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### CONTRACTING AUTHORITY'S CLARIFICATIONS

#### Strengthening the Serbian Statistical System by Upgrading Methodologies and Standards and by the appliance of Good Practice

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No.	Question	Answer
<i>I - Server Infrastructure</i>		
1	<i>Rack Enclosure Qty. 3</i> 1 a. considering that only one producer has racks of 1075mm depth; please confirm that it is acceptable to offer racks of 1050mm depth.	Offers being equivalent to the requested minimum requirements may be considered.  Please note however that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .
2	1 d. considering that only one rack producer supports dynamic load capacity of 1360kg; please confirm that it is acceptable to offer dynamic load capacity of 1000Kg.	Offers being equivalent to the requested minimum requirements may be considered.  Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .
3	<i>KVM (keyboard Video Mouse Switch), console Qty. 2</i> 2 b. considering that only one vendor can offer console with requested features, could you please, confirm that it is acceptable to offer TFT rack console with min 1280x1024 resolution, 17", brightness 250cd/m2, and typical contrast 450:1?	Offers being equivalent to the requested minimum requirements may be considered.  Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .
4	<i>Blade Enclosure Qty. 2</i> 3 d. KVM option is requested. Is it acceptable to offer KVM thru IP network?	Offers being equivalent to the requested minimum requirements may be considered.  Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .

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5	3 e. Min 10 (ten) active cooling fans are required. Since only one HP C7000 blade chassis has 10 fan modules, is it acceptable to offer chassis with 6 modules?	Offers being equivalent to the requested minimum requirements may be considered.  Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .
6	3 f. Since 1Gb blade switches are only suitable for one vendor – HP, is it acceptable to offer switch compatible with blades with 8 Network cooper ports and with additional four 1 Gb SFP ports for uplink?	Offers being equivalent to the requested minimum requirements may be considered.  Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .
7	3 f. It is asked for IBNS in security features of blade switch. Since this features can only be supported for two vendors, please confirm that it is acceptable to offer switch without Identity Based Networking Services but with equivalent security features - Layer 2/3/4 Access Control Lists; Remote Authentication Dial In User Service (RADIUS) client; Terminal Access Controller Access Control System (TACACS+) client and Secure Sockets Layer (SSL) version 3 and Transport Layer Security (TLS) version 1.	Offers being equivalent to the requested minimum requirements are may be considered.  Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .
8	<i>Blade Server Type I Qty. 2</i>  4 b. It is asked for a CPUs on min 2.9GHz, 6 cores and 15MB cache. Since this CPU with other specification of blade servers (specification 4 a-i) only one vendor can fulfill, please confirm what is acceptable to offer blade servers with 2xCPU's 2.4GHz, 6 cores with 12 threats and 15MB cache?	As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers <i>"may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i> .  Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .
9	<i>Blade Server Type II Qty. 2</i>  5 b. It is asked for a CPUs on min 2.4GHz, 4 cores and 10MB cache. Since this CPU with other specification of blade servers (specification 5 a-i) only one vendor can fulfill, please confirm what is acceptable to offer blade servers with CPU's 2.2GHz, 4 cores with 4 threats and 10MB cache?	As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers <i>"may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i> .  Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i> .

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10	<p><i>Blade Server Type III Qty. 6</i></p> <p>6 b. It is requested for a CPUs on min 2.6GHz, 8 cores and 20MB cache. Since this CPU with other specification of blade servers (specification 6 a-i) only one vendor can fulfill, please confirm what is acceptable to offer blade servers with CPUs 2.3GHz, 8 cores with 16 threats and 20MB cache?</p>	<p>As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers <i>"may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
11	<p><i>Tower Server Qty. 15</i></p> <p>7 h. It is asked for a min 460W PSU. Only HP servers have 460W PSUs, so is it acceptable to offer min 450W PSU in order other server vendors can compete in same type of product?</p>	<p>Offers being equivalent to the requested minimum requirements may be considered.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
<i>II - Storage Infrastructure</i>		
12	<p><i>SAN (Storage Area Network) Storage System Qty. 1</i></p> <p>c. You requested "unified system (SAN and NAS)" with additional HW upgrade. Please confirm that this means that in this moment offered storage should be only SAN, and when needed with support to work as NAS with HW upgrade?</p>	<p>The offered storage should be of block type (SAN), which can be upgraded to "Unified"/NAS when needed in future.</p>
13	<p>i. You requested 104 x 300GB SAS 10k 3,5". In this moment in HDD market is also possible to offer 300GB SAS 10k 2,5" which consume less power and less disk shelf space. Please confirm that it is acceptable to offer 300GB SAS 10k 2,5" instead of 300GB SAS 10k 3,5" which is same type?</p>	<p>Offers being equivalent to the requested minimum requirements may be considered.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
14	<p>j. You requested to offer system which supports RAID 3. This RAID level is not used very often when you have more advance RAID levels like 1, 10.5 or 6.</p> <p>Is it allowed to offer storage which support more than you request instead of RAID 3, like 1, 10, 5, 50 and 6?</p>	<p>Offers being equivalent to the requested minimum requirements may be considered.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>

