



EUROPEAN UNION

Delegation of the European Union to Bosnia and Herzegovina

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**Clarification No.2 to the Tender Dossier
Supply of ICT Equipment and Software for Judicial Institutions in
Bosnia and Herzegovina
EC/BIH/12/041; EuropeAid/133614/C/SUP/BA**

Question 1:

Item 1.1 (Workstation desktop)

Please confirm that the offered monitor has to be Energy star certified.

Please confirm that is acceptable for you to offer configurations with the requested number of 2.0 and 3.0 USB ports but with different rear and front layout.

Answer 1:

Offered monitor has to be Energy star certified.

Ports layout can differ from the one specified as long as there are at least 2 USB ports at front and 6 USB ports at rear.

Minimum 4 USB ports have to be USB 3.0.

Question 2:

Lot 1, Item no. 1.2. Server Type I

In "Annex II + III - Technical specifications" for Lot 1, Item no.1.2. Server Type I, required number of disk slots is: minimum 8 x 2.5" or 8 x 3.5" hot-swap SAS/SATA disks. Would it be acceptable to offer four (4) pieces of 500 GB 2,5" 7200rpm Hot Swap SATA HDD instead of required 500 GB 3,5" 7200rpm Hot Swap SATA HDD?

Answer 2:

Please see Corrigendum no. 2

Question 3:

In "Annex II + III - Technical specifications" for Lot 1, Item no. 1.3. Server Type II, required is "LED Error detection for CPU, memory, hard disks, power supply and fans with its own power supply". Since that many servers manufacturers have their own remote software solution to monitor status of above-mentioned components, would it be acceptable to offer server with mentioned software for error detection instead of LED Error detection? This way remote software solution alert system administrator about possible error, instead of physical presence of administrator in the server room in order to detect the errors.

Answer 3:

It will not be acceptable to offer server with no LED error detection. However, complementary software could be offered but only as a supplement. Having server with LED error detection does not exclude remote control. It is an required addition. There are locations of judicial institutions where IT technician is not present, and where non IT personnel cannot or doesn't know how to use remote tools, but sometimes need to pass the information to the HJPC staff over the telephone about the status of the server when the same is having problems. In these cases, LED error detection is absolutely required.

Question 4:

Lot 1, Item no. 1.3. Server Type II

Also, In "Annex II + III - Technical specifications" for Lot 1, Item no. 1.3. Server Type II, required is "Optical drive: internal DVD-RW". Referring to Question no.2, remote software solution also allow all installation to be done remotely. Considering this fact, would it be acceptable to submit offer for Server Type II without Optical drive: internal DVD-RW?

If it is not acceptable to submit an offer without internal DVD-RW, would it be acceptable to offer external DVD-RW instead?

Answer 4:

It is absolutely necessary for the server to have internal DVD-RW. External DVD-RW is not acceptable as a replacement.

Question 5:

Lot 3, Item Number 3.1

In technical specifications, Item Number 3.1, required is "Enterprise Agreement with CORE CAL". Could you specify do you need perpetual or subscription license? If you need subscription license what is the minimal subscription period?

Answer 5:

Enterprise Agreement with CORE CAL perpetual license is required.

Question 6:

Lot 3, Item Number 3.1

In technical specifications, Item Number 3.1, required is "Software Assurance". Could you specify the minimal software assurance period?

Answer 6:

Assurance period is three (3) years.

Question 7:

Lot 3, Item Number 3.1

In technical specifications, Item Number 3.1, required is "Enterprise Agreement with CORE CAL". Products that you are asking in LOT3 can be purchase through numerous method of licensing and not only through enterprise agreement. Could you specify what characteristics / license rights requested products must have, so we could offer products through other licensing types?

Answer 7:

Licenses have to be purchased through enterprise agreement because HJPC already has Enterprise Agreement and this purchase covers additional licenses as specified in the technical specification.

Question 8:

Lot 3, Item Number 3.1

In technical specifications, Item Number 3.1, required is "The contractor must deliver all licenses to the delivery location, High Judicial and Prosecutorial Council of Bosnia and Herzegovina". As these products are delivered electronically directly from Microsoft, could you confirm that this type of delivery is acceptable?

Answer 8:

Yes, licenses can be delivered electronically.

Question 9:

Regarding LOT 1, Item Number 1.1, you are asking for "Small Form Factor" chassis, designed to enable opening of the case, change of optical devices, hard disk drive without use of tools". The hardware maintenance and hardware recovery of Business PCs are part of standard warranty conditions and therefore should be performed by official service/repair partner. Therefore, please reconsider if easy access cabinet is of any use for customer, Also, in some cases, easy access cabinet is not good solution for PC and data security reasons so please take this into account. Please remove designed to enable opening of the case, change of optical devices, and hard disk drive without use of tools from required specification.

