



EUROPEAN UNION

Delegation of the European Union to Bosnia and Herzegovina

**Clarification No.2 to the Tender Dossier  
Consolidation and further development of the Judicial communication and Information System**

**EC/BIH/14/022; EuropeAid/136166/DH/SUP/BA**

**Question 1:**

We would like to ask for the omission or the alteration of the following specification:

“Contractor must provide Manufacture Authorization Form (MAF) from company branch or approved distributor for Bosnia and Herzegovina for each offered part of the implementation which are not property of the contractor. In case that there is no company branch or approved distributor present in Bosnia and Herzegovina contractor must provide MAF form from company branch or distributor responsible for this area.”

as mentioned in page 16 of Annexes II + III of the tender dossier.

**Answer 1:**

Please refer to the Corrigendum No.2 to the Tender Dossier, Point 3.

**Question 2:**

Annex II + III Technical specifications. Lot 1. page 16:

It is required that Contractor must provide Manufacture Authorization Form (MAF) from company branch or approved distributor for Bosnia and Herzegovina for each offered part of the implementation which are not property of the contractor. In case that there is no company branch or approved distributor present in Bosnia and Herzegovina contractor must provide MAF form from company branch or distributor responsible for this area”.

If purchaser has still solid and justifiable ground for keeping this requirement, its place is not in the technical specification. As this requirement postulates that candidates should possess authorisation, this is essentially an administrative compliance requirement and it should be in the Contract notice, Selection criteria, p. 16.2 - Professional capacity of tenderer.

**Answer 2:**

Please refer to the Corrigendum No.2 to the Tender Dossier 3.

**Question 3:**

Since “Top right part of latest Gartner Magic Quadrant” shows specific and limited number of manufacturers and avoiding “perfect competition” we kindly ask you to delete the sentences containing “Gartner Magic Quadrant” in order to make a fair competition.

**Parts containing Gartner Magic Quadrant:**

“1.1 Implementation of data warehouse

Database Management must listed in top right part of latest Gartner Magic Quadrant for RDBMS”

“1.2 Implementation of Business Intelligence (BI) solution

Business Intelligence must listed in top right part of latest Gartner Magic Quadrant for Business Intelligence solutions”

**“Lot 2 Comprehensive Data Loss Prevention Solution**

The solution has to be industry well accepted with proven track record (i.e. Gartner® Magic Quadrant for Content-Aware Data Loss Prevention Solution for Data Loss Prevention).”

**Answer 3:**

Please refer to the Corrigendum No.2 to the Tender Dossier, Point 1 and Point 2.

**Question 4**

Related to the Point 8 Certificate of origin.

Considering that the subject of the procurement in this particular case is software (licence) and not a physical object (product such as hardware), we as a manufacturer are not able to provide such certificate of origin as a proof for one simple reason: certificate of origin is not being issued for the licences (software), which means that this requirement cannot be fulfilled.

We would like to remind you that an licence user starts to use a licence in the way that he/she downloads it from our site rather than by means of physical delivery of the same.

Therefore, please confirm if not submitting the mentioned certificate would be considered as formal omission or if you

could, based on our explanation, change the tender documentation or if you could simply, by your confirmation, acknowledge that the above-mentioned requirement is not applicable to the subject of this procurement and that it would not have an impact in the final decision.

**Answer 4:**

a) Based on Article 19.5 of the IPA Regulation under which this procurement is financed, the rule of origin applies to "All supplies and materials purchased under a contract financed under this Regulation" and they "must originate from the Community or a country eligible according to paragraphs 1 or 2. The term 'origin' for the purpose of this Regulation is defined in the relevant Community legislation on rules of origin for customs purposes."

As per the RAP (Commission Regulation on the rules of application of the Financial Regulation), art 121.2, Supply contracts cover the "purchase, leasing, rental (...) of products." Applicable regulations do not distinguish between non-materialised and materialised products, therefore, the rule of origin applies to software despite their non-materialised nature.

b) However, because of its non-materialised form (i.e. sold on the internet, transmitted via email etc.), with no movement of goods for its delivery, the rule of origin will be fulfilled to the condition that the owner of the software's copyright is a natural person who is national of, or a legal person which is effectively established in an eligible country under IPA. The owner of the right is the one mentioned in the copyright notice.

**Question 5**

Instructions to Tenderer, page 3, Point 4. Origin:

In section 4. Origin it is specified that all goods purchased under the contract must originate in a Member State of the European Union or in a country or territory of the regions covered and/or authorized by the specific instruments applicable to the program specified in clause 3.1 of this document.

Does this refer to software products and if yes, how to prove the origin of software products?

