



Belgrade, 11.04.2012

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CONTRACTING AUTHORITY'S CLARIFICATIONS

Implementation of Anti-Discrimination Policies in Serbia EuropeAid/131557/C/SUP/RS

No	Question	Answer
1	<p>Item 2: KVM Switch:</p> <p>What is the distance between each server and the KVM switch?</p> <p>A) Farther than 10 meters</p> <p>B) 10 meters or closer</p>	<p>It is up to the Tenderer to anticipate and predict the distance based on the items 1, 4, 5 and 13 proposed in his offer. Item 13 "Call Center" Notice clearly states <i>"Call Center (Item 13) described bellow must be delivered with all software licenses (RDBMS, additional OS, application and web servers, plug-ins, etc.) and all necessary server hardware components, if and where required, and if and where applicable"</i>. The precise number of the 19" standard rack servers will depend on the Call Center architecture proposed by the Tenderer's offer. Item 0.1 clearly states <i>"minimum requirements and supporting documentation"</i>. Item 0.2 clearly states "Completeness of the supply" conditions and requirements.</p>
2	<p>Item 2: KVM Switch:</p> <p>Do two or more network administrators need to access and control different ports individually (through respective busses)?</p>	<p>No. You may offer such KVM switch according to the item 0.1 "Minimum requirements and supporting documentation" clearly stating that the described technical specifications present the minimum requirements, meaning the <i>"Tenderer may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p>

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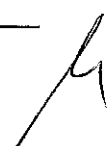
3	<p>Item 2: KVM Switch:</p> <p>Have you considered a KVM switch with a built-in or plug-in console (LCD monitor, keyboard and mouse)?</p>	<p>Item 2 specifications clearly state KVM switch must be for 19" rack installation with built-in touchpad and minimum 1024x768 17" LCD. In line with the architecture proposed by his offer, Tenderer can use fully-integrated 19" rack KVM switch or semi-integrated KVM switch (19" rack built-in LCD with touchpad and separated KVM controller unit). Item 0.1 "Minimum requirements and supporting documentation" clearly states that the described technical specifications present the minimum requirements meaning the <i>"Tenderer may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p>
4	<p>Item 2: KVM Switch:</p> <p>How many computers or servers do you need to control?</p>	<p>Item 2 specifications clearly state 8 (eight) KVM ports as a minimum, but it is up to the Tenderer to anticipate and predict the number of KVM ports based on the total number of rack servers proposed by his offer. Item 0.1 clearly states <i>"minimum requirements and supporting documentation"</i>. Item 0.2 clearly states "Completeness of the supply" conditions and requirements.</p>
5	<p>Item 2: KVM Switch:</p> <p>About the computers/servers, are the interface of mouse and keyboard PS2 or USB?</p>	<p>It is up to the Tenderer to choose the KVM interface in line with the rack server architecture chosen and proposed by his offer. Item 13 "Call Center" Notice clearly states <i>"Call Center (Item 13) described bellow must be delivered with all software licenses (RDBMS, additional OS, application and web servers, plug-ins, etc.) and all necessary server hardware components, if and where required, and if and where applicable"</i>. The precise specification of the 19" standard rack servers will depend on the Call Center architecture features proposed by the Tenderer's offer. Item 0.1 clearly states <i>"minimum requirements and supporting documentation"</i>. Item 0.2 clearly states "Completeness of the supply" conditions and requirements.</p>
6	<p>Item 2: KVM Switch:</p> <p>Do you need to control your KVM remotely?</p>	<p>No. You may offer such KVM switch according to the item 0.1 "Minimum requirements and supporting documentation" clearly stating that the described technical specifications present the minimum requirements, meaning the <i>"Tenderer may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p>

