



EUROPEAN UNION

Delegation of the European Union to Bosnia and Herzegovina

Clarification No. 1

Project Title: Supply of ICT Equipment for IDDEEA and Judicial Institutions in BiH

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Tender No: EC/BiH/09/034

Lot 1

Question 1: There is no installation or commissioning mentioned for Lot 1 in the tender dossier. Is delivering all the goods to the mentioned address in Lot 1 written below enough or is there a need to install and commission? If so to how many locations and the what are their addresses?

Answer 1: There is no installation or commissioning for Lot 1.
The address for delivering all the goods for Lot 1 is provided in the Technical Specifications.

Question 2: Could you please provide us your network topology overview if available?

Answer 2: No, it is not possible to provide the network topology overview for security reasons.

Question 3: Could you please clarify the required type of air interface for point to multipoint BTS/CPE products required? Namely, as the combination of 3,5 MHz and 5MHz channels is not common we kindly ask you to clarify us if by tender is required to provide mobile WiMAX or fixed WiMAX equipment preferably (IEEE 802.16-2004 or IEEE 802.16-2005)?

Answer 3: Fixed FDD, channel 1,75MHz, 3,5Mhz, 7Mhz

Question 4: Information regarding detailed network topology? Please provide us same if available.

Answer 4: Please see Answer 2.

Question 5: Information regarding target cell ranges, traffic volumes?

Answer 5: Bandwidth per single user: CPE should support up to 20Mbps aggregate capacity.

Question 6: Additional information regarding planned sites, specific requirements, preferred BTS solution (Indoor or outdoor) if any available at this moment?

Answer 6: The EU Delegation provided site visit for Lot 17, as indicated in the Tender documentation, Article 14 Clarification meeting / site visit of the Instructions to Tenderers.

Question 7: How big will be the future expected growth potential on BTS/CPE quantity in topic network?

Answer 7: We have no information of the future growth of this network.

Question 8: Item 1.2 Most of today's communications devices are modular by design **and** can be configured in various ways. Therefore, we are asking you to clarify for us the following: must the offered configuration include a Stacking Module or should it only be a supported option?

Answer8: As provided in the Technical Specifications for item 1.2, the L3 switch should be stackable, but no stacking module is required.

Question 9: In LOT1 the CPE is describe to operate in FDD technology and BS is describe to operate on TDD technology, in what technology should operate the equipment in TDD or in FDD?

Answer 9: [Please see Corrigendum No. 3.](#)

Question 10: In LOT 1 and in LOT 17 does the offered equipment should be intergrated in existing network management system or offer the new network management system for the equipment?

Answer 10: Offered equipment for Lot 1 will be integrated in the existing network management system in the future and it is not the subject of this tender.

Lot 2

Question 11: Item 2.3 storage; In the Technical Specifications an "Unlimited number of supported hosts" is required.

All known top storage vendors have some limitations in regards to the supported hosts number, therefore we ask you to limit the number of supported hosts that is required. This class of storage usually requires a number of supported hosts between 64 and 128, therefore we ask you to confirm will the number of supported hosts 128 be sufficient?

Answer 11: The number of supported hosts should be 256 or more.

Question 12: Item 2.6 In the technical specification you require Serial, parallel and s-video intrafaces. Please confirm will computers with USB adapters that allow serial and parallel interfaces as well as a newer. Video-out instead of the requested S-video-out port?

Answer 12: Technical Specifications defines minimal technical requirements to be fulfilled or exceeded. The USB adapters are not acceptable for serial and parallel interfaces. Since newer video out exceeds minimal technical requirement, it is acceptable to offer notebooks with that video-out port.

Question 13: Item 2.6 Are we required to offer an additional battery and is a configuration running on Windows 7 acceptable?

Answer 13: No additional battery is required. You are allowed to offer Microsoft Windows 7. But, the edition of the Microsoft Windows 7 operating system should be equivalent to or better than Business edition of Microsoft Windows Vista operating system.

Question 14: Question for item 2.1, 2.2, 2.3 and 2.4

In order to let us offer our product and increase the competition we would like the features to be changed or accepted as follows;

Could we offer local service support instead of manufacturer's service network?

Answer 14: No.

Lot 3

3.1 Servers for IP Telephony Platform & 3.2 Servers for Call Centre Platform:

Question 15: Is the hardware required in technical specification the only one that will be considered or can other hardware configurations be taken into account, under condition that such could be able to fully support functionality required in the technical specification for IP Telephony and Call Centre as per 3.3 and 3.4 respectively?

Answer 15: Bidders are expected to offer the equipment that matches or exceeds the minimal requirements in the Technical Specifications. Therefore, bidders may offer a different hardware platform, provided it matches or exceeds the minimal requirements.

Question 16: Does the servers with the following characteristics: Quad-Core Intel Processor, 6GB RAM DDR3, 4x146GB hot-plug hard drives satisfies the necessary conditions required by 3.1 item.

Servers with the above specifications fully meet the technical requirements for offered IP PBX platform.

Answer 16: Minimal technical requirements for servers are listed under item 3.1 and should be met or exceeded.

Question 17: Does the server with the following characteristics: Dual-Core Intel processor, 2GB RAM DDR2, 2x250GB hard drives satisfies the necessary conditions required by 3.1 item?