**Answer 5:**

Yes, it refers to the software products as well. Please refer to the Answer 4.

**Question 6**

Can supplier offer RESTRICTED USE licences for the software product which are incorporated into solution in such a way that ONLY Supplier is allowed to maintain the solution or underlying software licences for the software products which are incorporated into solution MUST allow FULL USE in such way that solution is open for future upgrades, extensions and integrations not only by supplier, but ALSO BY Beneficiary.

**Answer 6:**

The Supplier's offering needs to allow the Beneficiary to perform future upgrades, extensions and integrations without any additional obligations (contractual and/or financial) towards the supplier or the software vendor. Therefore, any software products incorporated in the offered solution must include full use licences.

**Question 7**

According to the Tender Guarantee Form, which is a part of the Tender Dossier, it says that:

„We note that the guarantee will be released at the latest within 45 days of the expiry of the tender validity period, including any extensions, in accordance with Article 8 of the Instructions to Tenderers [and in any case at the latest on (1 year after the deadline for submission of tenders)].“

Can you give us the final date of releasing the tender guarantee in form dd/mm/yyyy, or confirm if it is 90 days + 45 days from the deadline for submission of the tender, or 90 days + 1 year + 45 days from the deadline for submission of the tender?

**Answer 7:**

As stated in the footnote of the Tender Guarantee form, where the law applicable to the guarantee imposes a precise expiry date to be given in the Tender Guarantee or where the guarantor can justify that he is unable to provide such a guarantee without expiry date, the Tender Guarantee shall be valid one year after the deadline of submission of tenders.

**Question 8**

What is the process and timelines regarding the return of the Bid Bond in case of the tender being non successful?

**Answer 8:**

According to the PRAG, 2.9.3.1. Procurements, the contracting authority must inform in writing the unsuccessful tenderers using the appropriate template within not more than 15 days from receipt of the countersigned contract from the successful tenderer.

Consequently, tender guarantees provided by tenderers who have not been selected will be returned together with the information letter that the tenderer has been unsuccessful.

**Question 9**

We usually do not entertain Performance Bonds, are there any other option available to proceed?

**Answer 9:**

Yes, there are other options available to proceed. For more details please refer to the Article 11.3 of the General Conditions.

**Question 10**

Since we don't take an advance payment for our services, we were wondering if there was a possibility of having a billing structure based on milestones achieved and if we could bypass the Performance Bond?

**Answer 10:**

No, you cannot bypass the Performance Guarantee. Please refer to the Article 11 of the General Conditions, the Article 11.1 of the Specific Conditions and Article 21 of the Instructions to tenderer.

**Question 11**

Please clarify if the Contractor must deliver hardware for Lot 2: Comprehensive Data Loss prevention Solution.

**Answer 11:**

The explanatory note on page 17 states: "Proposed solution has to include all necessary hardware for optimum functioning of the proposed DLP solution, if applicable. In practice, solution can be implemented through dedicated hardware or virtual appliances. In case of use of the virtual appliances, appropriate hardware for its optimum functioning needs to be provided, taking in consideration up-scaling of the system to include at minimum 5500 clients." Therefore, the contractor must provide and deliver hardware necessary for adequate functioning of DLP solution functions, where applicable.

Namely, some solutions available at the market may include specialised physical appliances used for implementing certain functions of the DLP, while other solutions do not feature such products. This requirement was included to guarantee the equal opportunity for different DLP solutions, not dependent on availability of specialized physical DLP appliances. If the offered solution does not include a specialised physical appliance for the implementation of network-based DLP functions, the bid should include the hardware necessary for optimum functioning of network-based DLP functions.

**Question 12**

In the **Technical Specifications, Lot 2 — item 3 - Implementation services, consulting services and education services for ITEMS 1 and 2 (Lot 2), page 29**, it is mentioned that „professional services delivered by experienced, trained and certified professionals must include: Preparation, Pre-Engagement, Assessment and Planning; Design; Implementation, integration and training".

Please specify if the experts should be presented in the tender submission phase?

**Answer 12:**

No, they do not have to be presented in the tender.

**Question 13**

In the **Technical Specifications, Lot 1: Implementation of Business Intelligence in B&H judiciary, page 2**, it is mentioned that „To keep track of the data, courts and prosecutors' offices need to use a wide range of software programs, such as MS Excel, MS Access and different database applications like Case Management System (CMS)".

Please specify:

- The amount / quantity of data (number of cases, records) that need to be included in the BÍ solution;
- The versions of Excel and MS Access in which the existing data are stored;
- The types of databases and CMS in which the case information are stored (and their amount / quantity)

**Answer 13:**

- The amount of data which should be included in BI solution is:
  - 5+ million cases
  - 65+ million related documents
  - 5+ million parties

- 100+ million tasks
- and 300+ small size tables holding related data (codebooks, etc.)

