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DELEGATION TO THE REPUBLIC OF SERBIA

Belgrade, 21 July 2011  
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**CONTRACTING AUTHORITY'S CLARIFICATIONS**

**Supplies of IT equipment for the improvement of efficiency and transparency  
(prosecutors and penal system)**

**Publication ref.: EuropeAid/131182/C/SUP/RS**

**Tender no.: 08SER01/08/21**

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| 1 | <p>Please clarify what type of 10Gbps ports should have switches required in item 10 “Data Centre Network Switch Type I” – 10GBASE-T or 10GBASE-X (type of optics also)?</p>  | <p><b>1. Answer:</b> 10GBASE-X should be proposed.</p>  |
| 2 | <p>Please clarify how should be red Forwarding Rate requirement for item 10 “Local LAN switch” – it is written “60 Mbps” but Forwarding rate is usually measured in Mpps (millions of packets per second)?</p>  | <p><b>2. Answer:</b> The correct technical specifications are 60 Mpps</p>   |
| 3 | <p><b>Question 1.</b></p> <p>Under the segment <b>6.3. IT Equipment – Detailed Technical Specifications (Prosecution Organization and Prison Administration), Item 23 - Multi-function network scanner/printer - Quantity #44, you requested the printing resolution of 1200 dpi x 1200 dpi.</b></p> <p>In the printing technology resolution measured in dpi is not the only reference towards the quality of printing. The gradation and number of bits are equally fundamental factor which body the quality of printing. Having this in mind 600x600 dpi @ 8 bits, produces 2 times better quality then a printer with a 1200x1200 dpi @ 1 bit, which you requested.</p> <p>Having in mind the above please be so kind to confirm that 600 x 600 dpi @ 8 bits is satisfying in regards with your tender request.</p> <p><b>Question 2.</b></p> <p>We would like to point out the procedural fault in this tender. The Tender Notice and the Tender documentation were published on EU website on 28.05.2011. Instructions to tenderers, Article14 specifies 25.05.2011. as the deadline for requesting participation at the optional site visit. Obviously, it was not possible to send this request by specified date since the tender was not even published on that date. Therefore, please be so kind to provide new deadline for the site visit and extend the deadline for request for clarifications and submission of tenders. We would kindly appreciate this.</p> | <p><b>3.1. Answer:</b> In the tender specifications, a minimal printing resolution, non-depending of printing technology, is asked for. So, all offers non-depending of printing technology (1bit, 4bit, 8bit etc.) will be acceptable if minimal printing resolution of 1200x1200 dpi is satisfied.</p> <p><b>3.2. Answer:</b></p> <p>The site visit took place on 02.06.2011 as foreseen and five companies sent representatives. Notably the following questions were raised and clarified during the site visit:</p> <ul style="list-style-type: none"> <li>• Item 28, “System for automatic detection and prevention of fire – Quantity #1” - asking if this item was defined as only fire detection &amp; warning device, and not a fully-equipped fire extinguishing system. The answer confirmed that indeed only a fire detection &amp; warning device is sought for.</li> <li>• Item 26, “security doors”, I<del>2</del> was asked</li> </ul> |

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|   |   | <p>whether the doors are defined using any official standard for such equipment and the answer was that for Fire protection the standard is F90.</p> <ul style="list-style-type: none"> <li>Item 27. Conditioning Units” – it was asked about the location of these units. The representative of the beneficiary institution indicated the location on the side wall, highlighting the convenient connection between the internal and external units to be located on the nearby window, approximately 7-8 meters away.</li> </ul> |
| 4 | <p>Questions related to Item nr. 26 – Security doors, purchase and installation:</p> <p>Please specify fire protection standard that security doors need to fulfil (F30, F60, F90, F120 or F180)?</p> <p>Questions related to item #28 system for automatic detection and prevention of fire:</p> <p>1. In some countries the prevention of fire systems are regulated and must be approved by the specialized police authority. Is it such procedure foreseen for this project?</p> <p>2. From the requested specification we can only see that you want new central system for fire detection and prevention and what kind of detectors should be used. There are missing important information such as: volume of the room which fire detection and fire prevention system must cover?</p> <p>3. Another important point is also the information if there is already system in place for automatic fire prevention or if there is no such system, then which medium for fire prevention should be used (FM200 or NOVEC)?</p> | <p><b>Answer:</b> Fire protection standard F90.</p> <p><b>Answers:</b></p> <p>4.1. The Fire Detection system will be approved only by the beneficiary institution.</p> <p>4.2. Only a fire detection system is required. The approximate size of the room is 50 sq.m. with regular ceiling height;</p> <p>Please refer to the floor plan attached to these clarifications.</p> <p>4.3. Automatic prevention system is not required.</p>  |
