



EUROPEAN UNION

DELEGATION TO THE REPUBLIC OF SERBIA

Belgrade, 20.9.2011

Ref. (D) ID/BV 3245

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

Fight against Corruption-Support to the Establishment of the Anti-Corruption Agency in Serbia

Tender no: 08SER01/05/21

No	Question	Answer
1.	<p>In Technical specifications (Annex II+III) on page 14, Contractor Authority requested that Data Warehouse External Storage offered should support RAID arrays 0, 1, 10, 3, 5, 6.</p> <p>One of the requested RAID levels (RAID 3) is not supported by majority of enterprise storage vendors, which severely restricts competition. Some storage vendors achieve identical or better RAID protection and performance with different RAID levels and different RAID technology than requested.</p> <p>Since the purpose of RAID is protection against data loss and that this in essence means that the system works smoothly, without interruption and with preserved data security and availability even in the situations of failures of one, two or more discs contained in appropriate RAID array; please confirm that adequate RAID protection level that allows failure of one or two discs with preserved data security and availability - RAID 1, 10, 5, 6 - is required and should be offered.</p> <p>With a combination of RAID levels 10, 5 and 6 better performance and greater level of data security and availability can be achieved than it would be given by RAID level 3, and in addition it would be supported by majority of enterprise storage vendors therefore competition would not be severely restricted as it is now.</p>	<p>Using RAID 3 is mandatory due to the need of storing and working with large files and necessity for often sequential reads/writes.</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

No	Question	Answer
2.	<p>In Technical specifications (Annex II+III) on page 15, Contractor Authority requested that Data Warehouse External Storage offered should support expanding of cache memory using EFD drives or memory cards.</p> <p>To allow different storage vendors to meet your technical specifications and allow the competitiveness of a bidding process, please note the following statement. Since in the theory cache is only related to the storage system controllers and it is onboard RAM memory that controllers are using to speed up read/write performance of underlying discs and RAID level calculations, anything other than physical exchange or expansion of that onboard memory directly on controllers by exchanging or expanding onboard RAM memory modules <u>is considered as cache simulation and each simulation of cache memory different enterprise storage vendors define and interpret differently.</u></p> <p>In the storage enterprise range that is targeted with your specification majority of storage vendors cannot support expanding onboard cache memory up to the requested amount directly on a controller by exchanging or expanding onboard RAM memory up to the requested 100 GB as controllers cache memory. Should we, as a tendered, believe that with the expression "cache memory expandable up to 100GB using EFD/SSD drives or memory cards" can be considered a mechanism that allows the storage controllers and storage device altogether to drastically improve performance in dealing with applications and underlying discs with a use of a EFD/SSD drives or memory cards?</p>	Please refer to the published corrigendum (1)
3.	Ref. page 16: "SQL based RDBMS." Does this mean that the RDBMS should be part of the offer?	Document management system should be fully self-contained, which means that database for with all necessary licenses should be a part of the offer.
4.	<p>Ref. page 17: It is written „ must be done in the form of thick (desktop) and thin (web) client. Functionality of a thin (web) client must be identical to the functionality of the thick (desktop) client". This requirement is in opposite with the following requirement: „ Must be implemented as an application in a two-layer (client / server) or a three-layer (web browser, application server, database server) architecture".</p> <p>Please confirm that we can consider that Document Management System and Reporting Analytics Platform can be implemented as a thick (desktop) OR thin (web) client with the same functionalities.</p>	Please refer to the published corrigendum (2)