Answer 9:

Chassis has to be SFF, designed to enable opening of the case, change of optical devices, hard disk drive without use of tools. It is often needed for the IT technician to install additional RAM memory in the PC (especially during general hardware upgrades) after the warranty period. This provides the technician with the easiest way to do it and without the need for any kind of tools. Security cannot be the issue because traditional cabinets secured with screws provide no more security than an easy access cabinet.

Question 10:

Regarding LOT 1, Item Number 1.1, you are asking for "Integrated HD audio controller + integrated speakers". In standard Business PCs, configuration includes one internal business speaker. Speakers (plural) lost their functionality if they are not positioned on left and right side of user. If they are inside of computer case the number of speaker is not relevant for the quality of audio, but their specification which is not defined by this tender specifications. Please confirm would you find acceptable business PC with one business speaker inside will be accepted?

Answer 10:

Please see Corrigendum no. 2

Question 11:

Regarding LOT 1, Item Number 1.1, you are asking for "19" wide LCD Monitor from the same manufacturer as the Workstation Desktop, minimum resolution 1440x900, 5 ms response time or less," "Keyboard - BiH layout, USB, from the same manufacturer as the Workstation Desktop" and Optical USB mouse, 2 buttons (with scroll button), from the same manufacturer as the Workstation Desktop". This kind of request doesn't have any benefit for the customer but is instead violating tender terms and its only purpose is to limit tender competition. No matter from what manufacturer, all tender products are under same terms of warranty and service. All of the products must be compatible and must work together so there will be no difference in functionality. And financial component is determined by nature of tender (price is winning condition). Top worldwide manufacturers of displays like Samsung, LG and Philips don't produce all this products (Workstation desktop, keyboard, mouse) and if they produce them it is very limited number of products for only few markets in the world. Request that all components have to be from the same manufacturer automatically removed all main display manufacturers from tender competition. Logitech and Microsoft that are leading worldwide producers of keyboards and mice don't produce Workstation desktops and displays and this request will remove them from competition also. If you persist on same producer of keyboard, mouse, display and Workstation desktop does that mean that for LOT 1, Item Number 1.2 and LOT 1, Item Number 1.3 the producer of Servers, keyboards and mouse must also be the same? Please delete this request so tender competition will be fair and open and purchaser can receive best product at lowest price.

Answer 11:

For the LOT 1 – Item 1.1 – To keep uniformity, it is necessary to offer monitor, keyboard and the mouse from the same manufacturer as the workstation desktop. Also, when the warranty period is over, it is much easier and cost effective to make one sole maintenance contract with only one supplier and distributor of all service parts. There are many manufacturers that can meet this request so it is an absolute must. Same goes for the LOT 1 – Item 1.2 and LOT 1 – Item 1.3.

Question 12:

Regarding LOT 1, Item Number 1.1, you are asking for "MS Windows 7 Professional - English or equivalent". Please clarify what do you mean under "equivalent", do you refer to language or operating system?

Answer 12:

Term "equivalent" refers to operating system, not the language.

Question 13:

Regarding LOT 1, item Number 1.1, you are asking for "MS Windows 7 Professional - English or equivalent". Will you accept any version of Windows 7 operating system as equivalent?

Answer 13:

Only acceptable version of Windows 7 is Windows 7 Professional.

Question 14:

Regarding LOT 1, Item Number 1.1, you are asking for "MS Windows 7 Professional - English or equivalent". Will you accept Microsoft Windows 8 as equivalent and what version of Windows 8?

Answer 14:

Microsoft Windows 8 is acceptable, but only as a version of Windows 8 Professional (downgrade license).

Question 15:

Regarding LOT 1, Item Number 1.1, you are asking for "MS Windows 7 Professional - English or equivalent", Will you accept operating system that is not produced by Microsoft and what functionality has to be included in this operating system to be considered equivalent?

Answer 15:

Equivalent operating system that is not produced by Microsoft must have functionalities that will allow full integration with Windows Server 2008/2012 Active Directory domain and Exchange Server 2010 and allow full usage of their features. Equivalent operating system must also allow installation and full usage of Office 2010 software package.

Question 16:

Regarding LOT 1, Item Number 1.1, you are asking for "Installation CD or DVD with all the drivers including Recovery disk". According to Microsoft rules, if MS Windows 7 Professional is delivered as OEM, installation CD/DVD can only be delivered in form of Recovery DVD since the operating system is already preinstalled. Therefore, please confirm will you accept the offer which includes Windows 7 Professional Recovery DVD and DVD with all necessary drivers and utilities?