Server with the above specification fully meets the technical requirements for offered Call Center platform.

Servers with the above specifications fully meet the technical requirements for IP PBX platform.

Answer 17: Minimal technical requirements for servers are listed under item 3.2 and should be met or exceeded.

3.3 IP telephony platform (ready off the shelf):

Question 18: Is support for the Latin script of official languages sufficient for 3.3 item requirement?

Answer 18: Yes.

Question 19: Is it other software than Astman proxy / Asterisk manager with the same or advanced functionalities sufficient to be used?

Answer 19: Yes.

Question 20: Is support for instant messaging, call recording and unified messaging with additional software enough for 3.3 item?

Answer 20: In the item 3.3. the IP telephony platform is requested . If a bidder provides a functional solution (platform) that meets or exceeds minimum requirements, it is acceptable.

3.4 Call Centre platform (ready off the shelf):

Question 21: Is support for 300 agents sufficient for 3.4 item requirements? Since the total number of Call Center Agents is 19 (Lot 3, Annex 1 picture), we believe that the support for 300 agents is more than enough for current and future needs.

Answer 21: Yes.

Question 22: Can we offer a different operating system which fully meets the technical requirements for offered Call Center platform?

Answer 22: Equivalent operating system is acceptable.

Question 23: Can you please explain what type of product is considered by "off the shelf" phrase? Does this mean that product is not an open source, or that it is an appliance or something else?

Answer 23: „Ready off the shelf“ means that the software platform is commercially available.

Question 24: Language support – Should the languages specified in technical documentation (official languages – Bosnian, Croatian, Serbian) also be applied on the phone softkeys/buttons? Does Cyrillic letter have to be supported on the phone buttons or only on GUI? As only one language can be active on the PBX system at the same time, which language/script should be priority?

Answer 24: The technical specification in item 3.3 reads „Multiple languages supported, with user interface to support official languages in Bosnia and Herzegovina. It is not required to support languages on phone's softkeys/buttons. It is not required to support Cyrillic script on phone's buttons.

Question 25: Can you please clarify what exactly is E164 routing mode? Is it globalization of the Calling ID, or a possibility to call a number starting with "+"?

Answer 25: Answer: E.164 is an ITU-T recommendation which defines the international public telecommunication numbering plan used in the PSTN and some other data networks. It also defines the format of telephone numbers. E.164 numbers can have a maximum of fifteen digits and are usually written with a + prefix. To actually dial such numbers from a normal fixed line phone, the appropriate international call prefix must be used.

Question 26: What are the exact requirements with regards to the automatic switchover between VPN and PSTN? Does this mean in case of WAN outage between two locations that the call should automatically fall back to PSTN?

Answer 26: The Technical Specifications in item 3.3 reads „Redundant voice trunks – automatic switchover from PSTN to VPN and vice-versa, if failure is detected“.

Question 27: Is it a mandatory requirement that the architecture is based on Astman Proxy and Asterisk Manager? Also which "Astman Proxy/Asterisk Manager" functionality is mandatory in this system? Will other equivalent PBX architectures be considered?

Answer 27: The Technical Specifications in item 3.3 lists „Astman proxy / Asterix manager“ as one of the supported features of the IP Telephony system. Other equivalent or better PBX architectures are also acceptable.

Question 28: Should Instant messaging functionality be supported on PBX itself or should the PBX merely support the integration with some other instant message server?

Answer 28: The instant messaging should be supported on the IP telephony platform, all solutions accepted including licenses for message server.

Question 29: Least cost routing – can you please clarify if this is in essence a route list where the routes (gateways) are ordered by priority or something else? If so please clarify.

Answer 29: Least cost routing is a feature of the IP telephony system that performs routing of the calls to the routes with the smallest (the least) cost, thus keeping the operating expenses as low as possible.

Question 30: Should the call recording be supported by PBX itself or it should only support integration with a recording server?

Answer 30: Call recording should be supported on the IP telephony platform, all solutions accepted including licenses for recording server.

Question 31: Can you please clarify what exactly is a service provider template? Is this something prebuilt in PBX or it should be made by administrator?

Answer 31: Service provider template feature enables easier setup in the multisite design. The service provider template consists of parameters specific for a particular service provider.

Question 32: Can you please clarify whether voicemail system should be part of the PBX or is PBX supposed to be able to integrate with a voicemail system?

Answer 32: Voicemail system should be supported on the IP telephony platform, all solutions accepted including licenses for Voicemail server.

Question 33: Can you please clarify what exactly is considered by "Web callback" functionality?

Answer 33: Web callback feature enables mobile users to place request via internet. Upon that request, the IP telephony system will call the number matching the one in the Web Callback list.

Question 34: Can you please provide more details about "Overhead paging" functionality?

Answer 34: Overhead paging is used for mass communication throughout the company/organization.

3.5 IP SIP Phones I, 3.6 IP SIP Phones II & 3.7 IP SIP Phones III

Question 35: Required specifications for SIP Phones I, II and III seem to suggest certain phone vendor and its three phone models. Is it mandatory for the phones to be supplied by that vendor or would equivalent phones from other vendors be considered?

