EUROPEAN UNION

Delegation of the European Union to Bosnia and Herzegovina

<u>Clarification No. 1</u>

Project Title: **"Technical strengthening of the capacities of the Ministry for Human Rights and Refugees and the social service providers", Bosnia and Herzegovina**

Publication reference: **EuropeAid/136086/DH/SUP/BA;**

Tender No: **EC/BiH/TEN/14/020**

Question 1:   Item no. 1.1. Blade Enclosure

a) Only two vendors of enterprise system hardware offer equipment that fully complies with the given specification. Please revise the specification to offer open and fair completion.

b) Please clarify is it necessary to offer two 24x10GB blade interconnection modules.

c) Please clarify is it necessary to offer two (2) or four (4) 10 Gb SFP+ 5m cables.

d) Blade chassis should have redundant connectivity with central switch. Please clarify is central switch already present on-site and what brand/model?

Answer 1:

a) Our market research confirms that there are more than two products produced by different manufacturers, which meet both the technical specifications requirements and are of IPA authorized eligible origin.

However, to further expand the competition, please See Corrigendum No.1 to Tender Dossier.

b) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, Point 1;

c) Please see answer b) above.

d) Yes, two central switches exist - Cisco nexus 5548. The relevant item offered must be compatible.

Question 2:   Item no. 1.2. Blade servers

a) Only two vendors of enterprise system hardware offer equipment that fully complies with the given specification. Please revise the specification to offer open and fair completion.

b) Requested processor is previous generation model. Current generation processors with at least 12 cores have lower clock speed. Please clarify will 2.1 GHz (2.8 GHz turbo) be accepted as adequate equivalent from the actual (newer) generation?

c) Is it acceptable to offer 4x half height blade servers with 2x processors? In this way adequate equivalent in space consumption with better memory / processing power will be offered.
Please note that only two vendors can offer requested equipment – (min. 16 half height blade slots and full height servers).

d) Is it acceptable to offer Solid State Drive for installing OS?

e) Oracle Solaris is usually not supported in last generation servers.
Is it acceptable to offer support for Oracle Linux in place of Oracle Solaris?

Answer 2:

a) Our market research confirms that there are more than two products produced by different manufacturers, which meet both the technical specifications requirements and are of IPA authorized eligible origin.

However, to further expand the competition, please See Corrigendum No.1 to Tender Dossier.

b) Minimum requirements set in the technical specification must be met.

c) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 2 a).

d) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 2 b).

e) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 2 c).

Question 3:   Item no. 1.3. Storage subsystem

a) There are four (4) SSD drives specified for storage subsystem. Please clarify are these drives for data caching or data storage.

b) There are eight (8) iSCSI ports requested in storage subsystems. Request for this high number of iSCSI ports is unusual; please clarify how this subsystem should be connected to the IT environment?

If there is no practical use of this high number of iSCSI ports, please revise this number to at least four (4) ports.

Answer 3:

a) Disks can be used for both caching and data storage.

b) Minimum requirements set in the Technical Specification must be met.

Question 4:   Item no. 1.4. Backup Hardware

a) There is a request for unlimited number of hosts supported.
As this request is unusual, please revise this number to industry standard 1024 or 2048.

b) Please clarify the request "Server and Configuration management: appliance based built in or supplied with subsystem".

Answer 4:

a) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 3;

b) Minimum requirements set in the Technical Specifications must be met;

Question 5:   Item no. 1.6 Firewall Type 1 and Item no. 1.7 Firewall Type 2

a) It is required that both firewall have „OS Features: Advanced Threat Protection, Client Reputation Analysis, Feature Select, Contextual Visibility, Extended Single Sign-On, On-Device Sandbox, Cloud-Based Sandbox, Per-Device Security Policies, Secure Guest Access, Enterprise-class Firewall, VPN - IPSec and SSL, SSL-encrypted Traffic Inspection, Antivirus / Antispyware, Antispam, Intrusion Prevention System (IPS), Data Loss Prevention (DLP), Flow-based Inspection Options, Web Filtering, Application Control, Endpoint Network Access Control (NAC), Vulnerability Management, Monitoring, Logging and Reporting, WAN Optimization, Wireless Controller, VoIP Security, Central Management, Virtual Domains, High Availability, Layer 2/3 Routing Services, IPv6-Ready". Most of these unique features specified are due to exact copying of features and specifications of Fortigate FortiOS. Some of them are only useful in rare specific deployment cases. We kindly ask you to remove the unique features specified in order to open the specification to several vendors and in that case you will achieve fair and transparent competition and lower offering prices.