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

No	Question	Answer
5	<p>Ref. page 19 It is written: "Creation of new business processes and document flows and their implementation without changing application source code." Please clarify?</p>	<p>Offered Document management system must support graphical interface for creation of business processes and document flows. Administrators of the system must be able to define new business processes with graphical tool. Also offered modelling tool should provide mechanism for creation user forms for business process activities.</p>
6.	<p>Ref. page 23 Number of client users for Reporting Analytics Platform is specified in Technical specification: "Licenses for at least 180 reporting client users". Number of client users for Document Management System is not specified. Can we consider the same number of client users ?</p>	<p>You can consider the same number of client licenses for Document management system as required for reporting platform – 180 client users that use system at the same time.</p>
7.	<p>Ref. page 31 "Maximum Firewall and IPS Throughput Up to 150 Mbps with AIP SSM-10 Up to 300 Mbps with AIP SSM-20" And "Security: IPS antivirus, antispam, antiphishing, and web filtering services" Is it mandatory for Bidder to offer AIP SSM or CSC SSM module?</p>	<p>Bidder should offer AIP SSM module. Minimum 180 user licenses are mandatory.</p>
8.	<p>Ref. page 35 "Operating System: 64-bit dual processor Unix derivative, Linux, Windows_7 or respective platform Microsoft Office 2007 or respective desktop full office packet" Please confirm that it is acceptable to offer operating system and desktop full office packet based on open source solutions.</p>	<p>Operating system and desktop full office packet based on open source solutions is acceptable.</p>
9.	<p>Ref. page 35 It is written: "Desktop, Big Tower min 500W, with front control, multimedia, fire-wire and USB plugs". Since common trend is lowering of computer power consumption, modern workstations demand far less than 500W with better performances. Please confirm that we can offer desktop computer with lower power supply capacity which completely satisfies needs of components in workstation.</p>	<p>Please refer to the published corrigendum (3)</p>
10.	<p>Ref. page 35 It is written that workstation must have: "1 pcs video HD card with DVI and D-SUB con., TV out". Taking into consideration that TV out is not a standard option for business class brand workstations and thus not supported on them, please clarify whether TV out is mandatory request, or optional request.</p>	<p>Please refer to the published corrigendum (4)</p>
11.	<p>Ref. page 37 It is written that workstation must have "1 pcs 1.44 MB 3.5" FDD" Since FDD is not standard option for business class</p>	<p>Please refer to the published corrigendum (5)</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

No	Question	Answer
	brand workstations is it acceptable to offer workstation without FDD.	
12.	<p>Ref. page 38 It is written: "Docking station, min 300W, with front control, multimedia, Ethernet, fire-wire and USB plugs". Since docking station power capacity is designed to meet total requirements of supported laptops, please clarify requirement for minimum power capacity of docking station.</p>	Please refer to the published corrigendum (6)
13.	<p>Ref. page 38 it is stated: "Operating System: 64-bit dual processor Unix derivative, Linux, Windows_7 or respective platform Microsoft Office 2007 or respective desktop full office packet' Please confirm that it is acceptable to offer operating system and desktop full office packet, based on open source solutions.</p>	Operating system and desktop full office packet based on open source solutions is acceptable.
14.	<p>Ref. page 40 It is written that laptop must have: "1 pes integrated video HD card with DVI and D-SUB con., TV out". Taking into consideration that TV out is not a standard option for business class laptop computers and thus not supported on them, please clarify whether TV out is mandatory request, or optional request.</p>	Please refer to the published corrigendum (7)
15.	<p>Ref. page 48,49 There is no data about required device working autonomy. Please be so kind to clarify battery type and the system autonomy required value?</p>	Please refer to the published corrigendum (13)
16.	<p>Ref. page 48,49 Please be so kind to provide more details about your request for the UPS power scalability and clarify if the system for overload and failure protection is mandatory?</p>	UPS should be equipped with the hot-swappable power modules, which can be replaced while UPS is operational without the feeding interruption. Also, offered UPS must have the centralized static switch which shall be automatically activated in case of overload or failure. Failure of the centralized static switch must not cause quitting the UPS and/or interruption of supplying connected devices.
17.	<p>Ref. page 48,49 Please be so kind to clarify design of the power distribution section (fuses) in the UPS to the equipment (power consumers)?</p>	Offered UPS should have integrated distribution to consumer units. The fuses should be of 16 or 32A. PDU fuses should be located nearby to IT equipment, in order of reducing the necessary time for failure detection and the fuses reactivation. Adjusting of equable phase ballast, in order of easier and faster selection of feeding phase, without disconnecting other consumer units, should be provided. Monitoring over local display or through LAN, must be insured
18.	Is there any special demand for design, especially in dimensions of Inrow cooling system?	Inrow inside cooling units have to be same or lower depth than the racks
19.	It is stated: "Memory: min 256MB max 2048MB"	The requested technical specification "Memory: min 256MB max 2048MB" is maintained.