Planned data warehouse and BI solution should provide possibilities to support 10%-20% annual growth of all data/records.

- We are not storing any data relevant for BI solution in Excel or Access these applications are only used for reporting purposes. Currently, we are using Microsoft Office Professional Plus 2010 but the proposed solution should support Microsoft Office 2013 and later.
- All above mentioned data and quantities are stored in Oracle 11g databases.

**Question 14**

In Tender Dossier, 06) Annex II + III - Tech. Specs. Final, LOT 2 - Comprehensive Data Loss Prevention Solution, on Page 17 of 32, there is a statement that one of the primary goals of the solution are to:

*„ - Enable comprehensive and effective classification of messages, documents and all other types of files by the tools that embed classification metadata based on user input, in addition to applying visual labels and markings and can also trigger additional levels of protection based on the classification”*

However, there are no such requirements in Tables containing Specification Required.

Could you please specify are Bidders required to offer such classification solution with the described functionalities? If yes, could you please specify all the required functional and technical requirements and type and number of required licenses?

**Answer 14:**

As specified, the Comprehensive Data Loss Prevention Solution (Item 1, LOT 2) is to include the DLP Discovery function for which it is specified that “Solution needs to provide discovery and detection of confidential data at storage locations, databases, including encrypted repositories (including ability to decrypt for purpose of policy matching) and apply security policies to large quantities of any type of documents (including, but not limited to MS Office, e-mail messages, generic files of any sort)”. In addition to this, the it is specified that the DLP Discovery function will be able to: “Automatically copy (tag), relocate (quarantine) or apply digital rights (Microsoft RMS) to discovered confidential files which violate policy”. As specified, perpetual licenses for 2000 nodes / clients need to be provided for the Item 1 (Comprehensive DLP Solution).

**Question 15**

In order to optimize the investment and lower the cost of the solution, could you ensure one (1) physical or virtual server running MS Windows Server 2008 R2 or later for this project?

**Answer 15:**

No. For LOT 2 it is specified that: “Subject of this procurement is the Comprehensive Data Loss Prevention Solution (encompassing the necessary software and hardware components/modules/sub-systems for execution of the required DLP functions)”. Furthermore, the Specification states “Proposed solution has to include all necessary hardware for optimum functioning of the proposed DLP solution, if applicable. In practice, solution can be implemented through dedicated hardware or virtual appliances. In case of use of the virtual appliances, appropriate hardware for its optimum functioning needs to be provided, taking in consideration up-scaling of the system to include at minimum 5500 clients.” Therefore, the offers are to include all the necessary physical and virtual components necessary for optimum functioning of the offered DLP Solution.

**Question 16**

Do you have an existing MS SQL Server 2005 or later which could be used for this project, in order to leverage the existing infrastructure and lower the cost of the solution?

**Answer 16:**

No. It is specified that: “Subject of this procurement is the Comprehensive Data Loss Prevention Solution (encompassing the necessary software and hardware components/modules/sub-systems for execution of the required DLP functions)”. Furthermore, the Specification states: “All third party software licences needed for the implementation of the required solution must be included in the proposal.” Therefore, the offers are to include all the necessary physical and virtual components necessary for optimum functioning of the offered DLP Solution.

**Question 17**

Do you have an active Microsoft Enterprise Agreement contract which you can leverage to provide the following Microsoft licenses for this project;

- one (1 ) Microsoft Windows Server Standard license
- one (1) Microsoft SQL Server Standard license

**Answer 17:**

The Beneficiary has an active Microsoft Enterprise Agreement contract. However, it is specified that offers must include “all third party software licences needed for the implementation of the required solution.”

**Question 18**

If a Tenderer is offering physical servers as a part of the solution, please specify how much free space /slots do you have in your existing racks? Please also specify any other requirements for the servers?

**Answer 18:**

Number of slots available for all physical components (e.g. servers, SAN storage, etc.) which are to be dedicated to the implementation of the Comprehensive DLP Solution is 6U.

**Question 19**

If a Tenderer is offering physical SAN storage as a part of the solution, please specify how much free space /slots do you have in your existing racks? Please also specify any other requirements for the SAN storage?

**Answer 19:**

Number of slots available for all physical components (e.g. servers, SAN storage, etc.) which are to be dedicated to the implementation of the Comprehensive DLP Solution is 6U.

**Question 20**

Is manageability from the Oracle Enterprise Manager an excluding requirement? Would a functionally comparable solution satisfy the tender requirements?)