b) In „Management/Administration Options" it is required that both firewall support Multilanguage Support and TFTP upgrade and changes. Will be acceptable to offer appliance without this feature?

c) Is it required that you made a mistake when writing specifications because the practice has shown that a new generation firewalls with this performance, due to the large number of logs that are generated, must have a larger disk. If an error is made when writing the specifications, how much disk space should have this firewall?

d) It is required that both firewall can be centrally managed.

      a) Is there a requirement for centralized management software?

      b) Is there a requirement for local disk storage for centralized management?

      c) Is there a requirement for endpoint and mobile security solution to be part of central management?

Answer 5:

a) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, points 5. c) and 6. c);

b) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, points 5. b) and 6. b);

c) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 5. a);

d):
      a) Yes, centralized management software is required for all firewalls.

      b) Yes, centralize management software is required.

      c) No, it is not required for the endpoint and mobile security solutions to be part of central management.

Question 6:   Item no. 1.6 Firewall Type 1

a) It is required that firewall have 4 Gbps VPN throughput and we kindly ask you to reduce this value below 1.5 Gbps in order to open the specification to several vendors and in that case you will achieve fair and transparent competition and lower offering prices.

b) What are requirements for IPS througput?

Answer 6:

a) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 5. a)

b) Same as answer a) above;

Question 7: **Item no. 1.7 Firewall Type 2**

a) It is required that firewall have 1 Gbps VPN throughput and we kindly ask you to reduce this value below 0.4 Gbps in order to open the specification to several vendors and in that case you will achieve fair and transparent competition and lower offering prices.

b) It is required that firewall have minimum 8x 10/100/1000Mbps interface and we kindly ask you to reduce this value below 6x 10/100/1000Mbps interface to open the specification to several vendors and in that case you will achieve fair and transparent competition and lower offering prices.

c) What are requirements for IPS throughput?

Answer 7:

a) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 6. a);

b) Same as answer a) above;

c) Same as answers a) and b) above;

Question 8: **Item no. 1.8 Web Application Firewall**

a) In „Deployment Options" it is required that Web Application Firewall can work in Inline Transparent mode. Will be acceptable to offer appliance without this feature?

b) It is required that firewall have minimum 1 TB storage and we kindly ask you to reduce this value below 500 GB storage to open the specification to several vendors and in that case you will achieve fair and transparent competition and lower offering prices.

Answer 8:

a) Minimum requirements set in the Technical Specifications must be met.

b) Minimum requirements set in the Technical specifications must be met.

Question 9: **Item no. 1.9 DDoS Protection Appliance**

a) It is required that DDoS protection appliance support feature „Geo-location ACLs". Will be acceptable to offer appliance without this feature?

b) It is required that DDoS protection appliance have „Storage Min. 400GB SSD". Is this requirement mandatory or optional?

c) What is minimal number of device througput for DDoS protection appliance?

d) For DDoS protection appliance, will be acceptable solution with interfaces 10x GE RJ45 instead of 12x GE RJ45?

e) For DDoS appliance, will be acceptable solution with latency 60 microseconds instead of 52 microseconds?

f) In „Packet Inspection Technology" it is required that DDoS protection appliance have Heuristic Analysis and Predictive Behavioral Analysis. Will be acceptable to offer appliance without this feature?

Answer 9:

a) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 7. b)

b) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 7. a);

c) Throughput minimum 6Gbps, as per the Technical Specifications.

d) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 7. a);

e) Same as Answer d) above;

f) Minimum requirements set in the Technical Specifications must be met.