Answer 16:

It is necessary to offer PC that either has Recovery partition and Recovery disk with all included drivers for an easy OS recovery. It will be acceptable to offer Windows 7 Professional Recovery DVD and DVD or equivalent with all necessary drivers and utilities.

Question 17:

Regarding LOT 1, Item Number 1.2, you are asking for "Total number of disk slots: minimum 8 x 2.5" or 8 x 3.5" hot-swap SAS/SATA disks and Hard disks installed: minimum 4 x 500GB 3.5" 7200 rpm Hot Swap SATA HDD". Please confirm that is acceptable to offer 4 x 500GB 2.5" 7200 rpm Hot Swap SATA HDD or 4 x 500 GB 3,5" 7200 rpm Hot Swap SATA HDD?

Answer 17:

Please see Answer no. 2

Question 18:

Regarding LOT 1, Item Number 1.2, you are asking for Total LED Error detection for CPU, memory, hard disks, power supply and fans". Only two of five main world server manufacturers have Total LED Error detection for CPU, memory, hard disks, power supply and fans, All main server manufacturers have remote solution for status monitoring (server health) for CPU, memory, power supply and fans and LED indicator for hard disks. Modern server infrastructure includes remote management and failure detection and it is in our opinion much better solution than people that are standing in server rooms and monitoring LED lights. As for servicing of servers only benefit of LED indication is for hard drives as only HDD LED indicates exactly which HDD is not working and service personnel can immediately take out and exchange malfunctioning HDD without the chance to compromise RAID field. Please change "LED Error detection for CPU, memory, hard disks, power supply and fans" to "remote error detection for CPU, memory, hard disks, power supply and fans and LED Error detection for hard disks". This will open tender for more than two vendors and will get better monitoring and manageability than previously requested. Please confirm that this will be accepted also for LOT 1, item number 1.3

Answer 18:

It will not be acceptable to offer server with no LED error detection. However, complementary software could be offered but only as a supplement. Having server with LED error detection does not exclude remote control. It is an required addition. There are locations of judicial institutions where IT technician is not present, and where non IT personnel cannot or doesn't know how to use remote tools, but sometimes need to pass the information to the HJPC staff over the telephone about the status of the server when the same is having problems. In these cases, LED error detection is absolutely required. This also refers to LOT 1 – Item 1.3.

Question 19:

Regarding LOT 1, Item Number 1.2, you are asking for "Total Operating system: Windows Server 2008 R2 Standard Edition English + 5 CAL or equivalent". Will you accept Microsoft Windows Server 2012 as equivalent to Windows Server 2008 R2 Standard Edition?

Answer 19:

Windows Server 2012 Standard Edition English can be offered as an equivalent to Windows Server 2008 R2 Standard English.

Question 20:

Regarding LOT 1, Item Number 1.2, you are asking for "Total Operating system: Windows Server 2008 R2 Standard Edition English + 5 CAL or equivalent". Please specify do you need user or device CAL?

Answer 20:

CAL licenses offered need to be device CAL licenses.

Question 21:

Regarding LOT 1, Item Number 1.2, you are asking for "Processor: Passmark CPU Mark 10401 or higher". Will be acceptable to offer 2xCPU's with total Passmark benchmark 10401 or higher?

Answer 21:

It will not be acceptable to offer 2 x CPU with total Passmark CPU Mark result of 10401 or higher. Only one installed CPU with Passmark CPU Mark result of 10401 will be acceptable. Free CPU socket will be used for future upgrades.

Question 22:

Regarding LOT 1, Item Number 1.3, you are asking for "Processor: 2 x minimum six cores, Passmark CPU Mark 11169 or higher". Please specify are you requesting result of Passmark CPU Mark 11169 or higher for one processor or for two processors combined?

Answer 22:

Passmark CPU Mark result of 11169 or higher refers to only one processor. So for both processors Passmark CPU Mark result must be 2 x 11169.

Question 23:

Regarding LOT 1, Item Number 1.3, you are asking for "Operating system: Windows Server 2008 R2 Standard Edition English + 5 CAL or equivalent and VMware ESXi embedded hypervisor or equivalent". Please specify what functionality are you expecting from VMware ESXi embedded hypervisor or equivalent?

Answer 23:

Vmware ESXi embedded hypervisor needs to provide partitioning and allocating physical server resources (processor, disk space, RAM memory, network, etc.) to virtual machines.