Answer 35: Bidders are expected to offer the equipment that matches or exceeds the minimal requirements in the Technical Specifications. Therefore, bidders may offer any IP phone that matches or exceeds the minimal requirements.

3.15 Database Servers Cluster (2 servers):

Question36: Database specified is Microsoft SQL Server 2008, yet the Lot 14 specifies Oracle as main Database platform. Is it mandatory for Helpdesk DB server cluster to run MS SQL Server software in the view of the above decision of Oracle being selected as a strategic database platform for the agency) or it may also be an equivalent Oracle database (with potential benefits such as cost effectiveness in terms of licensing and support cost as well as better use of investments into your existing IT skills and knowledge)?

Answer 36: The technical specification, item 3.15 reads: "Software installed and configured on server: SQL Server Standard Edition 2008+ License + documentation English+ Installation disk+ Recovery disk or equivalent". Therefore, bidders may offer an equivalent database platform, as required by their solution for the lot 3.

Please note the Lot 3 and Lot 14 are separate lots.

Question 37: Windows 2003 Standard Edition does not support clustering – only Enterprise edition and above do. Can you please clarify as to what kind of clustering you require exactly (that could be supported by Win 2003 Standard Edition)?

Answer 37: [Please see Corrigendum No. 3](#)

Question 38: Physical RAM per server has been specified as 8GB yet at the same time the specified operating system Windows 2003 Standard edition can only use up to 4GB of RAM. Only Windows 2003 Enterprise Edition and above can use 8GB+ of RAM. Can you please confirm which Operating System you require and how much physical memory should be installed on each of the servers in the database cluster?

Answer 38: [Please see Corrigendum No. 3](#)

3.16 Software (ready-off the-shelf)

Question 39: Does installation of the ready-off-the-shelf software comprise, point by point:

- a. Setting up of the organizational hierarchy within the application with the roles and responsibilities of all users and their relationships (team structures)

Answer 39a: Yes

- b. Integration with LDAP Directory servers for user authentication?

Answer 39b: Yes

- c. Initial migration of data into the application, such as IT and other assets managed by the Helpdesk, existing incidents, etc.?

Answer 39c: input/import data (assets, incidents and so on) should be performed by the beneficiary.

- d. Customization of the application to cater for any business requirements not explicitly listed in the tender that the application may need to fulfill, such as changing/adding /re-arranging screens, fields, drop-down entries, custom business rules and workflows.

Answer 39d: The customization of the software solution should be done through a workflow engine.

Question 40: Requirements state certified browsers as:

- a. Microsoft Internet Explorer
- b. Firefox,
- c. Safari,

yet little later the following requirement seems to be in direct conflict with the above: „Web Interface, every system function can be performed via a web interface that can be accessed from any browser”. Can you please clarify which browsers can be used for accessing the application?

Answer 40: [Please see Corrigendum No. 3.](#)

Question 41: Apache Tomcat is listed as a certified Web Server for the helpdesk software – Apache Tomcat is not an HTTP web server but Java Servlet and JavaServer Pages container. Many helpdesk solutions do not require use of Tomcat to be able run. Can you please clarify what is meant by the above mentioned requirement?

Answer 41: The Apache Tomcat is listed as one of the certified web servers in the Technical Specifications, and offered software solution should support that feature, but all equivalent solutions will be accepted.

Question 42: Change Impact Analyzer is a feature of CA Unicenter Service Desk software. Does it have to CA Service Desk's Change Impact Analyser or it can be other software that can fulfill the requirements?

Answer 42: Bidders are allowed to offer any software solution that meets or exceeds the minimal requirements set forth.

Question 43: Notification requirements specify “axes” as a notification mechanism. Can you please clarify as to what an „axe“ or „axes“ are or did you mean „faxes“?

Answer 43: [Please see Corrigendum No. 3.](#)

Question 44: Security requirements specify requirement for multi-tenancy data segregation. Can you please clarify this requirement?

Answer 44: The purpose of the multi-tenancy data segregation is to allow segregation of data, processes and roles so a single software instance can securely service multiple, separate internal or external customers within the licensed environment.

Question 45: Can you please clarify requirement for free technical 24/7 support:

a. Do you have minimum SLAs defined?

Answer 45a: Technical support 24/7 is expected to cover at least: online access to support portal of the vendor, telephone support, product release, version and certification updates, product fixes, troubleshooting, access to knowledge documents, access to product compatibility information and documentation

b. Does it comprise on-site visits (and of so to what extent) or is it telephone based support?

Answer 45b: Telephone based support.

c. Will there be remote access to application and database servers specified in 3.14 and 3.15?

Answer 45c: Not relevant.

Question 46: As per architecture diagram there are 19 helpdesk agents in total and your requirements specify minimum of 10 user licenses – how many individual helpdesk agents will be using the system?

Answer 46: There are 19 Call Center agents. Since helpdesk will be organized centrally, not all Call Center agent will serve as helpdesk agents – hence the quantity of required licenses for helpdesk agents is minimum 10 (ten).

Question 47: Can you please clarify term “simple user”? Can a “simple user” own, assign and resolve incidents/problems/change requests raised by other people or he/she only can (in contrast to an agent) raise and update incidents raised by him/herself as an end user of Helpdesk services? Further to that, as 300 users are stated to be simple users, please clarify what is meant by 300 simple users? Are these users only submitters of the request or do they solve problems for others?