| 5 | <p>Questions related to item #23 - Multi-function network scanner/printer</p> <p>The requested specification refers on high end and production printing machines which on the other hand are also very expensive. For office</p>  | <p><b>5. Answer:</b> Please follow the technical specifications requested.</p>   |

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|          | <p>purpose and in requested quantity do you really need requested performances in a meaning of min. 80 pages/min (A4), 40 pages/min (A3); Printing resolution: 1200 x 1200 DPI; Memory/Disk: Min. 1 GB RAM memory / Hard disk 40 GB; Paper stapling function: 100 papers (A4), 50 papers (A3) per unit?</p>   |   |
| <p>6</p> | <p>Questions:</p> <p><b>1. Item 10 - Data Centre Network Switch Type I</b></p> <p>Requirement 'c' says: L2 Switching IEEE 802.D, IEEE 802.1W, IEEE 802.IS, EAPsv2, ESRP</p> <p>Question:</p> <p>ESRP is a vendor-specific protocol and disqualifies all vendors except Extreme Networks. Could we propose switch that supports standards-based VRRP and STP protocols that do the same as required ESRP protocol?</p> <p><b>2. Item 10 – Data Centre Network Switch Type I</b></p> <p>Requirement:</p> <p>e) VLANs Min. 4,094 VLANs with Port, 802.1Q tag, Protocol, MAC-based VLAN</p> <p>Question:</p> <p>Is it acceptable to offer solution which supports newer technology 802.1xVLAN Assignment, instead MAC-based VLAN?</p> <p><b>3. Item 10 – Data Centre Network Switch Type I</b></p> <p>Requirement:</p> <p>c) L2 Switching IEEE 802.D, IEEE 802.1W, IEEE 802.1S, EAPsv2, ESRP</p> <p>Please confirm that 802.D stands for 802.1 D</p> <p><b>4. Item 11 - Networking appliance Type 1</b></p> <p>Requirement:</p> | <p><b>6.1. Answer:</b> It is acceptable to propose switch that supports Standard-based VRRP and STP protocols instead of proprietary protocols ESRP, EAPS.</p> <p><b>6.2. Answer:</b> It is acceptable to propose switch that supports newer technology 802.1xVLAN assignment instead.</p> <p><b>6.3. Answer:</b> We confirm, 802.D stands for 802.1 D.</p> |

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| <p>d) Application security/firewall, SYN Flood, HTTP DoS, and Ping of Death protection; XML denial of service attack prevention; XML SQL injection and cross site scripting prevention; packet rate control for ICMP and UDP, Zero-day attack protection</p> <p>Question:</p> <p>Having in mind specific HTTP DoS, XML SQL Injection I CSS protection, is it acceptable to offer applicative security device which instead can support more common and wider spectre of protocols: HTTP, RTSP, DNS, FTP, ICMP, SIP?</p> <p><b>5. Items 12-14 - Networking appliance Type 2, 3 and 4</b></p> <p>Question:</p> <p>How many users are there on each of locations where these appliances shall be implemented?</p> <p><b>6. Items 12-14 - Networking appliance Type 2, 3 and 4</b></p> <p>Question:</p> <p>Having in mind wide experience, is it assumable that each user on these locations will have up to 10 (ten) concurrent TCP sessions which should be optimized?</p> <p><b>7. Items 12-14 - Networking appliance Type 2, 3 and 4</b></p> <p>Question:</p> <p>Having in mind current and future needs of Prison Administration network, should proposed Network Appliances Type 2 , 3 and 4 support NFS and video?</p> <p><b>8. Item 15 - Central L3 switch</b></p> <p>Requirement 'f' says: Switch should be equipped with 2 (two) 8-port 10 Gigabit Ethernet Fibre modules (FC) with support for 64 Gbps of local switching, equipped with min 4 (four) X2 IOGbps LR FO (or equivalent) transceivers (with appropriate min 5m patch cables)<br/>It is not clear should each module be equipped</p> | <p><b>6.4. Answer:</b> It is acceptable to offer applicative security device which instead can support more common and wider spectre of protocols: HTTP, RTSP, DNS, FTP, ICMP, SIP.</p> <p><b>6.5. Answer:</b></p> <p>The question is not relevant for these network appliances; the only relevant specification is the throughput (type 2:155Mbps, type 3: 45Mbps, type 4: 10Mbps), regardless of the number of users.</p> <p><b>6.6. Answer:</b> The question is not relevant for these network appliances; the only relevant spec is the throughput (type 2:155Mbps, type 3: 45Mbps, type 4: 10Mbps), regardless of the number of users, type of information exchanged, etc.</p> <p><b>6.7 Answer:</b> The question is not relevant for these network appliances; the only relevant spec is the throughput (type 2:155Mbps, type 3: 45Mbps, type 4: 10Mbps), regardless of the number of users, type of information exchanged, etc.</p> <p><b>6.8 Answer:</b></p> <p>Each module should be equipped with four X2 IOGbps LR transceivers.</p> |