Question 10:   Item no. 1.10 LAN Switch – Central location

a) It is required to offer switch with "Power supply: Min. 350W".
It's very strange that you set a limit for power supply to minimum value of 350W. Is it acceptable to offer switch with 300W power supply?

a) It is required to offer switch with "Ports: Min. 48 RJ-45 autosensing 10/100/1000 ports
(IEEE 802.3 Type 10BASE-T, IEEE 802.3u Type 100BASE-TX, IEEE 802.3ab Type 1000BASET),
2 auto-sensing 10/100/1000 Base-T or SFP, 2 fixed 1000/10000 SFP+ ports, 1 RJ-45 serial console port, Min. 2 x 10GbE SFP+ ports"
In the specification above it is confusing that you want to have switch with 2 fixed 1000/10000 SFP+ ports and also with Min. 2 x 10GbE SFP+ ports. Is it acceptable to offer switch with "Ports: Min. 48 RJ-45 autosensing 10/100/1000 ports (IEEE 802.3 Type10BASE-T, IEEE 802.3u Type 100BASE-TX, IEEE 802.3ab Type 1000BASE-T), 4 x 100/1000BASE-X (SFP) unpopulated ports, 1 x Serial (console port), 1 x 10/100BASE-Tout-of-band management port, 1 x USB port, 2 x 10GbE SFP+ port interface module with unpopulated ports" and does the SFP ports need to be populated and if yes, which SFP module we must offer: Multi-mode or Single-mode?

Answer 10:

a) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 8. a)

a) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 8. b)

Question11:   Item no. 1.11 LAN switch – Remote location

a) It is required to offer switch with "Ports: Min. 24 RJ-45 autosensing 10/100/1000 ports, 4fixed Gigabit Ethernet SFP ports, 1 RJ-45 or USB serial console port". Does the SFP ports need to be populated and if yes, which SFP module we must offer: Multi-mode or Singlemode?

Answer 11: No, the the SFP ports do not need to be populated.

Question 12:   Item no. 1.12 Server licenses

It is required to offer Enterprise Server Operating system, Server licence.

a) Please clarify on what servers will these licenses be used, what socket number.

b) For what application/purpose will these licenses be used, and what functionality should they have built in.

c) Is it acceptable to offer Enterprise grade Linux OS?

Answer 12:

a) Licences will be used on servers described in the Technical Specifications for Item 1.2;

b) It will be used for applications described in the Technical Specifications for Item 2;

c) Minimum requirements set in the Technical Specifications must be met;

Question 13:   Item no. 1.13 Database Server

a) Please clarify number of database users

b) Please clarify what hardware will be used for this database and core number

c) Please clarify what is "Database procedural language support".

d) SQL-92 standard is obsolete, please remove this request.

e) Requests for "Procedures, Functions and Packages inside the database" is Oracle feature, please remove this request.

Answer 13:

a) The number of users is scalable and cannot be specified;

b) Hardware to be used is described in the Technical Specifications for Item 1.2;

c) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 9.

d) Same as answer c) above

e) Same as answers b) and c) above

Question 14:   Item no. 1.14 Rack and Power Distribution

a) Please clarify what is "Remote Monitored over LAN, Vertical"?

Answer 14: Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 10.

Question 15:   Item no. 1.15 Portable (laptops)

a) Please clarify what kind of operating system should be preinstalled. What functions and features should it have built in?

b) Last generation (generation 5) of Intel mobile processors have lower clock speeds and number of cores. These processors have CUP Passmark rating below 4000.

Please revise the Passmark score to at least 3500 in order to be able to offer last generation laptops.

c) Please clarify "Memory Min 4 Go"?

Answer 15:

a) The preinstalled operating system with the possibility of integration with the existing Windows domain network environment;

b) Minimum requirements set in the Technical Specifications must be met;

c) Please see Corrigendum No.1 to Tender Dossier, Annex II + III, Technical Specifications and Technical Offer, point 11.

Question 16: In 1.1 Description of the assignment is stated "One of the main problems in this monitoring process is data gathering, which includes many different institutions on all levels (state, entity, cantonal and municipality) as well as many other sources (individual contacts, international statistical organizations etc). MHRR has alternatively low influence of MHRR on these institutions with regards to data gathering. "Please provide us with detail list of all institution that will provide data in data gathering process? Please provide us with list of other sources? Please provide us with data, data format that will be gathered from other institutions? Please clarify on which way data will be gathered from other institutions?

Answer 16: For answers to questions 16 to 63 (except questions 26, 28, 58, 61 and 62) please refer to Annex I of the Technical Specification, including detailed description of the monitoring processes within the Ministry for Human Rights and Refuges, where it is expected from the contractor (also referred to as implementing company in the above-mentioned Annex I to TS) to prepare a detailed analysis and description of the assignment.

Question 17: In 1.1.ii Description of the assignment is stated "The data coming from external and internal sources needs to be organized in a structured way in an single, integrated database. Database will be used by all sectors and clerks in the Ministry, according to predefined access rules and privileges. ". Please provide us information about estimated amount of data coming from external or internal sources?