Answer 47: Simple users are end-users. The simple users should be able to use self-service interface to log their own helpdesk requests, search the published knowledge base, or execute support automation scripts. Simple users are neither allowed nor expected to resolve incidents/problems/change requests raised by other people.

Question 48: Item 3.16 Change Management must support functionality: manage changes made to the IT infrastructure": does the solution offered have to manage change lifecycle

including recording a detected change from other products or manual input, categorize, prioritize, assign trouble shooter, notify, escalate, etc?

Answer 48: Yes.

Question 49: Since this is multifunctional software what is exact purpose of use within IP telephony system and does any part of this software already exists within the institution?

Answer 49: Please note the software offered is required to be „ready of the shelf“ and should fulfill minimal requirements set forth under item 3.16. There is no such software in operation at the beneficiary agency, IDDEEA.

Lot 5

Question 50: Question for item 5.1, 5.2 and 5.3

In order to let us offer our product and increase the competition we would like the features to be changed or accepted as follows;

Could you reduce hot plug redundant fan minimum to 1?

Answer 50: No.

Question 51: Item 5.4. Is a device with SAS disks acceptable?

Answer 51: No.

Question 52: Question for item 5.5 According to our research there are no European manufacturers of this product please change the specifications to a way where at least three EU manufacturers can offer or please give derogation for this product.

Answer 52: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item 5.5.

Question 53: Question for item 5.8 According to our research there are no European manufacturers of this product please give derogation for this product.

Answer 53: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item 5.8.

Lot 6

Question 54: Lot 6, Item 6.1: Under numbers 1, 2 and 3. a "Communication server", "AVL server with Position manager", "GPRS server", and "remote server" and "SCD server" are noted (in total: 5 modules). Do you plan, by design, to host all these services/modules on one server or all the noted modules are to be hosted on separate servers?

Answer 54: The Technical Specifications under item 6.1. reads:

- Software for following and positioning of vehicles with following modules:
 1. Communication server
 2. AVL server with Position manager
 3. GPRS server, remote server and SCD server.

All above mentioned modules are planned to run on the server listed under item 6.3.

Question 55: Lot 6, item 6.1, point 4 and 5. Must the "Licensed digital maps" you require include street names and house numbers?

Answer 55: Licensed digital maps are required to include street names.

Question 56: Lot 6, Item 6.2: Point 4 reads: "INO package for reduction of roaming costs - data call for download of last few positions, other data stored in internal memory." By this, do you wish to reduce the interval of SMS messages sent, while in ROAMING and/or completely deny the GPS device to send SMS messages while in Roaming? Furthermore, who will be making the "data calls" for downloading of last few positions, mentioned because we are not familiar with such a system and is this a mandatory function?

Answer 56: The communication when device is in roaming is done by data call (CMD). The device is not allowed to send SMS messages.

Question 57: Lot 6, Item 6.2, Point 10 reads: "Data tracking: every minute, economic, normal, fine, extra fine, and every second." Will the "EVERY SECOND" option be required? There is no practical use for this because it takes every message/packet at least few seconds to transmit. Our devices have a minimum of 10 seconds interval. Will this be acceptable? There are devices on the market that offer this function but practically they do not fill the database with regular intervals in a uniform fashion.

Answer 57: As the minimal requirements are set forth in the Technical Specifications, it is not acceptable to offer the minimum of 10 sec interval.

Question 58: Lot 6, item 6.2, point 14: We wish to refer to the term> "PDA". Will the "remote access" functionality required be acceptable on notebook, sub-notebook and/or e-PC platforms?

Answer 58: Remote access may be done on PDA, notebook, subnotebook and ePC

Question 59: Lot 6, Item 6.2, Point 19 reads: "SW configuration for fixed location". Please elaborate what do you mean by this. Do you mean Zone configuration within the tracking software?

Answer 59: The Technical Specifications under item 6.1 paragraph 19 and 6.4 paragraph 12 provides informations for the SW / HW setting of the alarm system for a fixed location. Control Center have to accept the alarm status from fixed locations and display them on the same applications that are used for monitoring of the vehicles. For a fixed location is used HW used for vehicles, and "GPS position ", which normally occurs when the device do not moves, solves the software.

Question 60: Lot 6, Item 6.3: We presume that this server will be used to host all the required modules from item 6.1: "Communication server", "AVL server with Position manager" and "GPRS server, "remote server and "SCD server". Is this assumption correct?

Answer 60: Modules listed under item 6.1. will run on this server.

Question 61: Lot 6, item 6.3: Must the required server be a brand name server or can it be a system based on a non-server platform with a motherboard certified for 24/7 operation? Or can it be any PC system that will be built according to your specification for the purposes of acting as a server?

Answer 61: Each computer server system that matches or exceeds all the minimal requirements set forth in item 6.3. is acceptable.

Question 62: Lot 6, item 6.6, point 2: We hereby wish to refer to the term "reconstruction". Our software supports only mapping of vehicles in realtime (realtime position of the tracked vehicles). Will this be acceptable?

Answer 62: [Please see Corrigendum No. 3.](#)

Question 60: Lot 6, item 6.8, point 2 reads: "GPS/GPRS service". Please elaborate what do you mean by this.