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| <p>with four X2 10Gbps LR transceivers, or should both modules together be equipped with a total of 4 transceivers (two transceivers per module).</p> <p><b>9. Item 16 - Local LAN switch</b></p> <p>Requirements 'a' and 'b' asks for a switch that has two dual-purpose 1 Gbps uplink ports and optional 10 Gbps.</p> <p>Question:</p> <p>Is it possible to propose a switch without dual purpose uplink ports, but with SFP+ uplink ports that supports both 10 Gbps and 1 Gbps (with support for both fibre-optic and copper SFP modules, but obviously not at the same time)? Functionality that you would have would be the same as with the separate RJ-45 10Gbps ports.</p> <p><b>10. Item 16 - Local LAN switch</b></p> <p>Requirement 'c' asks for forwarding rate of 60 Mbps.</p> <p>Question:</p> <p>It should have been written "60 Mpps", right?</p> <p><b>11. Item 16 - Local LAN switch</b></p> <p>Requirement 'd' says: Support for 16K MAC Addresses</p> <p>Question:</p> <p>That is very high number of mac addresses that very few, if any, layer-2 switch supports. Not going into reason for that high number, could it be relaxed slightly? Support for up to 8K MAC addresses is usual with layer-2 switches.</p> <p><b>12. Item 16 - Local LAN switch</b></p> <p>Requirement 'e' asks for 1024 IGMP groups.</p> <p>Question:</p> <p>That is very unusual high number of IGMP groups considering that it is a local layer-2 lan switch. 1024 different multicast streams is not the level of L2 switch. Is it acceptable to propose a switch</p> | <p><b>6.9. Answer:</b></p> <p>It is acceptable to propose a switch without dual purpose uplink ports, but with SFP+ uplink ports that supports both 10 Gbps and 1 Gbps (with support for both fibre-optic and copper SFP modules, but not at the same time)</p> <p><b>6.10. Answer:</b> The correct technical specifications are 60 Mpps</p> <p><b>6.11. Answer:</b> It is acceptable to offer a switch that fulfils 8K.</p> <p><b>7.12. Answer:</b> It is acceptable to propose a switch with 255 IGMP groups.</p> |
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| <p>with 255 IGMP groups?</p> <p><b>13. Item 16 - Local LAN switch</b></p> <p>Requirement 'o' asks for: Support Tool to diagnose and resolve cabling problems on copper ports</p> <p>Question:</p> <p>There can be many cabling problems on copper installation, but none of them can be resolved by any tool on a switch. Please confirm this.</p> <p><b>14. Item 1 - Data Centre Rack</b></p> <p>Requirement:</p> <p>e) Min 900Kg load capacity</p> <p>Question:</p> <p>It is asked for rack to support min 900kg load capacity. Is it acceptable to offer rack which supports 1000kg dynamic load capacity?</p> <p><b>15. Item 1 – Data Centre Rack</b></p> <p>Requirement:</p> <p>c) KVM switch solution supports offered number of blade servers</p> <p>Question:</p> <p>It is asked for KVM switch solution that supports offered number of blades. Is it acceptable to offer blades with advanced KVM licenses which allow direct IP redirection (without KVM switch), so every blade can be accessed via LAN network and have complete console, KVM and remote media redirection?</p> <p><b>16. Item 6 – Data Storage System</b></p> <p>Requirement:</p> <p>f) Cache memory modules or separate cards read/write: min 512GB</p> <p>Question:</p> <p>It is asked for “Cache modules or separate cards read/write:min 512GB”. Is it acceptable to offer special flash cards which are primary read cache cards that provides write IO acceleration by</p> | <p><b>13. Answer:</b></p> <p>It is confirmed that an offer can be made without this tool.</p> <p><b>6.14. Answer:</b> Yes, it is possible, as 900kg is a minimum requirement which can be exceeded.</p> <p><b>6.15. Answer:</b> It is acceptable to offer solution which supports IP redirection, but KVM switches must be delivered.</p> <p><b>6.16. Answer:</b> It is acceptable to offer flash cards in storage system which are primary read cache cards and provide write acceleration.</p> |
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| <p>reducing disk IO to the disk back-end?</p> <p><b>17. Item 28 – System for automatic detection and prevention of fire</b></p> <p>Question:<br/>What do you mind about upgrade System for automatic detection and prevention of fire? Is this system consisting of exactly gas for fire eliminate like NOVEC 1230 or simulate? Or need only fire detectors?</p> <p><b>18. Item 27 – Air Conditioning Units, purchase and installation</b></p> <p>Question:<br/>Should this be system configured with all included dissipation of DC (Data center) components (blade servers, UPS, etc.). Cooling capacity Q=6,39kW needs to be rechecked for sufficiency.