is currently in use as "Commercial software" is not commercial software nor is „commercially supported | See answer #7 |

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| | OpenSource" software. | |
| 28. | Section 2.4.1.4. states that current SAPO solution does not have statistical reporting system. On the other hand, Section 4.1. Item 4) says: The statistical module has to be elaborated in more details and the be extended with new functions and reports.<br><br>Can you please list the functionalities and reports currently supported in statistical module. Also, can you confirm that section 2.4.1.4. presents the list of new functions and reports which last sentence in section 4.1.item 4) refers to.<br><br>Also, can you please clarify shall this reporting tool be the part of turn-key customized CMS (section 2.8, item 1) or is it acceptable to be standalone independent component. | The SAPO statistical module does not exist. The statistics is performed from limited number of operative reports partially manually due the fact that not all offices have own system or the system they use is not compatible with the pilot SAPO.<br><br>The Contractor has to assess the needs for statistics and fixed reports that shall be delivered and distributed. The required for this functionality has to be delivered. The module also has to allow creation of new reports as it is described in the Technical Specifications. The Contractor has to describe this is Business analysis report and the proposed outcome will be subject of approval by the Beneficiary. |
| 29. | Section 2.4.1.3 requires that the existing current reports should be migrated to new reporting tool and new predefined reports will be designed during the business analysis.<br><br>Can we get the list of existing reports and indicative number of new reports which should be designed in order to estimate the scope of work? | The existing list of reports is limited to requested summary outputs for Supreme Court of Cassation on annual, every 6 months, quarterly and monthly basis. Summary of such reports can be seen at the page of the court or in summary document for the year 2016 at the address https://www.vk.sud.rs/sites/default/files/attachments/ANNUAL%20REPORT%20ON%20THE%20WORK%20OF%20THE%20COURTS%20IN%20THE%20REPUBLIC%20OF%20SERBIA%20FOR%202016%20V3%20%28CMYK%2B1%20SPOT%29_0.pdf |
| 30. | Section 2.4.1.2 requires that the Contractor has to identify and design all business processes as workflows currently existing at the PPO.<br><br>Again, can we get the indicative number of business processes which has to be covered in order to estimate the scope of work? | No. This is requested output from the work of the Contractor. The number of business processes depends on its approach, and it is based on collected detailed information during business analysis phase.<br><br>The Technical Specifications have provided information for existing implementation and requested extension of the functionality for estimation of the the requested resources and for budget purposes. All the functionalities shall be supported by the new system and shall be represented as business processes. |
| 31. | Section 1.7.1 requires from the Contractor to provide documented source code for the system.<br><br>Will the documented source code for pilot SAPO and SAPA implementation be available to the Contractor? If not, then the upgrade of the existing implementation is not possible. | This tender requires the supply of an improved case management system in the prosecutor's offices and one in the administration for the enforcement of criminal sanctions. Such improved CMSs may, but not necessarily have to, consist of an upgrade of the existing pilots, and can be the result of a completely different design and used technologies. The documentation available for the existing pilot systems will be made available to the successful tenderer. |

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|  |  | However, the documented source code – following declared coding conventions and described in quality manual coding standards – for the system part of this tender is required irrespective of the availability and completeness of the documentation of the pilot systems.<br><br>The source code of the pilot will be provided to the Contractor AS-IS, and the CA cannot guarantee that this code is maintained, updated, supports last versions of the COTS and it's written and documented according to best practices. |
| 32. | Section 1.5 requires from the Contractor to ensure the migration of structured and unstructured data from the existing system.<br><br>Can you please confirm that the existing system are the pilot SAPO and SAPA implementation?<br><br>Also, please clarify what is meant by unstructured data and how the information about this data will be provided to the Contractor? | We do confirm that data migration shall perform migration of structured and unstructured data existing in electronic form from existing pilot systems SAPO and SAPA.<br>Unstructured data are the data stored in electronic form within the system but it is not organised in a previously defined data model. The Information will be provided in electronic way. |
| 33. | Section 1.1.2 requires that all the source documents produced, internally or exported, by the systems described in this Tender Document shall rely on open document standards and that nor Microsoft Office proprietary formats (documents ending in .doc, .xml), and Microsoft Office Open XML format (also informally known as OOXML or Open XML, documents ending in .docx, .xmlx) are not compliant with the required standards. However, it is required that the system delivered assures compatibility with Microsoft Office (sections 2.4.3 and 3.4.4.). Can you clarify this please? | All the source documents produced, internally or exported, by the systems described in this Tender Document, and all the source documents circulated in the scope of this contract shall comply with ISO/IEC 26300-1:2015, Open Document Format for Office Applications (OpenDocument), or with ISO 32000-1:2008, Portable Document Format (PDF).<br><br>The required compatibility of the proposed solution with – inter alia – Microsoft Office is meant not to be exclusive, and shall be provided in addition to the requirement 1.1.2 above in all cases not related to the production of documents, such as importing documents. |
| 34. | Section 3.4.1.2 requires extension of financial management module with local electronic cards.<br><br>Can you provide us more information how the interface with the cards will be established, who is reponsible for providing the hardware and software for this interface and how many locations have to be covered within each of the institutions? | Computer readable id cards that relate to the prisoner's financial data are considered as electronic cards,<br><br>The general improvement of the current functionalities and possibility to extend it with new future functions is sufficient.<br><br>The information is provided with the final reports of pilots. The Tenderer has to clarify details on the topic during business analysis |