Answer 17: Please see Answer 16.

Question 18: In 1.1.iv Description of the assignment is stated "Addressing this issue is partly out of the scope of this project, but there are some elements that can be implemented. Solution will have to include different technical ways of data exchange : Direct access and data entry to the system through Web applications, system for electronic questionnaires with online access, Web services interfaces for connecting existing information systems and exchange data, import/export module for handling data in other specific formats (Excel, txt, etc.)". Please refer us to the detail design, platform, development environment and database of existing information systems.

Answer 18: Please see Answer 16.

Question 19: In 1.2 Specific activities is stated "Design Internal Web application system for Ministry of Human Rights and Refuges, for internal user and appropriate external institution, which will be an integration platform for previously designed application modules". Can you please provide us with detailed specification of above mentioned integration platform?

Answer 19: Please see Answer 16.

Question 20: In 1.2 Specific activities is stated "Provide integration with existing External Web Portal, for public users. Provide automated procedures for integrating Database information with public Portal". Can you provide us with detailed specification of existing External Web portal?
Who will be responsible for above mentioned integration? Which information from database will be published on public portal and in which format?

Answer 20: Please see Answer 16.

Question 21: In 1.2 Specific activities is stated "Construction of specific workflows (all workflows specified in the Detail Design) for reporting and data gathering activities ". Can you provide us with detailed specification above mentioned specific workflows? Can you provide us number of specific workflows?

Answer 21: Please see Answer 16.

Question 22: In 2.1.1.i Functional requirements is stated "Statistical reports on the DMS".
Can you provide us detail specification, number, search parameters and design of requested statistical reports?

Answer 22: Please see Answer 16.

Question 23: In 2.1.1.i Functional requirements is stated "Integration with eMonitoring system database".
Can you provide us with specification and scope of work of requested integration?

Answer 23: Please see Answer 16.

Question 24: In 2.1.1.i Functional requirements is stated "Implementation of full and detailed user training".
Can clarify exactly what is the scope and method of user training?

Answer 24: Please see Answer 16.

Question 25: In 2.1.1.i Functional requirements is stated "Including external data sources into workflow design". Can you provide us with list and specification of external data sources?

Answer 25: Please see Answer 16.

Question 26: In 2.1.1.iii Nonfunctional requirements is stated "The DMS data center will have a database and application architecture based on the following requirements:". Can you explain what is DMS data center?

Answer 26: Please refer to Annex I to the Technical Specifications, section 2.1.1 for description of the DMS data center requirements.

Question 27: In 2.1.1.iii Nonfunctional requirements is stated "System should be implemented under enterprise standards, including coding standards, deployment standards, modular application design, application frameworks, etc.;" Can you provide us list of enterprise standards that you require?

Answer 27: Please see Answer 16.

Question 28: In 2.1.1.iii Nonfunctional requirements is stated "Since the system must enable and

contain an advanced workflow component as one of its key components – supporting defined workflow for report generation and data gathering as well as generic workflow process (creation of new workflows for new process of case management), it must support the following requirements:

WPDL (Workflow Process Definition Language) – WfMC;

XPDL (XML Workflow Process Definition Language) – WfMC;

BPMN (Business Process Modeling Notation) – BPMI;

BPML (Business Process Modeling Language);

BPQL (Business Process Query Language);

BPSS (Business Process Specification Schema) – ebXML;

BPDL (Business Process Describing Language);

EPC (Event-Driven Process Chains) – SAP;

ICN (The Information-Control Nets)."

Can you explain necessity and usability of all above mentioned standards?

Answer 28: Nonfunctional requirements remain as described in Annex I to the Technical Specifications.

Question 29: In 2.1.1.iii Nonfunctional requirements is stated "Access rights through Active Directory (integrated)". Does this means that DMS should have integrated module for Active directory? If yes, could you explain the reason? Does the MHHR has implemented Active directory?

Answer 29: Please see Answer 16.

Question 30: In 2.1.1.iii Nonfunctional requirements is stated "Looking at integration with other systems, DMS should be integrated with Web portal and e-mail systems. This function will include:
 Receiving and sending mails (using POP3 and SMTP) and unlimited number of mail
accounts;
 Mail notifications and integrated process workflow management which supports attaching
emails to specific case action (within a particular document or group of documents)."
Please provide us with mode details that describe integration of DMS with Web portal and email?
Does this mean integration with internal or external Web portal? Can you provide information regarding currently implemented email server?