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7	<p>Item 4: 19" rack Server Type</p> <p>Is the Operative System to be included? In the technical specification point k is written: "Must support min Microsoft Windows 2003 and later, and various Linux distributions (no OS license shall be installed)" but in the General Requirements it is written:</p> <p>QUOTE</p> <p>License types offered must be enterprise, business or similar, regardless of the commercial or non-commercial license origin. Home, academic, NGO or similar license types are not allowed.</p> <p>The beneficiaries must be entitled to use all provided software licences for unlimited period of time.</p> <p>UNQUOTE</p>	<p>No. Sub-item 4.k clearly states that "<i>(no OS license shall be installed)</i>". General requirements are common requirements for all items so item 0.4 "Software Licensing" provides document (project) wide software licensing requirements for any software that may be needed by the Tenderer's offer.</p>
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<p align="center">8</p>	<p>Item 5: 19" rack Server Type</p> <p>Is the Operative System to be included? In the technical specification point k is written: "Must support min Microsoft Windows 2003 and later, and various Linux distributions (no OS license shall be installed)" but in the General Requirements it is written:</p> <p>QUOTE</p> <p>License types offered must be enterprise, business or similar, regardless of the commercial or non-commercial license origin. Home, academic, NGO or similar license types are not allowed.</p> <p>The beneficiaries must be entitled to use all provided software licences for unlimited period of time.</p> <p>UNQUOTE</p>	<p>No. Sub-item 5.k clearly states that "<i>no OS license shall be installed</i>". General requirements are common requirements for all items so item 0.4 "Software Licensing" provides document (project) wide software licensing requirements for any software that may be needed by the Tenderer's offer.</p>
<p align="center">9</p>	<p>Item 6: Notebook:</p> <p>Please clarify the kind of keyboard requested. Is US or UK acceptable?</p>	<p>You may use UK, UK extended (International), International English or Serbian latin keyboard (layout).</p>
<p align="center">10</p>	<p>Item 12: Network Security Appliance:</p> <p>D: Must support modular design or architecture – please clarify what do you mean with this clarification</p>	<p>Sub-item 12.d "Must support modular design or architecture" is equivalent to a) "<i>must support modular design by implementing the cost reduction (quick customization and steep learning curve), flexibility (for current and future use), augmentation (adding new features by plugging in a new software and/or hardware module), adaptiveness (to change) and standardization features</i>" OR b) "<i>must support modular architecture composed of separate components that are connected together where you can replace or add any one component (module) without affecting the rest of the system (which is opposite to the integrated architecture)</i>".</p>

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11	<p>Item 12: Network Security Appliance:</p> <p>R: Please confirm that you are requiring 1 year licence for support and updates of antivirus, antispam and content filtering</p>	<p>According to the sub-item 12.r clearly stating "Min 1-year upgrade and update license must be installed", minimum 1-year licence for support and overall device features updates and upgrades, which includes anti-malware (12.m), content filtering (12.n) and anti-spam (12.o) updates, is required.</p>
12	<p>Item 14: Desktop PC:</p> <p>Please clarify the kind of keyboard requested. Is US or UK acceptable?</p>	<p>You may use UK, UK extended (International), International English or Serbian latin keyboard (layout).</p>
13	<p>Item Number: 9 Mobile phone</p> <p>You ask in line L "Must support integration and be compatible with Item 13"</p> <p>With what way we have to integrate with Item 13? With WLAN or GSM connection with Item 13 please specified?</p>	<p>You are free to decide on the way of integration used for Call Center mobile user integration as long as you have in mind that: a) user must be mobile (fully, not just within the office), and b) integration must comply with minimum requirements for Call Center user functions to the same extent as for sub-item 13.2 "Call Center User Equipment".</p>
14	<p>Item Number: 13 Call Center</p> <p>You ask in line 13.1.9 Must support modular architecture enabling easy upgrades (hot-plug), without changing existing parts and unnecessary work interruption</p> <p>Please specify what does unnecessary work interruption mean.</p>	<p>Offered modular architecture must enable "hot-plug" upgrades preventing any work interruption that is not absolutely necessary. One relevant example would be the installation of the new (upgraded version) interface card when the technician shuts down the entire system (causing the "unnecessary work interruption") instead of doing the required "hot plug" interface card replacement (causing the absolutely minimal work interruption). Please also look at the sub-items 13.1.10, 13.1.11 and 13.1.12, which will help you to fully understand the sub-item 13.1.9.</p>
15	<p>Item Number: 13 Call Center</p> <p>You ask in line 13.1.21 Must support integration with mobile phones for minimum 25 users</p> <p>Please specify with what way we have to intergraded call center solution with mobile phones?</p>	<p>You are free to decide on the way of integration used for Call Center mobile user integration as long as you have in mind that: a) user must be mobile (fully, not just within the office), and b) integration must comply with minimum requirements for Call Center user functions to the same extent as for sub-item 13.2 "Call Center User Equipment".</p>