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| | | phase. |
| 35. | Section 5.4. is called Existing SAPA functionalities. However, in the next sentence functionalities of the new system are listed.<br><br>Can you provide us the list of functionalities currently supported by the existing SAPA pilot project and mark which of those functionalities belong to standard eDocumentus/eDocWebOffice functionalities and which ones are customized?<br><br>Question 9. | The section lists the existing functionalities that shall be also supported in the new system.<br><br>The list of current functionalities is only briefly described in the corresponding section and the further details shall be determined during requirements business analyses phases.<br><br>In SAPA pilot project, eDocumentus out of the box provided document management, user management, workflow, auditing and similar functionalities, as well as a framework for application extension. |
| 36. | Section 3.4.1 - The workflow has to be implemented accordingly to the prison's structure and staff responsibility. Does it mean that each institution might have different workflows and that the Contractor should include all of them in the business analysis and implementation? How many different wokflows in total? Same question for the other modules (sections 3.4.2 – 3.4.7) and for section 3.4.2 | All institutions use the same basic workflows and roles, but in some institutions various roles can be assigned to one user, so their roles per user overlap. Some institutions like the Special Prison Hospital and VPD Krusevac have specific workflows. The actual number of workflows must be determined during the requirements analyses and depends on the bidder's approach and system design strategy. |
| 37. | Section 3.4.2.7 - The system integrator has to develop data cleaning procedure for cleaning data within the existing data base. Can you explain what does it mean; is the existing database the one from the pilot project or something else? Is this cleaning procedure part of the migration process or not? | The cleaning process assumes revision of the data definition and catalogued data, removal of duplicates and correcting inconsistent data. The existing base is the one used in the pilot project. The cleaning procedure shall be a part of the migration process.<br><br>A similar procedure should be applied when preparing the data for the new sites. |
| 38. | Section 3.4.2.8 – How many prison canteenns use third party software? Can we assume that the Contractor shall provide identical web services for all of them? | All external canteens shall use identical web services, provided by Contractor. |
| 39. | Section 4.1 - Separate project for implementation of ESB as integration tool is ongoing. When is expected to be completed, since section 3.4.5 lists interoperability requirements via ESB to be supported? | ESB is already in use and some of the services have already been implanted in the pilot SAPA project. The full specification shall be obtained during the requirement analyses. |
| 40. | In Supply Contract Notice for publication reference: EuropeAid/139372/DH/SUP/RS - Lot 2, in Section 16 – Selection criteria, regarding Technical capacity of tenderer it is requested that tenderer provides client references within the reference period of the last five years from submission deadline. Please, confirm that it is acceptable to provide, as a proof of technical capacity, signed reference from a client for a single project that has been realized through | Re comma 3.a: documentation of delivered supplies needs to refer to a single budget, and has to prove the organisational, logistical, and economical capacity of the tenderer to manage a large delivery at once. It is acceptable to exhibit distinct contracts for different lines of the same budget, while it is not acceptable to exhibit distinct contracts for supplies provided in phases, e.g. for |

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| | multiple contracts and which is confirmed by a client official statement supporting the above said. | successive extensions. |
| | | Re comma 3.b: documentation of developed custom software needs to refer to a single software system. |
| | | Re comma 3.c: documentation of delivered training needs to refer to a target group of required dimension and scope managed in a single training exercise. |
| | | Compatibly with the abovementioned clarifications, it is allowed to provide as a proof of technical capacity, signed reference from a client for a single project that has been realised through multiple contracts. |
| 41. | In ANNEX IV: Budget breakdown (Model financial offer) for publication reference: EuropeAid/139372/DH/SUP/RS - Lot 2, it is requested to enter separately the unit costs in the column D for the article number 4 (Personal Computer (PC)) and separately for the article number 7 (PC Operating System). Please, clarify if it is acceptable to enter the cumulative unit costs for article number 4 and 7 (sum of costs for both Personal Computer and PC Operating System) in field dedicated for value of article number 4 and enter value zero in field dedicated for value of article number 7, in a situation where a bundle product (which consists of both Personal Computer and PC Operating System) is being offered? | If the offered Personal Computer is available from the manufacturer bundled with different Operating Systems, one of which free software, the cost if this configuration has to be taken as basis for the computation of the price of the Personal Computer, and the price of the Operating System computed by difference. |
| | | Only if the offered Personal Computer is available from the manufacturer exclusively bundled exclusively with the offered Operating System (case subject to verification during the evaluation of the offer), it is acceptable to indicate the price of the bundle for the Personal Computer, and to indicate "Bundled with the Personal Computer" for the Operating System. |
| 42. | In ANNEX IV: Budget breakdown (Model financial offer) for publication reference: EuropeAid/139372/DH/SUP/RS - Lot 2, in column D is requested to enter <PLACE OF ACCEPTANCE>. Is it enough to write down „Based on the requirements in the tender documentation"? If not, please, clarify what information is expected to be entered in this field? | It is acceptable to state "Places of acceptance detailed in ANNEX II + III : TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, Section 3.10 – Distribution Schedule" |
| 43. | In ANNEX II + III: technical specifications + technical offer, in section: items to be delivered (for both lots), under item number 4. (Personal computer) specification requirement number 6. Graphics adapter is required with description (Discrete, minimum graphics frequency 900 MHz, interface compatible with Item #5). Please confirm that integrated graphics which in cooperation with chipset achieves the required 900 MHz will be acceptable? | See answer #15 |