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15	<p><i>SAN VTL (Virtual Tape Library) system Qty. 1</i></p> <p>p. You requested support of 50 snapshots. Is it allowed to offer different type of technology which has a better performance and higher write speed (higher bandwidth and shorter backup windows) 8TB/h but which offer unlimited creation snapshots and optimized synthetic backups (forever) through offered backup software?</p>	<p>Offers being equivalent to the requested minimum requirements may be considered.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
16	<p>q. You requested support for data archiving. Is it allowed that data archiving be covered by offered backup/archiving software which support WORM and locking functionality?</p>	<p>Offers being equivalent to the requested minimum requirements may be considered.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
17	<p>In order to fill in all required fields and for our answers to be more comprehensive and clearer, could you please provide us with MS Word version of document: B02 - Annex II&amp;III Tech Specs Statistics 05SER01 05 11?</p>	<p>An editable version of Annex II+III is not available to the Tenderers.</p>
18	<p><i>I - Server Infrastructure</i></p> <p><i>Rack Enclosure Qty. 3</i></p> <p>a) Rack enclosures' depth is required to be 1075mm.</p> <p>Is it acceptable to propose rack with 1070mm depth, which is sufficient to accommodate all the items required to be placed in rack?</p>	<p>See answer to question no. 1.</p>
19	<p>h) Minimum Dynamic load is set to be 1360kg.</p> <p>Is it acceptable to propose rack with 1300 kg Dynamic load?</p>	<p>See answer to question no. 2.</p>
20	<p><i>V - Workstations, Qty 20pcs</i></p> <p><i>Workstation</i></p> <p>Item 'h' -1x DVI is required. Is it acceptable to propose system with DisplayPort and associated DP-to-DVI convertor?</p>	<p>Offers being equivalent to the requested minimum requirements may be considered.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>

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21	Item 'j': required is one 3.5 inch external bay. Is it acceptable to propose system without one 3.5 inch external bay?	<p>As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers <i>"may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
22	Item 'k': required is PowerSupply 280W. As system of SFF (Small Form Factor, Small Desktop) size are powerable with less power supply, is it acceptable to propose system with 250 W power supply?	<p>As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers <i>"may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
23	In Annex II + III Technical Specification, on page 1, <b>Item 0.2</b> it is stated that offered solution must include all software and legal licenses, but in individual requirements for hardware it is not required to offer operating system licenses, except for workstations. Does this mean that we do not need to offer operating system licenses (for example Windows) and beneficiary will use its own except for workstation products?	It is not necessary to offer any operating system licenses except for items where this is explicitly required.
24	In Annex II + III Technical Specification, on page 33, <b>item 23</b> Network Firewall, under <b>f.</b> it is required working memory of 12GB, while the system flash of 8GB. Is it possible to offer a firewall with the same amount of working memory and system memory of 8GB, in which case it would have no impact on other required characteristics and would be much less expensive solution?	<p>As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers <i>"may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
25	In Annex II + III Technical Specification, on page 33, <b>item 23</b> Network Firewall, under <b>p.</b> it is required characteristic "grouping - more into a single logical device". Please, clarify does that mean the possibility of VPN clustering i.e.	Yes, the characteristic refers to VPN clustering – communication of several devices into one VPN cluster.