Answer 30: Please see Answer 16.

Question 31: In 2.1.1.iii Nonfunctional requirements is stated "The different set of interfaces with external information systems must exist, allowing interfaces with documents created in a variety of applications, including Word, Excel, Access, PowerPoint and Outlook while imposing high level of control over the creation, storage and usage of documents."
Can you provide us with specification of above mentioned different set of interfaces?

Answer 31: Please see Answer 16.

Question 32: In 2.4.2 Integration with existing infrastructure is stated "It must be possible to integrate the proposed e services with all Ministry existing information systems and infrastructure platforms."
Who will provide support for currently existing information systems?
Can you provide us with the list of requested e-services?
Can you provide us with specification of existing information systems and infrastructure platforms?

Answer 32: Please see Answer 16.

Question 33: In 2.4.3 User experience is stated "Enterprise portal provides all of these requirements, enabling developers to create independent modules – portlets, which will have exactlly the same user experience as the other portal modules". Can you define what you mean when you say Enterprise portal? Can you provide us detail specification of above mentioned Enterprise portal? Is Enterprise portal part of this tender procedure since we are unable to find technical specification?

Answer 33: Please see Answer 16.

Question 34: In 2.4.8 Security is stated "There will be no direct connection to the central database, all communication will be done using Web Services, with secure access through the Enterprise Portal "
Can you provide us with technical specification of requested Enterprise portal?

Answer 34: Please see Answer 16.

Question 35: In 1.1.IV Description of assignment is stated "Connectivity to external sources of data. Addressing this issue is partly out of the scope of this project, but there are some elements that can be implemented. Solution will have to include different technical ways of data exchange:
Direct access and data entry to the system through Web applications, system for electronic questionnaire with online access, Web services interfaces for connecting existing information systems and exchange data, import/export module for handling data in other specific formats (Excel, txt, etc.)".
Can you clarify and explain what is in the scope of the project regarding connectivity to external sources of data?
Can you provide us with information exactly which specific format must me supported for import export module?

Answer 35: Please see Answer 16.

Question 36: In 1.2 Specific activities is stated "conduct a detailed analysis of relevant business processes in the Ministry, suggest necessary redesign and process optimization".
Can you clarify an explain what are relevant business processes?
Can you provide us with information how many relevant business processes exists?

Answer 36: Please see Answer 16.

Question 37: In 1.2 Specific activities is stated "Delivery of standard DMS software components"
Can you clarify what standard DMS software components exactly means?

Answer 37: Please see Answer 16.

Question 38: In 2.1.1 Functional requirements is stated "The Document Management System (DMS) in the MHRR will support services and processes within the institution...".
Can you provide us with detail information of about above mentioned services and processes? What are they?
What is exact number of them?

Answer 38: Please see Answer 16.

Question 39: In 2.1.1 Functional requirements is stated "Distribution of documents and monitoring using different notification mechanisms"
Can you explain and describe what are different notification mechanisms?

Answer 39: Please see Answer 16.

Question 40: In 2.1.1.iii Nonfunctional requirements is stated "The system must run without any problems on the existing workstations within the Ministry."
Can you provide us with hardware and software configuration of the existing workstation within the Ministry?

Answer 40: Please see Answer 16.

Question 41: In 2.1.1.iii Nonfunctional requirements is stated "Application must guarantee appropriate authentication, logging and monitoring mechanisms; "
Can you confirm that this functionality will be implemented using current Active directory?

Answer 41: Please see Answer 16.

Question 42: In 2.1.1.iii Nonfunctional requirements, Integration and interoperability is stated
"Although DMS cannot ensure that institutions work together through seamless procedures including
electronic exchange of documents, processes and workflow transactions, the system must ensure an
extensive array of data exchange options in between different information system. "
Can you exactly define and explain what is extensive array of data exchange options between different
information systems? Can you provide us with list of required array of data exchange options between
different information systems?

Answer 42: Please see Answer 16.

Question 43: In 2.5 Summary of functional requirements is stated "Provide basic reporting functionality".
Can you explain and describe what is basic reporting functionality?

Answer 43: Please see Answer 16.