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

No	Question	Answer
	<p>Since this requirement for maximum memory is not supported by majority of printer brands for A4 printers, please consider reevaluating this request.</p>	
20.	<p>Ref. page 52 it is stated: "Scan resolution, optical: Up to 2400 dpi" And in second part again it is stated: "Scan resolution, optical: Up to 600 dpi"</p> <p>Since those requirements are in contradiction please clarify which is relevant.</p>	<p>Please refer to the published corrigendum (12)</p>
21.	<p>Concerning position 1 – Data Warehouse Platform, is it acceptable for the blade servers and Blade Chassis Solution and x86 processors and RISC processors with SPARC processor architecture to be integrated and used.</p>	<p>Blade Chassis Solution should have the possibility of integration for more than one processor architecture (x86, RISC (Power, Itanium)). SPARC processor architecture is also acceptable as a type of RISC processor.</p>
22.	<p>Question 2: Concerning position 1 – Data Warehouse Platform and position 3 – Document Management System and Reporting Analytics Platform, please specify the expected number of the users of the above mentioned systems – the full number of users and the number of concurrent users which simultaneously will work with these systems.</p>	<p>The full number of users is expected to be 180 and the number of concurrent users which will simultaneously work with these systems is expected to be 130.</p>
23.	<p>Item 11: VoIP System Requirement: Switching performance starting at 1.050.000 busy hour call attempts (BHCA)</p> <p><i>Question:</i> BHCA is an outdated and poorly defined measurement in which a call is attempted but not necessarily completed. However, BHCC indicates how many calls can be successfully completed –the end result is the ability to have a phone conversation. Can you define requested system capacity in terms of Busy Hour Call Completions (BHCC)?</p>	<p>The requested specification "Switching performance starting at 1.050.000 busy hour call attempts (BHCA)" is maintained.</p>
24.	<p>Item 11: VoIP System Requirement: Network redundancy</p> <p><i>Question:</i> Could you define in more details what is actual requirement for network redundancy? Which and how many incoming lines are there actually? Can we assume that end user location will have duplicated incoming lines (2x16 PRI, 2x12 analog, etc...)?</p>	<p>Network redundancy must be realized in a way that all Servers/Media Gateways embedded in the VoIP System should be connected to the LAN switches (via Ethernet ports), using principles of network redundancy, so that at least two Ethernet ports per each engaged Server/Media Gateway are connected to the different LAN segments (Different access switches which are connected to the core LAN equipment via at least two loops (copper/fiber)). Incoming lines are not duplicated. There are only 16 PRI and 12 analogue trunks.</p>
25.	<p>Item 11: VoIP System Requirement: System equipped for direct integration with MS OCS Lync and MS Exchange for all extensions</p> <p><i>Question:</i> Could you confirm that the exact number of extensions that need to be able to integrate with MS OCS Lync and MS Exchange is 120?</p>	<p>It is confirmed that the exact number of extensions that need to be able to integrate with MS OCS Lync and MS Exchange is 120.</p>
26.	<p>Item 11: VoIP System</p>	<p>It is mandatory request that Redundant Power supply</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