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16	<p>Item Number: 13 Call Center</p> <p>You ask in line 13.1.29 Must support soft phone for all VoIP licenses (users) by using "fat" or "thin" client application, with support for future upgrade to support video call(s) and video conference(s)</p> <p>Please specify the upgrade has to work with soft phone or with 3rd party software?</p>	<p>The sub-item 13.1.29 is relevant for soft phone(s), meaning that the required upgrade must support working with the soft phone(s).</p>
17	<p>Item Number: 13 Call Center</p> <p>You ask in line 13.1.31 Must support administration of core and user equipment using ISDN PRI internal channel, LAN/MAN/WAN network, analogue modem (console access), ISDN BRI interface or by using their combination (recommended support for all)</p> <p>Is some other way of administration acceptable or not?</p>	<p>Other ways of administration are not acceptable. Any single way of administration described in the sub-item 13.1.31 OR any of their combinations are acceptable.</p>
18	<p>Item Number: 13 Call Center</p> <p>You ask in line 13.2.1 SIP and H.323 protocol support for VoIP phones</p> <p>Please specify if you want the sip and H.323 work both in the same time?</p>	<p>Both SIP and H.323 protocols must be installed on the VoIP phones. Since both must be supported (installed) at the system core (please see sub-item 13.1.4), and since all of the VoIP phones can/will use more than one line (please see 13.2.1.b and 13.2.1.c), the possibility for both SIP and H.323 to work at the same time on the VoIP phones must be supported.</p>
19	<p>Item Number: 13 Call Center</p> <p>in line 13.8. 7. by what fields / limiters should search work and upon obtaining item - what should be displayed?</p>	<p>Sub-item 13.8.7 clearly states 'Must support "search internal directory" function'. Internal directory search must work for fields / limiters relevant and related to the item 13 "Call Center" internal directory displaying the relevant and related internal directory search results.</p>

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20	Item Number: 13 Call Center in line 13.8. 8. In what manner should email be handled?	E-mail is one of the Call Center channels. Agent's Interface sub-item 13.8.8 clearly states "Must support e-mail handling function". Call Centre Inbound Dialling sub-item 13.5.4 clearly states "Must support agents handling e-mail messages without any obligation to install any e-mail clients at agent workplaces through using agent interface". Call Centre Outbound Dialling sub-item 13.6.6. clearly states "Must support way of tracking evidence on all agent interaction regardless of interaction channel".
21	Item Number: 13 Call Center in line 13.8.12. Please specify data fields concerned and is data in a browser driven format - Is it possible to simple query the browser and display the browser within the Agent Interface?	This will depend on the Call Center architecture proposed by the Tenderer's offer. Agent's Interface sub-item 13.8.12 clearly states "Must support displaying personal caller data extracted from internal or external database".
22	Item Number: 13 Call Center in line 13.8.13. Please provide examples of contexts to be popped up.	Agent's Interface sub-item 13.8.13 clearly states "Must support agent interface context screen pop-ups". Context screen pop-up is graphical user interface component that appear on the screen upon user interaction. In the case of the Call Center architecture, user interaction may be a call, an e-mail, chat invitation, SMS message etc. Most common example of a Call Center context screen pop-up is caller personalization when Call Center provides an agent with the interactive pop-up screens along with the caller customized fixed screens based on the caller data extracted from the internal or external database (by using automatically identified CallerID, caller entered PIN, caller IVR menu choice etc.).
23	Item Number: 13 Call Center in line 13.9.1. What should these definitions relate to? And upon what should they exert different actions? And what actions should those be?	This relates to the beneficiary organization structure where different actions depend on the position of the user (and user group) within the organization. Application for request handling is integrated part of the Call Center architecture, and its sub-item 13.9.1 clearly states "Must support definition of organization structure (users, user groups, skills)". Please see sub-item 13.10 "Information to use for CC planning" for Call Center architecture planning and design.