**Answer 20:**

Yes, it is excluding requirement, since all enterprise level databases have plugins to be manageable from Oracle Enterprise Manager.

**Question 21**

Is the Active-Active ETL solution architecture an excluding requirement? Will Active-Passive cluster (for high availability)+ parallel grid engine architecture (for performance) satisfy the tender requirements for the ETL part of the solution?

**Answer 21:**

Active-active cluster is required for the BI solution not for the ETL solution which will load data into the database.

**Question 22**

Please provide the following information so that the scope of work can be estimated:

- Expected types of data sources (e.g. Oracle data base, SAP, Excel files) and expected number of tables/columns/rows for each of them.
- Expected number of tables/columns/rows for the COURT CASES data mart and number/types of the data sources.
- Expected number of tables/columns/rows for the PROSECUTION CASES data mart and number/types of the data sources.
- Expected number of tables/columns/rows for the HRMIS DATA data mart and number/types of the data sources.
- Estimated monthly data growth in terms of number of rows or gigabytes for both source systems and data marts.
- Expected number of expected different data quality reports.
- Expected number of tabular reports and charts for each of the five required interactive dashboards.

**Answer 22:**

- All systems are based on Oracle 11g Enterprise Edition database. The amount of data which should be included in data warehouse and BI solution is:
  - 5+ million cases
  - 65+ million related documents
  - 5+ million parties
  - 100+ million tasks
  - And 300+ small size tables holding related data (codebooks, etc.)
- COURT CASES data mart should include all above mentioned data as they share the data from mentioned tables (parties, document, codebooks etc.).
- PROSECUTION CASES data mart should include all above mentioned data as they share the data from mentioned tables (parties, document, codebooks etc.).
- HRMIS DATA data mart should include all above mentioned data as they share the data from mentioned tables (parties, document, codebooks etc.).
- Planned data warehouse and BI solution should provide possibilities to support 10%-20% annual growth of all

data/records.

- Proposed solution should be able to handle increase and decrease in number of quality reports. Error validation should support dynamic changes to the error validation rules in the way that when the new data error rule is defined it will be applied from the next data extraction. Error validation refers to the data integrity checks that will be run during the data transformation to check for some rules for example if the client id is not null, if the new case entry date is in current year, etc.
- There is no defined number of item(tabular reports, graphs, etc.) that the interactive dashboard can and should hold as items will be added dynamically after the implementation of the BI. Proposed solution should be able to ensure that the addition and removal of certain items on the dashboard is not limited to certain period of time and the elements that will be added to dashboards can easily be created in the BI solution.

### **Question 23**

What kind of integration with the web portal is expected? Would a possibility to e.g. generate a PDF document from the BI and make it available via the portal satisfy the tender requirements? If not: Is the ADF-based web portal a custom-developed solution? If it is the case and an additional custom development will be needed, will all the required developer-grade documentation be available so a proper integration with the BI solution could be implemented?

### **Answer 23:**

Full integration of the BI reports is expected in the judiciary web portal, in the way that the output of the report created in BI solution will be presented on judiciary web portal as part of the web page. Displaying of the pre-generated PDF from BI solution will not satisfy tender documentation. Judiciary web portal is custom developed solution and the documentation will be made available during the implementation to ensure proper implementation of integration of BI solution on the judiciary web portal.

### **Question 24**

What is the expected number of users accessing the restricted part of the judicial web portal?

### **Answer 24:**

Currently, judicial web portal has the mechanism to limit the access to restricted part of the judicial web portal per user and functionality. Initial number of users accessing restricted part of judiciary web portal for BI will be 20+ with planned increase by 10% per year.

### **Question 25**

What level of interactivity is required by the restricted part of the judicial web portal users? E.g. is it required for the users to be able to run reports providing different parameter values?

### **Answer 25:**

It is required to ensure possibility to run reports and change the parameters for all reports made available in the restricted part of judiciary web portal.

### **Question 26**

**Lot 1** - On page 3 of the document Annex II + III - Tech. Specs. is referred “Beneficiary (HJPC BiH) will provide necessary hardware based on IBM AIX 7.1 OS with 1 CPU (2 cores), 64 GB RAM, fiber channel connection for implementation of DWH solutions BI solution” and “beneficiary will provide 2 processor licenses for Oracle Weblogic Suite 11g R1 for application server for implementation of BI solution web server(s) in active-active mode”. Also on page 12 of the same document is referred that “Contractor is required to ensure existence of two parallel environments one for production and one for testing environment for all components of Business intelligence solutions (data warehouse, application server, business intelligence, etc.)”.Please clarify if for the installation of the two environments the above hardware and software will be used or not. If separates system will be used please clarify if the beneficiary will provide the software license.