No	Question	Answer
	<p>Requirement: All call processing servers equipped with redundant power supplies and redundant HD's</p> <p><i>Question:</i> If complete redundancy is needed, can it be offered complete redundant server and not only redundant power supply and HD?</p>	<p>and HD modules are integrated into (inside) the same server chassis.</p> <p>In addition it is also required to offer (N+1) redundant architecture for call processing servers as it is defined in general technical requirement in Item 11. That means, that total number of processing servers offered must be equal to or larger than 2 (two) and each one must have Redundant Power supply and HD modules.</p>
27.	<p>Item 11: VoIP System</p> <p>Requirement: VoIP Media Gateway Quantity: 4 pcs</p> <p>Question: The actual number of VoIP Media Gateways is determined by the number of requested interfaces/trunks. If a solution fulfills all requirements regarding interfaces/trunks but with less number of VoIP Media Gateways than requested, will this be considered as acceptable solution?</p>	<p>It is not allowed to offer a solution with less number of VoIP Media Gateways than requested. The requested number of VoIP Media Gateways is defined as such because it doesn't necessarily mean that all VoIP Media Gateways would be placed/would stay on the same location.</p>
28.	<p>Item 11: VoIP System</p> <p>Requirement: VoIP SIP phone capable of work in extended audio quality (up to 7KHz of speech) mode with HW and SW support included;</p> <p>Question: What kind of HW support is needed for the phones?</p>	<p>It is required that microphone and speaker within the handset of the VoIP SIP phone are of a type that supports the requested audio quality.</p>
29.	<p>Item 1. (Data Warehouse Platform)</p> <p>Please confirm your request for the following: Solution with possibility of integration for more than one processor.</p>	<p>Blade Chassis Solution should have the possibility of integration for more than one processor architecture (x86, RISC (Power, Itanium)).</p>
30.	<p>Item 3. Requested Licenses for at least 180 reporting client users, upgradeable. Please clarify if the system should be upgradeable to 180 client users or 180 client licenses should be delivered.</p>	<p>180 client licenses must be delivered and the system should be upgradeable.</p>
31.	<p>Item 9. (Intranet Access Client Workstation)</p> <p>In your technical specification under Item 9 you request an inbuilt disk with minimum 1 million hours MTBF. Considering that large number of major manufacturers do not guarantee delivery of the specified disk type, and also the fact that disk manufacturers mostly do not declare this information in their manufacturer's spec sheets, we would appreciate if you recall this part of your request. Please note that disk manufacturers nowadays sell products that are more or less of the same high quality level and that this part of the request is likely to reduce competitiveness to a considerable extent, for no grounded reason. Also please clarify if spare disk included in the configuration should be of the same capacity as the basic disk.</p> <p>Major manufacturers today integrate highly efficient power supplies in their systems, sufficient to support the most powerful configurations, while the declared power is considerably lower than the power quoted in your request. We are therefore kindly asking you to recall this part of the request related to power</p>	<p>Please refer to the published corrigendum (8)</p> <p>Please refer to the published corrigendum (3)</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