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24	<p>Item Number: 13 Call Center</p> <p>in line 13.9. 2. Provide examples of privileges.</p>	<p>Most common Call Center users are agent(s) and supervisor(s). They will be recruited from the beneficiary organization, which structure is described at http://www.ravnopravnost.gov.rs/. Their privileges will depend on the Call Center architecture proposed by the Tenderer's offer. Please see sub-item 13.10 "Information to use for CC planning" for Call Center architecture planning and design.</p>
25	<p>Item Number: 13 Call Center</p> <p>in line 13.9. 3. Please confirm to what purposes this dynamic link is to support?</p>	<p>Beneficiary already has a database of requests (MS SQL). Application for request handling sub-item 13.9.3 clearly states "Must support dynamic link with client database (MS SQL)", which must be used for the purpose of exchanging information (data) between the beneficiary MS SQL database and Call Center sub-item 13.9 "Application for request handling".</p>
26	<p>Item Number: 13 Call Center</p> <p>in line 13.9. 4. What integrations with the CC system are needed?</p>	<p>Application for request handling must be an integrated part of the Call Center architecture, and its sub-item 13.9.4 clearly states "Must support integration with CC system". Minimum integration needed is with the sub-items 13.5 "Call Centre Inbound Dialling", 13.6 "Call Centre Outbound Dialling" and 13.8 "Agent's Interface". Other integration will depend on the Call Center architecture proposed by the Tenderer's offer. Please see sub-items 13.5, 13.6, 13.8 and sub-item 13.10 "Information to use for CC planning" for Call Center architecture planning and design.</p>
27	<p>Item Number: 13 Call Center</p> <p>in line 13.9. 5. Please provide two examples of such routing rules.</p>	<p><u>Example 1:</u> Route all requests for "Hate speech" to Agent Group 1, consisting of Agent 1 and Agent 2. Distribute the requests evenly. Escalate to Supervisor 1, if agents are busy OR is necessary/requested by the request/caller.</p> <p><u>Example 2:</u> Route all requests for "Severe forms of discrimination" to Agent Group 2, consisting of Agent 3, Agent 4, Agent 5 and Agent 6. First available agent will handle the request. Escalate to Supervisor 2, if necessary by the request. Upon completion, notify the Supervisor 2.</p>
28	<p>Item Number: 13 Call Center</p> <p>in line 13.9. 6. Who is to be able to request escalation, by what interface and what is to be the subsequent action?</p>	<p>Any user with such privilege can request escalation from within the sub-item 13.9 "Application for request handling" and/or sub-item 13.8 "Agent's Interface". The subsequent action will depend on the type of escalation as well as on Call Center architecture. Please see sub-item 13.10 "Information to use for CC planning" for Call Center architecture planning and design.</p>

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29	<p>Item Number: 13 Call Center</p> <p>in line 13.9. 7. Email is to be logged where? And what is to happen to it?</p>	<p>Sub-item 13.9.7 clearly states "Must enable email input channel (conversion email to request)". Whether e-mail (messages) will be logged (and where) depends on the Call Center architecture proposed by the Tenderer's offer.</p>
30	<p>Item Number: 13 Call Center</p> <p>in line 13.9.11. Who is to determine that request is critical and by what means?</p>	<p>Any user with such privilege can determine that the request is critical from within the sub-item 13.9 "Application for request handling" and/or sub-item 13.8 "Agent's Interface" by the means of deriving conclusion(s) from the request content. The subsequent action will depend on the request as well as on Call Center architecture. Please see sub-item 13.10 "Information to use for CC planning" for Call Center architecture planning and design.</p>
31	<p>Item Number: 13 Call Center</p> <p>in line 13.9.12. Why must applications be web based? Would a desktop alternative be considered if it can be shown to be more stable?</p>	<p>Desktop alternative would not be considered. This requirement is strategic design choice because of: 1) sub-item 13.9 "Application for request handling" must be an integrated part of the Call Center architecture; 2) Call center agents must work with multiple interfaces (e.g. screen pop-ups, caller personalized screens, application for request handling screens etc.) within the sub-item 13.8 "Agent's Interface" single agent application, and not with the multiple applications; 3) Agents using desktop PCs, agent phones and mobile phones would be using completely integrated devices in the future like for example mobile tablet devices (work anywhere and on any device), and 4) Such web based application can be quickly and easily integrated with the beneficiary Internet portal (and/or other topic related portals/web sites) for the purpose of clients self-service.</p>
32	<p>Item Number: 13 Call Center</p> <p>in line 13.9.13. How many hours customization is required?</p>	<p>Tenderer must anticipate and predict his customization input needed for full and complete Call Center implementation. This will depend on Tenderer's Call Center architecture. Please see sub-item 13.10 "Information to use for CC planning" for Call Center architecture planning and design. Please see item 13 "Call Center" Notice clearly stating <i>"Tendering cost must also include preparing the final planning & design document based on this technical specification (including the interviews with the CPE, where and if required and applicable) regarding the requirements and the definitions of the items 13.1.36, 13.3.11, 13.4.8, 13.7.12, 13.8.16, 13.9.13 and 13.10"</i>.</p>