No.	Question	Answer
	communication of several devices into one VPN cluster?	
26	<p>In Annex II + III Technical Specification, on page 43, <b>item 31</b> Virtualization Infrastructure, under <b>m.</b> it is required characteristic "must support automate tracking, patching and updating for hosts, and for applications and operating systems running in virtual machines". Unfortunately today this feature is no longer available from virtualization vendors. Please clarify if we can, because of this big limitation, to offer solution with included automate tracking, patching and updating of virtualization infrastructure components while operating systems and applications will be automatically updated/patched by its own vendor software procedures?</p>	<p>Offers being equivalent to the requested minimum requirements may be considered.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
27	<p>In Annex II+III, item 0.7 Warranty it is stated that Tenderer will assume responsibility for the fault free operation of hardware during the mandatory 1 year period.</p> <p>In addition to the 12 months warranty period the Contractor will provide the Beneficiary with the Manufacturer's commercial warranty of at least further 2 years.</p> <p>Please confirm it mean that Tenderer should express price for equipment in Annex IV Budget breakdown with 1 year warranty period?</p> <p>If that is the case, please explain should the Tenderer enclose explanation in free format what is the price for addition 2 years of warranty?</p>	<p>The requirement in item 0.7 b) of Annex II+III refers to the Manufacturer's standard commercial warranty, which normally exceeds 1 year and is offered free of charge. A description of the Manufacturer's commercial warranty shall be included in the offer.</p> <p>Please note that no amount is to be entered in the financial offer (Annex IV: budget Breakdown) related to the commercial warranty required in Annex II+III, as it will not be considered during evaluation nor will be paid by the Contracting Authority to the Contractor.</p>
28	<p>In supply contract notice, in is mentioned that Tendered has to operate under five ISO certificates: ISO9001, ISO27001, ISO14001, ISO20000 and ISO 18001. Last three mentioned in this notice are written in red and they are very unusual. Furthermore there is just one company in region that has all of these certificates so we consider it as not fair competition. On all large supply tenders that has been published by ECD in past three years</p>	<p>No change to the selection criteria as stated in article 16 of the published Contract Notice is intended by the Contracting Authority.</p>

No.	Question	Answer
	<p>which scope was greater than current one (EuropeAid/133145, 131182, 130160, 127295, 129444) only on first two mentioned tenders, request was that tenderers operates under certificate ISO9001. On others three there were no requests concerning ISO certificates at all. Due to that fact and apparent unnecessary for having all mentioned ISO certificate could you please consider exclusion of this request especially for three (ISO14001, ISO20000 and ISO 18001) written in red?</p>	
<i>Part I - server infrastructure</i>		
29	<p>1 a. Only one producer has racks of 1075mm depth. Is it acceptable to offer racks of 1050mm depth?</p>	<p>See answer to question no. 1.</p>
30	<p>1 d. Only one rack producer supports dynamic load capacity of 1360kg. Is it acceptable to offer dynamic load capacity of 1000Kg?</p>	<p>See answer to question no. 2.</p>
31	<p>2 b. Only one vendor has console with asked features. Can you please confirm that is acceptable to offer TFT rack console with min 1280x1024 resolution, 17", brightness 250cd/m2, typical contrast 450:1?</p>	<p>See answer to question no. 3.</p>
32	<p>3 d. It is asked for KVM option. Is it acceptable to offer KVM thru IP network?</p>	<p>See answer to question no. 4.</p>
33	<p>3 e. It is asked for min 10 (ten) active cooling fans. Since only one HP C7000 blade chassis has 10 fan modules, is it acceptable to offer chassis with 6 modules?</p>	<p>See answer to question no. 5.</p>
34	<p>3 f. Since 1Gb blade switches are only suitable for one vendor – HP, is it acceptable to offer switch compatible with blades with 8 Network cooper ports and with additional four 1 Gb SFP ports for uplink?</p>	<p>See answer to question no. 6.</p>
35	<p>3 f. It is asked for IBNS in security features of blade switch. Since this features can only be supported for two vendors, is it acceptable to offer switch without Identity Based Networking Services but with equivalent security</p>	<p>See answer to question no. 7.</p>