</p> <p><b>19. Item 26 – Security doors, purchase and installation</b></p> <p>Question:<br/>Is it acceptable to offer security door with electronic lock with alphanumeric keyboard(asses code is a digit combination)?</p> <p><b>20. Item 2 – UPS</b></p> <p>Question:<br/>Please, describe which method for Emergency Power Off (EPO) interface with cable and software for auto shutdown of connected servers you need? You asked for RS-232 or USB or SNMP communications? Please define that SNMP is the only correct way for the EPO function because you will have multi server environment which can be EPO only through SNMP.</p> <p><b>21. Generally – service</b></p> <p>Question:<br/>Is it mandatory term to repair or replace UPS device within a maximum of 72 hours and how does one prove this service level?</p> | <p><b>6.17. Answer:</b> Only fire detection system is requested.</p> <p><b>6.18. Answer:</b> It is required to offer devices with sufficient power according to all equipment offered for the Data Center (UPS, Blade servers, storage etc.).</p> <p><b>6.19. Answer:</b> It is acceptable to offer an electronic lock with numeric code entry system.</p> <p><b>6.20. Answer:</b> We confirm that SNMP communication is the only required method for Emergency Power Off (EPO) interface.</p> <p><b>6.21. Answer:</b><br/>The provider of the after sales service shall be in a position to repair or replace the UPS devices within 72 hours.</p> |
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| <p><b>22. Generally – service</b></p> <p>Question:<br/>Please define who will connect the UPS device with the main distribution panel for power supply purposes in two datacenter's buildings and is there a specification for the cable for that connection?</p> <p><b>23. Technical proposal</b></p> <p>Question:<br/>Please clarify the request for a technical proposal for after sales service over 1 year. Do you require a technical proposal for after-sales service within the first year of the warranty or a proposal for 1 year after the period of 1 year warranty?</p> <p><b>24. Financial proposal</b></p> <p>Question:<br/>Please clarify the request for a financial proposal for after sales service for 1 year. Do you require a financial proposal for after-sales service for the period within the first year of warranty or proposal for 1 year after the period of 1 year warranty?</p> <p><b>25. Financial proposal</b></p> <p>Question:<br/>Please clarify the request for a financial proposal for spare parts and consumables for use for 2 years. Do you require a financial proposal for the period of 2 years of the moment of provisional acceptance or for the period of 2 years after the period of 1 year of warranty?</p> <p><b>26. Annex IV</b></p> <p>Question:<br/>Please clarify Annex IV Financial Offer. Should we fill the Annex by adding each new line for the each item from the technical specification (point 5.2)? How the same line numbers appear in technical specification for Prison</p> | <p><b>6.22. Answer:</b></p> <p>The beneficiary institutions will ensure the connections of the UPS devices.</p> <p><b>6.23. Answer:</b></p> <p>A technical proposal for after-sales service is for 1 year within the period of 1 year warranty.</p> <p><b>6.24. Answer:</b> We require a financial proposal for after-sales service for 1 year within the period of 1 year warranty.</p> <p><b>6.25. Answer:</b> Tenderers are requested to indicate in their proposal the spare parts that will be needed for two years of operation of the equipment. This proposal is only for indicative purposes, spare parts will not be purchased by the contracting authority and the proposal it will not be part of the evaluation.</p> <p><b>6.26. Answer:</b></p> <p>A Financial offer should be filled with prices for each item (Items 1 – 28) as it is stated in point 1.1 of the document INSTRUCTIONS TO TENDERERS.</p> |
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| <p>Administration and Prosecution Offices should we make 2 Financial Offer, one for Prison Administration and second for the Prosecution Offices?<br/>Or should we fill the Annex IV-Financial Offer with items from the point 1.1 in the document INSTRUCTIONS TO TENDERERS?</p> <p><b>27. Annex IV</b><br/>Question:</p> <p>Please clarify Annex IV Financial Offer. Should the financial proposal for spare parts, the financial after-sales service proposal and the financial proposal for the training be parts of the Financial Offer Annex IV as separate items?</p> <p><b>28. ISO Certificate</b><br/>Question:</p> <p>Please clarify the request for the Manufacture's certificate ISO9001. How the technical specification requires equipment from many different manufactures are we allowed to submit a statement to confirm that all manufactures have ISO9001 certificate and to give reference point on the web page of the each manufacture where information about ISO9001 certificate is?