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33	<p>Item Number: 13 Call Center</p> <p>in line 13.10. Please confirm if the system is to be used to collate this information such as by using an IVR menu or Agent asking these from a Form and selecting the item that corresponds to the caller's request?</p>	<p>Please see sub-items 13.1 to 13.9, as well as sub-item 13.10 "Information to use for CC planning" for Call Center architecture planning and design.</p>
34	<p>Item Number: 13 Call Center</p> <p>in line 13.10. Should data be collected in such a manner, what reports need to be provided on this data? E.g. total or means ...?</p>	<p>Please see sub-item 13.4 "Call Center Reporting & Statistics" and sub-item 13.10 "Information to use for CC planning" for Call Center reporting planning and design.</p>
35	<p>Item Number: 13 Call Center</p> <p>in line 13.10. Upon determination of the first four categories does any other action need to follow in the creation of a 'case' for the callee?</p>	<p>The registration of the discrimination by the agent (a.k.a. reporting of the discrimination by the caller) ends with the entry of one of the following database records: 1) Complaint filed; 2) Complaint rejected; 3) Mediation recommended; 4) Complaint filed with protection from discrimination requested, and 5) Misdemeanour charge filed. Please see sub-item 13.9 "Application for request handling" and sub-item 13.10 "Information to use for CC planning" for Call Center architecture planning and design.</p>



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<p align="center">36</p>	<p>In Instruction to Tenderers, Point 4 - Origin, it is stated that "all goods purchased must originate in a Member State of the European Union or a country covered by the IPA programme." Also, in Annex li+ili, Technical Specification and Technical Offer, You requested a quotation for:</p> <p>Item 7 - PoE Network switch Item 8 - Portable projector with screen Item 10 - GPS car device Item 11 - LCD TV 42" Item 12 - Network Security Appliance Item 16 - Color MFD Item 17 - B&WMFD</p> <p>However, no manufacturer of network equipment, portable projectors, GPS Car devices, LCD TVs and multifunctional printers has any manufacturing facility in EU or any country covered by IPA programme. Having this in mind, is it acceptable for us to offer models for these listed items that do not meet the origin requirements stated in ITT, Point 4? Or, to put it differently is it possible for You to make an exception to the Origin rule for these items?</p>	<p>No, it is not possible to make an exception to the rule of origin for the required items. Tenderers must comply with the requirements clearly stated in the "Instructions To Tenderers" document, item 4, sub-items 4.1 and 4.2.</p>
<p align="center">37</p>	<p>Item 9 – Mobile Phone: support for QWERTY keyboard is requested. Please clarify if hardware QWERTY keyboard is requested or software (on screen) keyboard is acceptable.</p>	<p>You can offer software on screen keyboard if it satisfies requested minimum requirements. Sub-item 9.c specifies that mobile phone item 9 "Must support QWERTY keyboard, with min support for Home, Calendar, Contacts and Email function keys". Item 0.1 "Minimum requirements and supporting documentation" clearly states that the described technical specifications present the minimum requirements meaning the <i>"Tenderer may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p>



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38	<p>Item 13 – Call center:</p> <p>Is it obligatory to provide every single module comprising every Item (inbound Dialing, Outbound Dialing, etc) in its own 19" standard rack server or it is acceptable to offer solution that includes all these modules in one package.</p>	<p>No, it is not obligatory to provide every single module comprising this Item (Inbound Dialing, Outbound Dialing, etc.) in its own 19" standard rack server. The precise number of 19" standard rack servers will depend on your Call Center architecture that has to strictly comply with the Call Center minimum requirements. Item 0.1 "Minimum requirements and supporting documentation" clearly states that the described technical specifications present the minimum requirements meaning the <i>"Tenderer may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p>
39	<p>Item 13 – Call Center:</p> <p>Under 13.1.21. integration with mobile phones for minimum 25 users is requested. Please clarify what protocol have to use mobile users or it is up to tenderer to propose the solution.</p>	<p>You are free to decide on protocol used for Call Center mobile user integration as long as you have in mind that: a) user must be mobile (fully, not just within the office), and b) integration must comply with minimum requirements for Call Center user functions to the same extent as for sub-item 13.2 "Call Center User Equipment".</p>