Question 44: In 1.2 Specific activities of SECTION 2: System Description is stated "Construction of
specific workflows (all workflows specified in the Detail Design) for reporting and data gathering
activities".
Please refer us to the detailed design, or other documentation which describes the necessary workflows.

Answer 44: Please see Answer 16.

Question 45: In 1.2 Specific activities of SECTION 2: System Description is stated "Full integration of
DMS with eMonitoring system, by means of possibility to integrate data from eMonitoring system into
user documents and templates in DMS".
Please describe the goal of integration i.e. in what way will the documents/forms be used in the DMS
system.

Answer 45: Please see Answer 16.

Question 46: In 2.1.1 Functional Requirements, ii) Common requirements of SECTION 2: System
Description is stated "Powerful search feature".
Please clarify the meaning of powerful search.

Answer 46: Please see Answer 16.

Question 47: In 2.1.1 Functional Requirements, ii) Specific requirements of SECTION 2: System
Description is stated "Including external data sources into workflow design".
Please clarify this requirement.

Answer 47: Please see Answer 16.

Question 48: In 2.1.1 Functional Requirements, ii) Specific requirements of SECTION 2: System
Description is stated "Provide solution for entry, creating and registration of documents and appropriate
classification and creation of a 'Report Case' (group of document which are defined as a source of data for
specific report".
Please clarify this requirement. Does this feature imply to creation of folders containing classified /
categorized documents for each case?

Answer 48: Please see Answer 16.

Question 49: In 2.1.1 Functional Requirements, ii) Specific requirements of SECTION 2: System
Description is stated "Provide solution for flexible metadata management, including creating new metadata
and changing existing ones".

What do you mean by changing existing metadata?

Does it refer to the templates or already created documents with existing metadata?

If the request is for change of meta-dated for existing documents, in what way do you expect to preserve the integrity of documents within the DMS system?

Answer 49: Please see Answer 16.

Question 50: In 2.1.1 Functional Requirements, ii) Specific requirements of SECTION 2: System Description is stated "Design solution for reporting based on different metadata and document information".

Does this refer to the reporting system requested in 2.2.3 Reporting system of SECTION 2: System Description or an additional reporting solution is expected within the DMS system?

Answer 50: Please see Answer 16.

Question 51: In 2.1.1 Functional Requirements, iii)Nonfunctional requirements, Customization tools of SECTION 2: System Description, a list of specific customization tools is given.

What are the expectations concerning the customization tools?

Answer 51: Please see Answer 16.

Question 52: In 2.1.1 Functional Requirements, iii)Integration and interoperability, of SECTION 2: System Description is stated "The implementing company must define integrating techniques that could be applied to make an integrated and personalized point of view for DMS users in order to access all relevant data from the system".

Please specify the data to be viewed in the DMS system, the form in which they are expected and from which systems.

Answer 52: Please see Answer 16.

Question 53: In 2.1.1 Functional Requirements, iii)Integration and interoperability, of SECTION 2: System Description is stated "DMS must enable fax server integration i.e. automatic capture fax cover data into DMS including caller ID checking and validation".

Please specify the type of fax server in use.

Answer 53: Please see Answer 16.

Question 54: In 2.4.3 Capacity planning of the System of SECTION 2: System Description for the DMS solution you state "Number of Workflows: 200".

Is 200 number of workflows that will be implemented in this project?

Answer 54: Please see Answer 16.

Question 55: Concerning the requests for Interoperability with other institutions given in 2.1.1Functional Requirements, iii) Integration and interoperability, of SECTION 2: System Description, please clarify whether you expect users from other institutions to have access to the DMS system.

If not, please describe a process between MHRR and another institution.

Answer 55: Please see Answer 16.

Question 56: In 2.1.1 Functional Requirements, iii) Integration and interoperability, User interface of SECTION 2: System Description is stated "Enabling intelligent input".

Please clarify the meaning of "Intelligent input" in the context of user interface?

Answer 56: Please see Answer 16.

Question 57: In 2.4.3 User experience of the System of SECTION 2: System Description is stated "Using

Enterprise portal also guarantees that solution will work in the same way on other platform – mobile users who will access the portal and portlets with variety of phone and tablet devices, having again the same user experience". Does this also refer to the DMS system?

Answer 57: Please see Answer 16.

Question 58. In 2.4.3 Capacity planning of the System of SECTION 2: System Description for the DMS solution you state the number of user licenses – 100 full access and 40 read-only licenses. In ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER document (Point 1.16) only the full access licenses are requested.
Please clarify.