</p> <p><b>29. Item 9 - Data Centre Software Licenses:</b><br/>Question:<br/>It is asked for Data center software to manage "unified" platform. Is it acceptable to offer products from different hardware vendor with software solution which can manage server and storage platform indended of hardware vendor instead of only platform from one vendor ("unified")?</p> <p><b>30. Item 4 - Blade Servers Type I</b><br/>Requirement:<br/>e)HBA with min 2 (two) IOGbps Ethernet</p> | <p><b>6.27. Answer:</b></p> <p>The financial proposal for the after sales service for 1 year and the financial proposal for the training will included in the Annex IV Financial Offer as they are part of the offer and will be subject of the contract. (Please read carefully art. 1.1 of the instructions to tenderers about the subject of the contract).</p> <p>The financial offer for spare parts shall be on a separate sheet as it is not subject of the contract.</p> <p><b>6.28. Answer:</b> A Quality Management System Certificate according to ISO 9001 is requested <u>either</u> for the tenderer (only one certificate shall be submitted) or for the manufacturer of the equipment. In the latter case, certificates shall be provided for each item. A printed version from the relevant website of the manufacturer would be sufficient.</p> <p><b>6.29. Answer:</b></p> <p>It is acceptable to offer software solution which manages server and storage platform, whether it is only from one or more hardware vendors.</p> <p><b>6.30. Answer:</b> It is acceptable to offer blade</p> |
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|   | <p>portsQuestion:<br/>It is asked for blade server with HBA with min 2 (two) IOGbps Ethernet ports. Since some blades have IOGbps Ethernet onboard, is it acceptable to offer min 2 (two) onboard IOGbps Ethernet ports?</p> <p><b>31. Item 5 - Blade Servers Type II</b></p> <p>Requirement:</p> <p>e) HBA with min 2 (two) IOGbps Ethernet ports</p> <p>Question:</p> <p>It is asked for blade server with HBA with min 2 (two) IOGbps Ethernet ports. Since some blades have IOGbps Ethernet onboard, is it acceptable to offer min 2 (two) onboard IOGbps Ethernet ports?</p>   | <p>servers which have min two 10Gbps ports on-board and that are compatible with 10Gb blade switches offered.</p> <p><b>6.31. Answer:</b> It is acceptable to offer blade servers which have min two 10Gbps ports on board and that are compatible with 10Gb blade switches offered.</p>  |
| 7 | <p>1. Fire Detection – please clarify what is the required fire fighting substance - extinguishing agent or aerosol (FM200, etc.).</p> <p>2. How the racks will be situated in the room? (Scheme) 3. How to manage fire fighting (except in remote button), will it be connected to fire detection and be managed by it?. Do you require integration of the new system with existing or other system?</p> <p>4. Please provide the drawing or diagram with exact dimensions of the room and routes at place where system for automatic fire detection is required.</p> <p>5. The installation of system for automatic fire detection is required for the racks, for the room or for both. Please clarify.</p> <p>6. Ref. to the items 20.1, 21.1, 22 : which operating systems do you accept as equivalent? For example Ubuntu Desktop, Linux Mint, SLEP, Fedora, etc</p> | <p><b>7.1. Answer:</b><br/>No fire fighting system is required.</p> <p><b>7.2-3. Answer:</b><br/>No fire fighting is required.</p> <p><b>7.4. Answer:</b> Please refer to the floor plan annexed to this list of clarifications.</p> <p><b>7.5. Answer:</b> System for automatic fire detection is required for the room only.</p> <p><b>7.6. Answer:</b> Any operating system, such as Microsoft or Unix-based (e.g. Linux), which fulfils requested technical requirements from tender dossier, will be accepted.</p> |
| 8 | <p>1. According to the requirements for data centers “The building materials should be non-combustible” and there indispensable to take into consideration some structural changes. The structural changes are they the contractor responsibility?</p> <p>2. Which is the responsibility to make all</p>  | <p><b>8.1. Answer:</b> The structural changes are not the contractor’s responsibility.</p> <p><b>8.2. Answer:</b> Only new racks will be in the data</p>  |

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|          | <p>physical connections between existing and the new rack? Are that activities included in the engagement of the contractor?</p> <p>3. Is there exist on each site the grounding systems in order to assume the requirements for proper grounding and bounding of the new network equipment?</p> <p>4. There are specified one PDU per rack. Does it mean that each rack should be feed from an unique power source and is not required the redundant power supply?</p> <p>5. Is it necessary to design ventilation system to lead away the gas used in fire extinguishing system?</p> <p>6. According to the standard EIA/TIA-942 concerning the data centers access to the data center should be provided only to authorized person. How many persons respectively access cards should be provided?</p>  | <p>centre, hence no physical connection with existing racks is required.</p> <p><b>8.3. Answer:</b> Grounding system exists on sites.</p> <p><b>8.4. Answer:</b> It is acceptable to offer more than one PDU of 3kW, with total number of min 22 sockets. All equipment will be connected through central UPS as central power source. Redundant power supplies are separately requested in technical specifications of some equipment.</p> <p><b>8.5. Answer:</b> It is not necessary.</p> <p><b>8.6. Answer:</b> It is sufficient to offer no less than 20 ID cards per Data Centre.</p> |