No.	Question	Answer
	features - Layer 2/3/4 Access Control Lists; Remote Authentication Dial In User Service (RADIUS) client; Terminal Access Controller Access Control System (TACACS+) client and Secure Sockets Layer (SSL) version 3 and Transport Layer Security (TLS) version 1?	
36	4 b. It is asked for a CPUs on min 2.9GHz, 6 cores and 15MB cache. Since this CPU with other specification of blade servers (specification 4 a-i) only one vendor can fulfill, please confirm what is acceptable to offer blade servers with 2xCPU 2.4GHz, 6 cores with 12 threats and 15MB cache?	See answer to question no. 8.
37	5 b. It is asked for a CPUs on min 2.4GHz, 4 cores and 10MB cache. Since this CPU with other specification of blade servers (specification 5 a-i) only one vendor can fulfill, please confirm what is acceptable to offer blade servers with CPUs 2.2GHz, 4 cores with 4 threats and 10MB cache?	See answer to question no. 9.
38	6 b. It is asked for a CPUs on min 2.6GHz, 8 cores and 20MB cache. Since this CPU with other specification of blade servers (specification 6 a-i) only one vendor can fulfill, please confirm what is acceptable to offer blade servers with CPUs 2.3GHz, 8 cores with 16 threats and 20MB cache?	See answer to question no. 10.
39	7 h. It is asked for a min 460W PSU. Only HP servers have 460W PSUs, so is it acceptable to offer min 450W PSU in order other server vendors can compete in same type of product?	See answer to question no. 11.
<i>Part II – storage infrastructure, item 12, storage system</i>		
40	c. You request “unified system (SAN and NAS)” with additional HW upgrade.  Question: Does this mean that in this moment offered storage should be only SAN with support to work as NAS also with hw.upgrade when needed?	See answer to question no. 12.



No.	Question	Answer
41	<p>i. You request 104 x 300GB SAS 10k 3,5".</p> <p>Question: In this moment in HDD market is also possible to offer 300GB SAS 10k 2,5" which consume less power and less disk shelf space. Is it allowed to offer 300GB SAS 10k 2,5" instead of same type but 3,5"?</p>	See answer to question no. 13.
42	<p>j. You request RAID 3. This RAID level is not used very often when you have more advance RAID levels like 1,10.5 or 6.</p> <p>Question: Is it allowed to offer storage which support more than you request instead of RAID 3, like 1,10,5,50 and 6?</p>	See answer to question no. 14.
43	<p><i>Item 13, VTL</i></p> <p>p. You request support 50 snapshots.</p> <p>Question: Is it allowed to offer different type of technology which has a better performance and higher write speed (higher bandwidth and shorter backup windows) 8TB/h but which offer unlimited creation snapshots and optimized synthetic backups (forever) through offered backup software?</p>	See answer to question no. 15.
44	<p>q. You request support for data archiving.</p> <p>Question: Is it allowed that data archiving be covered by offered backup/archiving software which support WORM and locking functionality?</p>	See answer to question no. 16.
45	<p><i>Item 15, telepresence server</i></p> <p>o. Support for two independent network interfaces – one for the inside and one for the outside zone</p> <p>Question: Is this required as an operational feature provided with the system or just as a supported feature (for future use) which can be enabled with appropriate license key?</p>	The feature is required for operational use. If an appropriate license key is needed to enable this function, than that license has to be part of the offer.
46	<p><i>Item 15, telepresence server</i></p> <p>i. Support for two HDMI outputs with supported formats...</p> <p>Question: Is it required to use both video outputs at the same time with the provided</p>	As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers "may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with

No.	Question	Answer
	system, or can this be enabled in the future with appropriate license key?	<p><i>the minimum requirements".</i></p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
47	Server infrastructure item no. 3, blade enclosure, sub-item b, as solutions of some hardware manufacturers on the market offer 4 interconnections by taking only 3 redundant 10 slots, could you accept enclosure with 6 redundant - 6 in total 10 modules?	<p>As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers <i>"may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
48	Server infrastructure item no. 3, blade enclosure, sub-item d, could you accept blade enclosure with singular kvm option?	<p>Offers being equivalent to the requested minimum requirements may be considered.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
49	Server infrastructure, item no. 8, rack UPS type 1, sub-item b, will you accept UPS with power output of 5600W?	<p>As per section 0.1 "Minimum requirements and supporting documentation" of Annex II+III, tenderers <i>"may offer better specs, with improved, additional or new features, but must not provide offer not strictly complying with the minimum requirements"</i>.</p> <p>Please note that in line with section 4.3.4 of the Practical Guide <i>"the Contracting Authority cannot give a prior opinion on the assessment of the tender"</i>.</p>
50	As published version of Technical Specification is scan it could be filled only by hand. Is it acceptable to create our pdf or word version of mentioned document with same predefined text in column 1 and 2, so we could complete column 3 and 4 on computer?	<p>It is up to the Tenderer to decide which editing tools it uses to fill in the technical offer, provided it follows the published format of Annex II+III and is in line with the relevant instructions contained in it elsewhere in the Tender Dossier.</p>