No	Question	Answer
	supply of minimum 500W and demonstrate confidence in manufacturers producing several million computers every year and also making efforts to meet environmental standards.	
32.	<p>Item 10. (Intranet Access Client Workstation - Laptop)</p> <p>In your technical specification under Item 9 you request inbuilt disk with minimum 1 million hours MTBF. Considering that large number of major manufacturers do not guarantee delivery of the specified disk type, and also the fact that disk manufacturers mostly do not declare this information in their spec sheets, we would appreciate if you recall this part of your request. Please note that disk manufacturers nowadays sell products that are more or less of the same high quality level and that this part of the request is likely to reduce competitiveness to a considerable extent, for no grounded reason. Major manufacturers today integrate highly efficient power supplies in their systems, sufficient to support the most powerful configurations, while the declared power is considerably lower than the power quoted in your request. We are therefore kindly asking you to recall this part of the request related lto power supply of minimum 300W.</p> <p>Please clarify whether your request a computer with 15,6" ili 17" monitor or a computer with 15,6" installed monitor and an additional 17" monitor. Please clarify if a computer with non-integrated ports is acceptable, instead of integrated ports required in the specification. Let us mention R11 connectors, as an example, which many manufacturers stopped integrating in their machines.</p>	<p>Please refer to the published corrigendum (9)</p> <p>Please refer to the published corrigendum (6)</p> <p>Minimum size of integrated screen on laptop computers is 15 inch. Bidders have to offer one additional 17 inch monitor per each laptop.</p> <p>Laptop computers with non-integrated ports are not acceptable. Bidders have to offer laptop computer with integrated RJ11 connector.</p>
33.	<p>Item 12. (Rack)</p> <p>Please clarify whether 1200 x 600mm 42U racks are acceptable, considering that this size is widely accepted as standard, and also meets your requirements</p>	<p>Technical requirements defined in technical specification remain as mandatory, since 750 mm wide rack enclosure provides sufficient work space for cable management.</p> <p>Due to this any rack enclosure with the width less than 750mm is not acceptable.</p>
34.	<p>Item 15. (Printer A3)</p> <p>Plea clarify if min 27ppm speed refers to A4 or A3 paper size.</p>	<p>Please refer to the published corrigendum (10)</p>
35.	<p>Q1: In document <i>B04-ACA_Technical_specification_v1.5.docx</i>, on page 8 is stated</p> <p>Live training, 100 man/training days, different knowledge level, taking into account supplier's recommendation.</p> <ul style="list-style-type: none"> • Question: Please clarify this request, does it mean that the selected supplier will propose, based on their experience, the appropriate combination of training, or will the Purchaser determine the training proposal based on the combination of equipment and 	<p>The beneficiary will determine the training proposal based on the combination of equipment and solutions to be selected and recommendations given by Supplier.</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

No	Question	Answer
	solutions to be selected	
36.	<p>Q2: In document B04-ACA_Technical_specification_v1.5.docx, on page 8 is stated</p> <p>24/7 Live Phone Support for all products</p> <ul style="list-style-type: none"> • Question: Does it mean that there is no need for on-site support in the case of critical failover of the equipment? • Question: What Level of Phone support is needed - Help Desk, Advanced or Expert support? 	<ul style="list-style-type: none"> • In the case of critical failover of the equipment on-site support is mandatory. • 24/7 Live Phone support for all products on advanced and expert level, depending on the type of equipment, cause for requested support and impact level on production system .
37.	<p>In document BQ4-ACA_Tetànitàjnedficatimjrf.5.docx, on page 8 is stated:</p> <p>Standard warranty of 1 year after successful and accepted delivery. Warranty period begins after approved acceptance test, approval of which is stated and signed in writing.</p> <p>Question: Is there any specific requirements regarding time periods of response that needs to be complied in replacing malfunction equipment (for example, 4 hours, 8 hours, next business day, etc...)?</p>	<ul style="list-style-type: none"> • 4 hours for critical equipment • Next business day for non-critical equipment
38.	<p>Ref; Technical specifications (Annex II+III), item 17:</p> <p>There is two lines that specify different minimal requirements for scan resolution, optical. Please confirm that the requirement for a resolution of the scanner is 600 dpi, 2400 dpi is not a typically required for optical resolution of scanner A3.</p>	Please refer to the published corrigendum (12)
39.	<p>Ref: Technical specifications (Annex II+III), item 18:</p> <p>The tender requirement as specified are very detailed description of HP Scanjet 7650n which is discontinued model. The IPA program requires latest models to be offered. Please specify minimum requirements for the scanner A4.</p>	Listed are the minimum requirements according to specified ACA's needs. Any reference to a proprietary feature should be understood as "or equivalent"
40.	<p>Ref: Technical specifications (Annex II+III), item 20:</p> <p>The tender requirement as specified are very detailed description (including it exact dimensions) of BenQ MP 777 which is discontinued model. The IPA program requires latest models to be offered. Please clarify the minimum requirements for the projector in order to be open for competition and to comply with the Agency needs.</p>	Listed are the minimum requirements according to specified ACA's needs. Any reference to a proprietary feature should be understood as "or equivalent". Please refer to the published corrigendum (11)