Answer 58: Please consider the 100 full licenses only.

Question 59: In 2.4.3 Capacity planning of the System of SECTION 2: System Description for the DMS solution you state "Expected number of documents / records: 40.000 per year".

a. Is this the number of documents to be stored in the DMS repository?

b. Do you expect digitalization of hard-copy documents?
If yes, please state the number of expected document for digitalization on a yearly base.

Answer 59: Please see Answer 16.

Question 60: In 2.4.3 Capacity planning of the System of SECTION 2: System Description for the DMS solution you state "Number of Workflows: 200".

c. Which are the procedures that cover the expected 200 workflows? Please give an example.

a. Do you expect all processes to be fully automated?

Answer 60: Please see Answer 16.

Question 61: In Lot 1 is required and delivery of hardware (1.1-1.15) and software (1:16 to 1:18), all in one lot which significantly narrows the competition. Most of major companies that deal with hardware do not have required software in their portfolio.
Is there a possibility to separate hardware and software into two separate Lots, as is common practice in public procurement?

Answer 61: No, it is not possible to separate the supplies into separate lots.

Question 62: In the special and general conditions of the procurement are clearly specified rules regarding the origin of the goods that are offered. We kindly ask for clarification / instruction about how to prove the origin of the solution which is based on open-source technology? Open source technology is available to everyone on a grant basis and bidder would made adjustments and implementation according to technical specifications.

Answer 62: The origin of the solution which is based on open source technology is defined by the nationality of the economic operator who made adjustments and implementation according to technical specifications.

Question 63: In ANNEX II + III:TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, Point 1.18 Solution
for integration and data transfer you requested solution with following functionalities:"
☐ Web Services data integration
☐ Module Import and export using Excel
☐ Web based data entry module for external users – data sources"

Please clarify to which part of system module import and export using Excel will be used? What type of data will be used for data entry from external users-data sources? Can you explain in more details requirement Web based data entry module for external users – data sources since it is very generic?

Answer 63: Please see Answer 16.

Question 64:
Our detailed analysis on ANNEX il + III: TECHNICAL SPECIFICATIONS for Lot No.1, items 1.6 -1.9 shows that specifications are written In a way that only one vendor and one particular model per item complies.

The compliant models and reasons for single vendor compliance are described in the following table:

Item No.	Description	Single Compliant Model	Features unique for this device
1.6	Firewall Type 1	FortiGate 300C	• Management/Administration Options: System Software Rollback • OS Features: Client Reputation Analysis, Feature Select, Contextual Visibility, On-Device Sandbox, Flow-based Inspection Options, Vulnerability Management, WAN Optimization, Wireless Controller, VoIP Security
1.7	Firewall Type 2	FortiGate 200D	• Management/Administration Options; System Software Rollback • OS Features; Client Reputation Analysis, Feature Select. Contextual Visibility, On-Device Sandbox, Flow-based Inspection Options, Endpoint Network Access Control (NAC), Vulnerability Management, WAN Optimization, Wireless Controller, VoIP Security
1.8	Web Application Firewall	FortiWeb	• Protection: Cross Site Scripting, SQL Injection, Session Hijacking, Cookie Tampering /Poisoning, Cross Site Request Forgery, Command injection. Remote File Inclusion, Forms Tampering, Hidden Field Manipulation, Outbound Data Leakage, HTTP Request Smuggling. Remote File Inclusion, Encoding Attacks, Broken Access Control, Forceful Browsing, Directory Traversal, Site Reconnaissance, Search Engine, Hacking, Brute Force Login, Access Rate Control, Schema Poisoning, XML Parameter Tampering, XML, Intrusion Prevention, WSDL Scanning, Recursive Payload, External Entity Attack, Buffer Overflows, Denial of Service.
1.9	DDoS Protection Appliance	FortiDDoS - 800B	• Features: Geo-location ACLs

Most of these unique features specified are due to exact copying of features and specifications of Fortigate FortiOS (httD://www.fortinet.com/products/fortìaate/network-os-fortios.htmì), some of them are only useful in rare specific deployment cases.
As such a practice prevents fair and transparent competition we kindly ask you to remove the unique features specified in order to open the specification to several vendors' offerings and achieve fair and transparent competition and lower offering prices.

Answer 64: Please see Answers 5 – 9 above.