Question 24:

Regarding LOT 1, Item Number 1.3, you are asking for "Minimum Total of Disk bays: 16 x 2.5" hotswap SAS/SATA or 16 x SSD disks and Optical drive: internal DVD-RW". It is asked for min 16 disk bays and internal DVD-RW in 2 rack units. Since only few server manufactures have solution like this, and in order to allow other server manufactures to bid, will be acceptable to offer chassis with 16 x 2,5" drive bays and virtual media I remote storage function via IP which server sees as internal DVD device?

Answer 24:

It is not acceptable to offer virtual media / remote storage function via IP. Internal DVD-RW needs to be offered.

Question 25:

Regarding LOT 1, Item Number 1.3, you are asking for "Minimum Total of Disk bays: 16 x 2.5" hotswap SAS/SATA or 16 x SSD disks and Optical drive: internal DVD-RW". It is asked for min 16 disk bays and internal DVD-RW in 2 rack units. Since only few server manufactures have solution like this, and in order to allow other server manufactures to bid, will be acceptable to offer chassis with 16 drive bays and external DVD-RW?

Answer 25:

It is not acceptable to offer external DVD-RW drive. Internal DVD-RW needs to be offered.

Question 26:

Regarding LOT 1, Item Number 1.3, you are asking for "Minimum Total of Disk bays: 16 x 2.5" hotswap SAS/SATA or 16 x SSD disks and Optical drive: internal DVD-RW". You have requested for 2 x 146 GB HDD to be initially installed in server, but you are asking for 16 HDD bays. Today maximum capacity of SAS HDD is 1.2 TB and with 8 bays it will allow 25 times more capacity than initial hard drives. It is asked for min 16 disk bays and internal DVD-RW in 2 rack units since only few server manufactures have solution like this specification of 16 bays will narrow the competition on tender and servers will be of much higher price. According to previous written facts please allow us to offer Minimum Total of Disk bays: 8 x 2.5" hot-swap SAS/SATA or 8 x SSD disks.

Answer 26:

It is not acceptable to offer server with only 8 HDD bays. At least 16 HDD bays need to be offered for future upgrades. HJPC already possess number of spare HDD drives of both type that are going to be installed in the aforementioned servers.

Question 27:

Regarding LOT 1, Item Number 1.3, you are asking for "Total Operating system: Windows Server 2008 R2 Standard Edition English + 5 CAL or equivalent...". Will you accept Microsoft Windows Server 2012 as equivalent to Windows Server 2008 R2 Standard Edition?

Answer 27:

Windows Server 2012 Standard Edition English can be offered as an equivalent to Windows Server 2008 R2 Standard English.

Question 28:

Regarding LOT 1, Item Number 1.3, you are asking for "Total Operating system: Windows Server 2008 R2 Standard Edition English + 5 CAL or equivalent...". Please specify do you need user or device CAL?

Answer 28:

CAL licenses offered need to be device CAL licenses.

Question 29:

Regarding LOT 1, Item Number 1.2 and 1.3, you are asking for "Total Operating system: Windows Server 2008 R2 Standard Edition English + 5 CAL or equivalent...". In LOT number 3 you are asking for 2000 CORE CAL that includes 2000 Windows server CAL, Please specify do you need both 2000 Windows server CAL from LOT3 and 500 CAL from LOT 1?

Answer 29:

Both 2000 Windows Server CORE CAL licenses from LOT 3 and 500 CAL licenses or equivalent from LOT1 need to be offered.

Question 30:

Regarding LOT 1, Item Number 1.4, you are asking for "RAID configurations supported: 0, 1, 3, 5, 6, 10". RAID 3 is very rare and was replaced by RAID 5 because one of the characteristics of RAID 3 is that it generally cannot service multiple requests simultaneously. RAID 3 is almost nonexistent and its only very rarely used for video editing. Is it allowed to offer storage solution which does not support RAID 3 but instead support 0, 1, 10, 5, 50, 6?

Answer 30:

Please see Corrigendum no. 02

Question 31:

Regarding LOT 1, Item Number 1, 4, you are asking for "Storage Partitioning must be 4 (up to 128)". Is it allowed to offer storage solution which support up to 4096 LUN's instead of requested number of partitions?

Answer 31:

It is not acceptable to offer storage solution which support up to 4096 LUN's instead of a solution that provides Storage Partitioning (from 4 up to 128). Hosts or groups of hosts will be allocated LUNS by using partitioning functionality.

Question 32:

Regarding LOT 1, Item Number 1.4, you are asking for "Remote Mirroring must be supported across FC ports". Is this function should be included in storage offer or just to be supported by offered storage to be activated in future by license?

Answer 32:

Remote Mirroring must be included in storage offer, not just supported.

Sincerely yours

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