| <p>9</p> | <p><b>1. Tender Dossier, Annex II+III, Article 1 general Requirements:</b></p> <p>It is stated:</p> <p>The Contractor shall furnish, install and commission all equipment, fittings and fixings, including final installation and connection and all miscellaneous items of equipment, fixings and fittings in order that the supplies are left in place fully operational and ready for use. The cost of consumables used during installation and commissioning and for running time, before provisional acceptance, shall be borne totally by the Contractor. The Contractor shall bring all services for electrical work from existing connections and installed in, on, through or adjacent to the equipment and fittings and finally connected as required to complete the installation. The Contractor shall to the electrical work furnish, install and final connect all electrical service, conduit, wiring, fixtures, outlets, service and grounding strips, and all special equipment and accessories necessary for complete operational installation. Such work shall include any special items required to meet local codes, and the cost of meeting such codes and licences to operate, even though not specifically mentioned in the specifications. It shall be the sole</p> | <p><b>9.1. Answer:</b> Please refer to question and answer n. 3;</p> <p>A floor plan is annexed to these clarifications.</p>   |

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| <p>responsibility of the contractor to check all site dimensions for completeness and accuracy of placement of fixings before commencement of delivery and all occasions for delay. The cost of these activities shall be contained in the overall price of the supplies.</p> <p>Instructions to tenderers, Article 14 – Clarification meeting, it is stated that the deadline for requesting and confirming participation at optional site visit shall be on the 25 May 2011. Since this tender documentation was officially published on the EuropeAid website only on 28 May 2011, it was not possible to send request for participation on time.</p> <p>The above mentioned request from Annex II+III, Article 1 is so complex that it is not possible to make the calculation of the total cost of additional activities and equipment without site visit and/or clarification meeting.</p> <p>Having this in mind, we would like to ask you to provide a new deadline for requesting and confirming participation at site visit and to postpone the deadline for the tender submission.</p> <p><b>2. Item 4.3 backup Software:</b></p> <p>Application modules: Microsoft Exchange, Microsoft SQL Server, oracle, Microsoft Sharepoint, DB2, Lotus Domino, etc were requested. Is it acceptable to offer backup software that optionally supports requested modules or they should be delivered with backup software?</p> <p><b>3. item 6 Data Storage System:</b></p> <p>Minimum read/write cache support: min. 1TB was requested.</p> <p>Different manufacturers offer various solutions for read/write cache support. Some of them allow administrator to set SSD disks as cache memory while other offer automatic setting of cache memory through multi-tier architecture. Please confirm that both methods are acceptable.</p> <p>Minimum physical disk expandability; 500 disks (no multiple systems) was requested.</p> <p>Please clarify if your request refers to system with requested capacity and 500 disks or it is acceptable to offer requested capacity with smaller number of disks but with the possibility of future upgrade with additional cabinets for disks, cables, processors and</p> | <p><b>9.2. Answer:</b> It is asked that backup software should be licensed per usable capacity, and not by application. Backup solution should support all requested applications.</p> <p><b>9.3. Answer:</b> It is acceptable to offer memory card modules or separate cards that improve read and write performance.</p> <p><b>Answer:</b> It is asked that requested capacity is fulfilled with one redundant system – no multiple systems. Redundant system must be physically expandable to min 500 disk drives using additional disk shelves that are connected to requested redundant system.</p> <p><b>Answer:</b> System will be primarily used in SAN network environment. It is required that system</p> |