Answer 63: Support for the normal functioning of the system in part that are rented (Telecom operator) or for free use (GPS satellites), it can be seen as part of the 6.8 / 1

Lot 8

Question 64: The value of parts not originating in Member State of the European Community or Bosnia is less than 50% of the overall value of the Power supply system, but neither EU nor Bosnian part does make more than 50% by itself. Only together they exceed 50%. Does such equipment meet the requirements concerning origin?

Answer 64: Please note that the country of origin is deemed to be the country in which the goods have undergone their last, economically justified, transformation and the provisions of Article 24 of the Community Customs Code must therefore be applied on a case by case basis to those goods. If the last substantial transformation has not taken place in a Member State of the European Union or one of the IPA eligible countries, the goods cannot be tendered. It is a Chamber of Commerce or other authorized body of the suppliers' or supplier's country of origin which will assess the goods origin on the basis of the relevant detailed documentation provided to them by the Manufacturer/Supplier.

Question 65: In Lot 8, ID No 8.1 it says: „In case of one or two phases failure system should work like in normal operating condition”. The Technical specification also says that 2 rectifier modules are to be used. If the system should operate even if two phases fail, it means that at least 3 modules are needed, one on each of the phases.

Answer 65: As specified in the Technical Specifications, at least two modules are required.

Question 66: In Lot 8, ID No 8.1 it says: „Max. space for system installation: 1400mm“, plus it says that the rectifier system dimensions are at least 600x600x2000mm + plinth 100 mm. Does this mean that the components within the cabinet should not use more than 1400mm of cabinet height?

Answer 66: Maximal place for installation of power supply system is 1400mm.

Question 67: In Lot 8, ID No 8.4 it says: „Rated capacity of battery: 2x180Ah (360Ah)”. Are three strings of smaller capacity acceptable: 3x120Ah (360Ah)?

Answer 67: No.

Lot 10

Question 68: Items 10.1 and 10.2 Will you accept a computer with Windows 7 operating system?

Answer 68: Please see Answer 13.

Question 69: Item 10.1 Please clarify do we need to offer a computer with two microphones or is this a case of a typing error. Will it be acceptable for you if we offer a computer system that will provide all the required interfaces but via a docking station or an additional adapter?

Answer 69: In accordance with the Technical Specifications, you should offer notebook with 2 internal microphones. Offered notebook computer should, as per the Technical Specifications, provide minimal number of the interface on the base unit, i.e. neither via the docking station nor through additional (external) adapter.

Question 70: Question for item 10.3 In order to let us offer our product and increase the competition we would like the features to be changed or accepted as follows; Could we offer Mini or Standard Tower board instead of Micro?

Answer 70: No.

Question 71: Question for item 10.4 According to our research there are no European manufacturers of this product please change the specifications to a way where at least three EU manufacturers can offer or please give derogation for this product. Therefore could you please clarify the term "Cooler printer"? Do you mean "color printer"?

Answer 71: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item 10.4.

[Please see Corrigendum No. 3.](#)

Question 72: Question for item 10.5 According to our research there are no European manufacturers of this product please give derogation for this product.

Answer 72: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item 10.5.

Question 73: Question for item 10.6 According to our research there are no European manufacturers of this product please give derogation for this product.

Answer 73: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item 10.6.

Lot 12

Question 74: Q1. LOT 12 Item Number 12.1 You have specified "Small Form Factor" chassis, designed to enable opening of the case, change of optical devices, disc and motherboard without use of tools, and possibility of vertical mounting; Please clarify if you need toolless feature for the mainboard too.

Answer 74: Toolless feature for the mainboard is needed.

Question 75: Please clarify what you mean by "possibility of vertical mounting"? Is that mean that the PC can stand on a desk vertically or is that mean that PC can be mounted on the wall vertically?

Answer 75: Possibility of vertical mounting means that small form factor desktop computer can function normally when vertically positioned.

Question 76: When you've underlined the term "equivalent" - e.g. Lot 12, 12.3 Infoterminals - does that mean you would rather accept an application based on a different concept, such as Linux, than you would in cases where the term "equivalent" isn't underlined?

Answer 76: The software is procured for judicial information system in Bosnia and Herzegovina that contains more than 5000 users. All working stations in that information system are managed through MS Active Directory domain and use Windows XP as operating system. Also all users in the information system have access to MS Exchange e-mail server. The information system is maintained by local employed staff educated to use and maintain the systems based on MS technology. Equivalent means that we need software with same or better (successor versions) technical characteristics.

Question 77: Question for item 12.5 In order to let us offer our product and increase the competition we would like the features to be changed or accepted as follows; Could you decrease disk number 12 to 8?

Answer 77: Bidder must offer the Minimum Total of Disk bays: 12 x 2.5" hot-swap" as it is stated in the Technical Specifications

Question 78: Lot 12. item 12.7 Taking into consideration Microsoft's business policy that OLP licensed software can only be offered by local certified partners, this way competitiveness is dramatically reduced, please confirm will licensed OEM Microsoft software be acceptable?

Answer 78: No, the OEM licensed software is not acceptable. The OEM version of software is bundled with ONE hardware element (workstation) and cannot be transferred to a different workstation in the future. Also, OEM MS Office software does not grant downgrade rights. OLP software is not bundled with any single hardware element and grant downgrade rights.