### **Answer 26:**

For the installation of the production and test environment same hardware will be used, but contractor must ensure clear separation between production and test environment (using different database schemas, data models, BI data model names, etc.).

### **Question 27**

Lot 1 - The below questions are based on paragraph 1.1 “Implementation of data warehouse” of the document Annex II + III - Tech. Specs.

- What is the number of Source Systems available?
- What kind of RDBMS is used in all source systems?
- What is the volume of each source system?

- How often is data extraction required, in order to meet requirement demands?
- Does the source infrastructure support log tables to keep track of all data changes/deletions and insertions?
- Please specify part error validation
- Email Services require an email Server. Is there any available?

**Answer 27:**

- There are three (3) main source system, namely Case management system, Human Resource System and Small utility claims system (SOKOP).
- All systems are based on Oracle 11g Enterprise Edition database.
- The amount of data which should be included in data warehouse and BI solution is:
  - 5+ million cases
  - 65+ million related documents
  - 5+ million parties
  - 100+ million tasks
  - And 300+ small size tables holding related data (codebooks, etc.)
- Planned data warehouse and BI solution should provide possibilities to support 10%-20% annual growth of all data/records.
- Data should be extracted daily with extraction procedures setup to run at night after 11 p.m. and to be finished before start of next working day latest by 6.00 am.
- Source systems have the log tables to keep track of all data changes/deletions and insertions.
- Error validation should support dynamic changes to the error validation rules in the way that when the new data error rule is defined it will be applied from the next data extraction. Error validation refers to the data integrity checks that will be run during the data transformation to check for some rules for example if the client id is not null, if the new case entry date is in current year, etc.
- Microsoft Exchange 2010 Email server is available.

**Question 28**

Lot 1 - On page 11 of the document Annex II + III - Tech. Specs. is referred "BI platform must be able to restrict the amount of data transferred from server to client (number of rows, cell, etc.) in order to maintain good performance". Please clarify if Data amount restrictions are referring to object restriction? If not, please specify.

**Answer 28:**

Basically, no data restrictions based on amount of data should be implemented for server processing the requests for reports, but data restrictions are just to limit the amount of data from the server to end user. Mentioned data restriction should be implemented to prevent the end user from exporting table holding 10+ million records, but if the graph is based on those 10+ million records data restrictions are not to be applied.

**Question 29**

Lot 1 - On page 3 of the document Annex II + III - Tech. Specs. is referred "read-only for minimum 150 users - accessing the predefined reports and dashboards". On page 9 of the same document is referred "150 users will only have ability to change predefined parameters and refresh data on interactive panels/sites/dashboards". Please clarify which one of the above is the correct one.

**Answer 29:**

Both statements are referring to the same users and same number of users. Basically, 150 users will have rights to connect to BI solution and run predefined reports and dashboard (page 3) and , if they want and need, to change paramters on those dashboards i.e. to change time period for which they want the report or/and dashboard (page 9).

**Question 30**

Lot 2 - Which encryption product and which encryption format is used for encrypted repositories? (For requirement: "Scan encrypted repositories with the ability to decrypt and evaluate for policy matching.")

**Answer 30:**

There are no pre-existing constraints regarding the use of encryption of data repositories. The ability of scanning encrypted repositories, decrypting and evaluating for policy matching needs to be harmonised with encryption/decryption mechanism used within the functions of the offered DLP solution, as specified ("solution will also enable encrypting drives, files, folders and removable media and remote management" on page 26).

**Question 31**

Lot 2 - Is there any external decryption tool deployed that can be used to decrypt repositories? (For requirement: "Scan encrypted repositories with the ability to decrypt and evaluate for policy matching.")

**Answer 31:**

No, there is not. The ability of scanning encrypted repositories, decrypting and evaluating for policy matching needs to be harmonised with encryption/decryption mechanism used within the functions of the offered DLP solution, as specified (“solution will also enable encrypting drives, files, folders and removable media and remote management” on page 26).

**Question 32**

Lot 2 - Endpoint DLP requirements are requested also when the workstation is not connected to the corporate network (e.g. the Ethernet cable is unplugged)?

**Answer 32:**

As specified on page 27, the Endpoint DLP will “Provide continuous protection of confidential data regardless of whether the user is on or off the network”. Therefore, the Endpoint DLP is required to enforce determined policies on the workstation at all times.

**Question 33**

Structured data from databases is required to be protected on the endpoints as well?

**Answer 33:**

Yes, all data including structured data from databases is required to be protected in storage, in motion and in use (according to established data protection policies).