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|                  | <p>licenses for requested 500 disks.</p> <p>Please clarify if this system is supposed to work in SAN or NAS environment.</p> <p><b>4.item 9 Data centre Software Licenses:</b> Central Manager of physical infrastructure – Manager of Managers:</p> <p>Please clarify if it is acceptable to offer 1 license for both data centers with assured full technical and legal compliance with your request.</p>   | <p>can support NAS protocols – CIFS and NFS, for future use.</p> <p><b>94. Answer:</b> It is acceptable to offer any solution that fulfils legal and technical compliance specified for managing server and storage platform.</p>   |
| <p><b>10</b></p> | <p><b>Item 4.1:</b> How much memory for virtual machine will be maximum allocated on one physical host?</p> <p><b>Item No. 4.4:</b></p> <p>It is important to get information about how the domain (AD) structure is conceived:</p> <p>Is there already a domain environment?</p> <p>Does the new environment need to coexist with the existing environment (if there is any) or should the new environment be unique?</p> <p>Should the new environment be one single domain or multiple domains joined to AD tree? In the case of coexistence with existing domain, how will existing and new domain be connected?</p> <p>Should there be more AD trees in a forest?</p> <p>If it is planned to use more tree's or even a forest, what types of trust links should there be in between one-way, two-way?</p> <p>How many physical locations will there be where the domain controller servers should reside?</p> <p>In case of multiple physical locations is it planned to use AD sites?</p> <p>If there is a domain environment, but the co-existence with the new environment is not planned, how will user accounts be configured in the new environment? Migration from existing domain or creation of new user accounts?</p> <p>If there is a domain environment, what versions of operating systems are installed on domain controllers?</p> | <p><b>10. Item 4.1 Answer:</b> There is no predefined maximum limit for the virtual machine allocated on one physical host, other than the hardware requirement for the Blade servers (Type I: 192GB of RAM, Type II: 48GB of RAM).</p> <p><b>10. Item 4.4 Answer:</b></p> <ul style="list-style-type: none"> <li>- No, there is no domain environment yet.</li> <li>- The new environment should be unique.</li> <li>- The new environment should be a single domain, hence 2<sup>nd</sup> question is not applicable.</li> <li>- No, there should not be more AD trees.</li> <li>- not applicable, please refer to statement above</li> <li>- There will be one location per beneficiary institution, i.e. two locations in total</li> <li>- not applicable, please refer to statement above</li> <li>- not applicable, please refer to statement above</li> <li>- not applicable, please refer to statement above</li> </ul> |

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| <p>If there is a domain environment, which is the domain functional level and forest functional level?</p>   | <p>- not applicable, please refer to statement above</p>  |
| <p>If there is a domain environment, what is the state of existing AD?</p>   | <p>- not applicable, please refer to statement above</p>  |
| <p>How many user accounts will be in the AD structure and what's planned growth?</p>   | <p>- A minimum of 500 user accounts is planned and is planned to be doubled.</p>                  |
| <p>Who defines how will the structure of organizational units be configured?</p>   | <p>- The beneficiary institution defines the structure.</p>                                       |
| <p>Who defines how will group policies be configured at the domain and organizational unit level?</p>  | <p>- The beneficiary institution defines this.</p>  |
| <p>Who defines the structure of the groups and the membership in those groups?</p>   | <p>- The beneficiary institution defines this.</p>  |
| <p><b>Item No. 4.5:</b></p>  | <p><b>10. Item 4.5 Answer:</b></p>  |
| <p>Do you have e-mail system you use?</p>  | <p>- Both beneficiary institutions use the common Government services for their email system.</p> |
| <p>What e-mail system referring to the server platform is in use?</p>  | <p>- None, as there is currently no internal email platform.</p>                                  |
| <p>How many e-mail user you have now?</p>  | <p>- Currently, there are about 500 users per beneficiary institution.</p>                        |
| <p>What is the size of mailboxes per user?</p>   | <p>- The size is to be established during the design.</p>   |
| <p>Do you plan to upgrade to a newer version or plan to do both versions simultaneously-coexistence?</p>   | <p>- This is not applicable as there is no platform at the moment.</p>                            |