Question 79: Question for item 12.8 According to our research there are no European manufacturers of this product please change the specifications to a way where at least three EU manufacturer can offer or please give derogation for this product.

Answer 79: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item 12.8.

Question 80: Question for item 12.9 According to our research there are no European manufacturers of this product please change the specifications to a way where at least three EU manufacturers can offer or please give derogation for this product.

Answer 80: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item 12.9.

Lot 13

Question 81: Lot 13, item 13.1 – Scanner Type I: Ultra Wide SCSI (68m) VRS / Hi Speed USB 2.0 VRS (CGA) is requested.

Please clarify if hardware VRS (CGA) card is requested?

Answer 81: VRS (CGA) card is NOT requested.

Question 82: According to our experience this type of scanners ("Desktop type sheet fed scanner") will be usually used without flatbed options.
Please confirm that standard ADF scanner – model without flatbed option will be fully accepted.

Answer 82: [Please see Corrigendum No. 3.](#)

Lot 14

Question 83: Lot 14: Please clarify the term "equivalent".
Integrating anything else than Oracle into a RAC environment given that the elements being integrated are core DBMS components is a fairly fragile process and a deep knowledge of the level of integration is crucial to success.

Answer 83: Yes, we agree. As it is stated in the tender specification the software must be fully intergraded in existing environment. Equivalent means that we need software with same or better (successor versions) technical characteristics.
If it is possible to integrate any other software solution in the existing environment it is necessary to provide certificates from Oracle and from the manufacturer of the offered software solution with guarantees that the offered solution is possible to integrate in existing environment.

Lot 15

Question 84: Lot 15: Please clarify the use-case(s).
E.g. load-balancing a RAC based transaction pooled application requires the application programmer to harness the transaction specific code to support context switches. Some LB's integrate better into AIX/RAC, others do a better job integrating availability or speed issues.

Answer 84: Load balancer will be used for balancing the load on the existing application servers based on the Oracle Application Server 10g.

Question 85: Do you have details regarding installation, configuration and testing regarding equipment in LOT15. Please provide number of requested engineer days or more detailed services specification?

Answer 85: It is up to each potential tenderer to estimate and offer the price for services requested.

Lot 16

Question 86: Question for item 16.1 According to our research there are no European manufacturers of this product please change the specifications to a way where at least three EU manufacturer can offer or please give derogation for this product.

Answer 86: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item **16.1**

Question 87: Question for item 16.2 According to our research there are no European manufacturers of this product please change the specifications to a way where at least three EU manufacturer can offer or please give derogation for this product.

Answer 87: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for the item **16.2**

Question 88: Question for item 16.3 According to our research there are no European manufacturers of this product please change the specifications to a way where at least three EU manufacturer can offer or please give derogation for this product.

Answer 88: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item **16.3**

Question 89: Question for item 16.4

According to our research there are no European manufacturers of this product please change the specifications to a way where at least three EU manufacturer can offer or please give derogation for this product.

Answer 89: Our research has confirmed that more than one product is produced by different manufacturers which both meet the technical requirements (parameters) and originate in eligible countries under IPA for item **16.4**

Question 90: In ROUTER type II it is obvious that it's specified fixed configuration Cisco 1812 router with wireless support. But, since July 2009. this router is no longer available in this region. Have you changed this specification in a meanwhile or we should offer more expensive modular router that can provide all the features that are requested?

Answer 90: No, the specification is not changed. You should offer a router that can provide all the requested features.

Question 91: Lot 16, router type 1 - page> 124 in the technical specification reads: "One DES/3DES/AES/SSL VPN Encryption/Compression module". Taking into consideration that newer/generation routers have this function integrated on the motherboard, and as such, exceeds performance of older routers with this additional module in question, ("The onboard encryption hardware outperforms the advanced integration modules (AIMs) of previous generations."), will it be acceptable to offer new/generation routers?

Answer 91: Yes, the offers with onboard DES/3DES/AES/SSL VPN Encryption/Compression are acceptable.

Lot 17

Question 92: In LOT 1 and in LOT 17 does the offered equipment should be integrated in existing network management system or offer the new network management system for the equipment?

Answer 92: The offered equipment for Lot 17 should be integrated in existing network management system.

Question 93: In tender documentation under ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, Lot 17 – Wireless Transmission Extension Equipment - 17.1 chapters, Point-to-Point Equipment has to support the following standards and must have the following characteristics standing request for **SU Interface; USB and Ethernet port**. Regarding that we would need clarification for this request. Are we able to offer equipment with different approach for local configuration and maintenance of radio relay equipment? This different approach enables that local terminal management can be done on two ways:

1. CLI (Command Line Interface) type interface – a Local Craft Terminal through a serial RS232 Interface. Craft Terminal Mode works in MS-DOS Console/Terminal mode, fully compatible with all WINDOWS environment.

2. The embedded EMS is software element manager, web-based software that is implemented on each network element. In other words each device includes HTTP based element manager that enables administrators to perform element configuration, RF, Ethernet and PDH performance monitoring, remote and local diagnostics, alarm report and more.

Answer 93: The Interfaces proposed in the questions above are not acceptable. Bidder must offer the interfaces as specified in the Technical Specifications.