| <p>Do you have users who need specific setup (which stands out from the default settings such as mailbox size)?</p>  | <p>- No users require specific set-ups.</p>   |
| <p>You have specified that you need two servers if you can give more information about it(is thought to be at each location for two servers to send and receive mail in order to obtain redundant in terms of a server failure, or are thought to be one server at each site (main sites)?</p> | <p>- This is in order to obtain redundant services.</p>   |
| <p>Are these two e-mail system or one (Will everything work in one forest with one domain or multiple domains)?</p>  | <p>- This is in order to obtain redundant services.</p>   |

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| <p>Is there a global catalog server on the sites, if any of that sites?</p> <p>Do you need a backup of e-mails, and import in to existing user's mailbox server in the future?</p> <p>What is the hardware configuration of existing mail server and the hardware configuration that will be the new mail server?</p> <p>Where are the base for storing e-mail messages on local disks or network storage-a?</p> <p><b>Item No. 4.6:</b></p> <p>When client mentioned AV support for mail servers, do they think of classic file level AV protection which is supported for installation on Exchange or Lotus servers, or they think of specific mail server AV product which has deep down mailbox protection like Antigen or Mail security?</p> <p><b>Item No. 4.7:</b></p> <p>What is required in 4.7 regarding licenses?</p> <p>First it says Standard Operating System Software, Quantity #2 then after that: For all servers on Data centre: Microsoft Windows, Linux or equivalent. Warranty for all software from this group: 1 year.</p> <p>What does client want, software licences, warranty...? Please clarify.</p> <p><b>Item No. 10 - Data Centre Network Switch Type I:</b></p> <p>What is required type and number of 10Gbps SFP+ transceiver modules?</p> <p><b>Item No. 10 - Data Centre Network Switch Type I:</b></p> <p>What is required type and number of 1 Gbps SFP transceiver modules?</p> <p><b>Item No. 15 - Central L3 switch:</b></p> <p>Does this supervisor have to support VSS? How many ports should it have and what kind of ports? Is it required to support 10G ports? Are transceivers required for this supervisor and what kind of them?</p> <p><b>Item No. 15 - Central L3 switch:</b></p> <p>Is it required total number of eight X2 10Gbps SX</p> | <p>- These are two email systems, i.e. one per beneficiary institution.</p> <p>- No, there is no global catalogue server.</p> <p>- Yes, backup and import are required.</p> <p>- the hardware configuration for each beneficiary institution will be used for the email system and other software applications as per hardware technical specifications under items 1. to 4.0</p> <p>- The base for storing is on a network storage.</p> <p><b>10. Item 4.6 Answer:</b></p> <p>The minimum requirement is classic AV file protection.</p> <p><b>10. Item 4.7 Answer:</b></p> <p>“Data centre Software license: Standard operating system software, Quantity #2” is title for item 4.7. Minimal required specification is listed bellow.</p> <p>It is mandatory to offer software license with 1year warranty.</p> <p><b>10. Item 10. Answer:</b> Please refer to the minimal technical requirements that are stated in technical part of tender specification.</p> <p><b>10. Item 10. Answer:</b> Please refer to the minimal technical requirements that are stated in technical part of tender specification.</p> <p><b>10. Item 15. Answer:</b> Switch has to support upgrade to Supervisor which supports VSS, but offered Supervisor does not have to support this feature at this moment. For the rest of the question, please refer to the minimal technical requirements that are stated in technical part of tender specification.</p> <p><b>10. Item 15. Answer:</b> Eight X2 10Gbps</p> |
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| <p>transceivers?</p> <p><b>Item No. 18 -</b><br/>What is the purpose of this patch panels?</p> <p><b>Item No. 23</b><br/>Can this item be covered by derogation rule for countries of origin?</p> <p><b>Item No. 24</b><br/>Can this item be covered by derogation rule for countries of origin?</p> <p><b>Item No. 25:</b><br/>Does bar-code reader must be multiline or single line?<br/>Does bar-code reader must be built-in?<br/>Does bar-code reader is horizontally or vertically?</p> | <p>transceivers are required, i.e. each of the two ports with four transceivers</p> <p><b>10. Item 18. Answer:</b> Patch panels are for cabling purposes as specified in the technical specifications.</p> <p><b>10. Item 23. Answer:</b> There is no derogation for this item..</p> <p><b>10. Item 24. Answer:</b> There is no derogation for this item.</p> <p><b>10. Item 25. Answer:</b> The bar-code reader must be multiline, does not need to be built-in and can be either vertical or horizontal.</p> |
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