Question 94: In tender documentation under ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, Lot 17 – Wireless Transmission Extension Equipment under 17.1 chapters, Point-to-Point Equipment has to support the following standards and must have the following characteristics standing request for following:

Management interface, with USB and Ethernet (RJ 45) ports, Management program for Win 2000/XP.

Regarding that we would need clarification for this request.

Would it be acceptable for contractor to offer equipment with different type of interfaces for management purpose as it configuration and maintenance of radio relay equipment? This different approach enables that management can be done on two ways:

1. CLI (Command Line Interface) type interface – a Local Craft Terminal through a **serial RS232 Interface**. Craft Terminal Mode works in MS-DOS

Console/Terminal mode, fully compatible with all WINDOWS environment.

2. The embedded EMS is software element manager, web-based software that is implemented on each network element. In other words each device includes HTTP based element manager that enables administrators to perform element configuration, RF, Ethernet and PDH performance monitoring, remote and local diagnostics, alarm report and more. This EMS uses Microsoft Internet Browser for access on GUI interface and MS IE can work under any Microsoft OS as are Win2000/XP. Port on equipment which is used to access on EMS is **Ethernet (RJ 45 port)**.

Answer 94: The Interfaces proposed in the questions above are not acceptable. Bidder must offer the interfaces as specified in the Technical Specifications.

Question 95: In tender documentation under ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, Lot 17 – Wireless Transmission Extension Equipment under 17.1 chapters, Point-to-Point Equipment has to support the following standards and must have the following characteristics standing request for following:

- One IFU is capable of handling radio systems for 1+0, 1+1, HSB and 2+0 channel arrangements. Larger systems are implemented by interconnecting IFUs using the expansion port on the back of the IFU and a sub-rack. A total of 4 IFUs and 1 DXC Frame can be stacked and interconnected. Each IFU and DXC frame is 1U (Unit) high, and can be mounted in both an ETSI and a 19” rack solution as well as standalone.

Our question is, can this be satisfied on different approach as follow:

- On our equipment 1+0 configuration is based on one IDU (Indoor Unit) and one RFU (Radio Unit). 1+1 HSB and 2+0 configuration based on two IDUs and two RFUs. Multiple IDUs can be combined (Plugged-in) in a modular way to form highly integrated and fully redundant nodal configurations with an extended number of supported radios, TDM and Ethernet interfaces. 6 IDUs per nodal chassis are supported. Multiple chassis may be used & interconnected. Ethernet switching is built into each IDU. Inter-IDU Ethernet Switch connection is via front-panel interconnections. TDM (E1) cross-connect is via backplane in each nodal chassis, enabling cross-connect of E1 between physical E1 ports of the IDUs & radio bearers.

Answer 95: Please refer to the requirements laid out in the Technical Specifications.

Question 96: In tender documentation under ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, Lot 17 – Wireless Transmission Extension Equipment under 17.1 chapters, Point-to-Point Equipment has to support the following standards and must have the following characteristics standing request for following:

- New SDH technology according to ITU-T Rec. X.85/Y.1321 (IP over SDH using GFP) and ITU-T Rec. X.86 8 (Ethernet over SDH using GFP).

Our question is, can this be satisfied on different approach as follow:

- Our solution use Native2 (TDM and Ethernet) radio transmission since this is the optimal and most cost effective migration approach for MW radio based backhaul networks (low-high capacity). This kind of solution on MW enables Native Ethernet and Native TDM (PDH), where both IP/Ethernet and TDM dynamically share the same overall bandwidth.

☐ Capacity is being shared by the Ethernet and TDM traffic.

☐ Any un-utilized E1 capacity will be allocated to Ethernet

☐ The E1 traffics have the highest priority and remaining capacity is to be available carry Ethernet traffic.

Our solution uses a unique method to transport TDM (E1s) & Ethernet natively over the radio bearer. No mapping of Ethernet into TDM or TDM over Ethernet takes place. This has advantages of minimizing latency, maximizing throughput & removing dependency of one type of traffic upon the other. I wish to make a point that this kind of solution on MW is fully compatible with all existing technologies of radio transmission which means that enables very easily integration/expansion with existing radio technologies as are PDH, SDH, as also with MPLS networks or other technologies of transmission and access network. Also, our solution support integration/expansion with in all existing network topologies as are ring, mesh, point-to-point etc.

Answer 96: We request SDH link as per the Technical Specifications, new SDH technology according to ITU-T Rec. X.85/Y1321 (IP over SDH using GFP) and ITU-T Rec.X.86 8 (Ethernet over SDH using GFP).

Question 97: In tender documentation under ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, Lot 17 – Wireless Transmission Extension Equipment under 17.1 chapters, Point-to-Point Equipment has to support the following standards and must have the following characteristics standing request for following:

- The USB device connector (USB type B connector) used to open a text based console interface to the SU. This interface can be used for basic SU configuration, for instance setting of the IP address. The USB device interface complies with USB v1.1

Our question is, can this be satisfied on different approach as follow:

1. CLI (Command Line Interface) type interface – a Local Craft Terminal through a serial RS232 Interface. Craft Terminal Mode works in MS-DOS Console/Terminal mode, fully compatible with all WINDOWS environment. This type of local management very easily enables administrators to fully manage element (setting TCP/IP parameters, VLAN configuration, QoS configuration)

2. The embedded EMS is software element manager, web-based software that is implemented on each network element. In other words each device includes HTTP based element manager that enables administrators to perform element configuration, TCP/IP configuration, RF, Ethernet and PDH performance monitoring, remote and local diagnostics, alarm report and more. This EMS uses Microsoft Internet Browser for access on GUI interface and MS IE can work under any Microsoft OS as are Win2000/XP. Port on equipment which is used to access on EMS is Ethernet (RJ 45 port).

Answer 97: The Interfaces proposed in the questions above are not acceptable. Bidder must offer the interfaces as specified in the Technical Specifications.

Question 98: In tender documentation under ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, Lot 17 – Wireless Transmission Extension Equipment under 17.1 chapters, Point-to-Point Equipment has to support the following standards and must have the following characteristics standing request for following:

- Possibility for operating in RST, MST mode and support for Lower Other Path Termination function.

- ☐ From 2 Mbit/s signal on 25x2 Mbit/s auxiliary interface
- ☐ Internal oscillator (free running).

Our question is, can this be satisfied on different approach as follow:

- Our solution use Native2 (TDM and Ethernet) radio transmission since this is the optimal and most cost effective migration approach for MW radio based backhaul networks (low-high capacity). This kind of solution on MW enables Native Ethernet and Native TDM (PDH), where both IP/Ethernet and TDM dynamically share the same overall bandwidth.

- ☐ Capacity is being shared by the Ethernet and TDM traffic.
- ☐ Any un-utilized E1 capacity will be allocated to Ethernet

□ The E1 traffics have the highest priority and remaining capacity is to be available carry Ethernet traffic.

Our solution uses a unique method to transport TDM (E1s) & Ethernet natively over the radio bearer. No mapping of Ethernet into TDM or TDM over Ethernet takes place. This has advantages of minimizing latency, maximizing throughput & removing dependency of one type of traffic upon the other. I wish to make a point that this kind of solution on MW is fully compatible with all existing technologies of radio transmission which means that enables very easily integration/expansion with existing radio technologies as are PDH, SDH, as also with MPLS networks or other technologies of transmission and access network. Also, our solution support integration/expansion with in all existing network topologies as are ring, mesh, point-to-point etc.

Answer 98: We request SDH link as specified in the Technical Specifications, new SDH technology according to ITU-T Rec. X.85/Y1321 (IP over SDH using GFP) and ITU-T Rec.X.86 8 (Ethernet over SDH using GFP).

Question 99: In LOT17 on Point –to-point SDH RR links in one place the requested frequency is 10.5GHz and on another is 11GHz. On what frequency should be the requested links?

Answer 99: Frequency should be 11GHz.

Question 100: Information regarding target cell ranges, traffic volumes?

Answer 100: Bandwidth per single user: 0,71Mbps to 21,6 Mbps

Question 101: Information regarding minimum bandwidth per CPE/subscriber required?

Answer 101: **Bandwidth per CPA/subscriber should be in rang 0,71 Mbps to 21,6 Mbps.**

Question 102: Information regarding the contention-ratio to be designed for the subscribers (Active:Idle ratio)?

Answer 102: Not relevant.

Question 103: As this is a turn-key solution: Please provide us information does the end-customer have any existing CSN set-up like DHCP,DNS,NTP-servers for WiMAX to be used for this project? If yes please provide us more data about same. If not please provide us your specification of needs for these elements.

Answer 103: We do not need mobile WiMAX, but fixed WiMAX

Question 104: How big will be the future expected growth potential on BTS/CPE quantity in topic network?

Answer 104: Please see answer 7.

All lots

Question 105: Several item no's throughout the lots:

When you speak of MS xxx "or equivalent" does that mean

a) you define the base version of a Microsoft software.

One may offer that base version or one may offer a successor version of such a software system - e.g. MS Windows XP Professional OR MS Windows Vista OR

MS Windows 7 OR etc. The same holds true for applications such as SQL Server, Office, etc.

b) you define a preferred software foundation but you are capable of handling software offers that may be of a different foundation, such as Linux. And as some software may be deployed to end users you and your end users are familiar handling such software.

Answer 105: The software is procured for judicial information system in Bosnia and Herzegovina that contains more than 5000 users. All working stations in that information system are managed through MS Active Directory domain and use Windows XP as operating system. Also, all users in the information system have access to MS Exchange e-mail server. The information system is maintained by local employed staff educated to use and maintain the systems based on MS technology. Equivalent means that we need software with same or better (successor versions) technical characteristics.

Question 106: In the case of tendering for more than one LOT, is it acceptable to provide you with one bank guarantee for the total sum of all tendered LOTs?

Answer 106: Yes, it is acceptable.

Question 107: The financial offer should be calculated on a basis of DDP – as per Incoterms 2000 International Chamber of Commerce – with notes to exclude customs duties, import duties, taxes or other equivalent fiscal changes. Is it acceptable to give offer on a basis of DDU – as per Incoterms 2000 International Chamber of Commerce, which seems more appropriate?

Answer 107: No, it is not acceptable. Please refer to the Instructions to Tenderers.