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Delegation of the European Union to Bosnia and Herzegovina

Clarifications No. 1 to the Tender Dossier
PUBLICATION REF.: EuropeAid/136779/DD/SUP/BA;EC/BIH/TEN/14/032
Procurement of ICT equipment and software for the Competition Council of BiH

1. Question:

Warranty period

As per Article 32 of the Special Conditions: "The warranty must remain valid for one year after provisional acceptance". On the other hand, it is mentioned in the technical requirements of the needed items warranty: "1-year parts, 1-year labour, 1-year support". Please confirm that you are looking for one year warranty period including (parts, labour and support) and not three years warranty.

Answer:

One-year warranty is required (that includes parts, labour and on-site support) for each item where it is specified "1-year parts, 1-year labour, 1-year on-site support".

2. Question:

Items: 1.10: Backup Software, 1.15: Software for servers virtualization and 1.16: CDMS - Origin of the goods

Regarding the software items (1.10, 1.15 and 1.16) please note that since they goods are software and not manufactured, please confirm that no need to provide certificate of origin for these software items and derogation of origin is applied.

Answer:

Based on Article 19.5 of the IPA Regulation under which this procurement is financed, the rule of origin apply 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.

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.



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3. Question:

Item 1.3 – Personal Computer

3.1 You are asking for DVD+-RWDL included SATA, 5.25”

We are looking to offer DVD +/- RWDL super multi. Please confirm that it is acceptable and confirm that 5.25” is a typing mistake.

3.2 Please note that BiH/Latin keyboard is difficult for European manufacturers to provide it. Please confirm that EN keyboard will be acceptable.

Answer:

3.1 Please see the Corrigendum No. 1 to the Tender Dossier.

3.2 BiH/Latin keyboard is required.

4. Question:

Item 1.4 – Laptop

You are asking for Integrated Standard keyboard BiH/Latin.

Please note that it is not easy for the European manufacturers to provide BiH keyboard for the Laptops.

Please confirm that English keyboard will be acceptable.

Answer:

Integrated standard BiH/Latin keyboard is required.

5. Question:

Item 1.9 – UPS

Please note that for this kind of small UPS (less than 5KVA), Electrical Junction wiring method is used to connect the loads. In this case, the user can connect more than 8 (Eight) loads simultaneously to the Electrical Junction Box of the UPS.

We kindly ask you to confirm that Electrical Junction wiring method is acceptable instead of 8 (Eight) output connections.

Answer:

Minimum 8 output connections is a required.

6. Question:

Item 1.11 – Storage Area Network Switch

You are asking for 8 Gbps SFP Module SW (8-Pack).

Manufacturers informed us that they can offer a SFP card of rate 8 Gbps. Please clarify what



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do you mean by 8-Pack?

Answer:

8-Pack means a pack of additional 8 (packaged quantity) SFP modules of 8 Gbps rate.

7. Question:

Item 1.16 – CDMS

7.1 You are asking for “Multi-lingual system providing support for all three official languages of BiH and two scripts”.

Please explain what do you mean by two scripts?

7.2 It is very important for the CDMS providers to know more details about the flow charts and the workflows since the cost of software implementation will be according to the these details. In order to submit a competitive offer for this software and implementation services, we kindly ask you to provide us with flowcharts and detailed descriptions of all the workflows that you would like us to implement.

7.3 CDMS providers informed us they cannot provide language packs on the three official languages of BiH, in order to submit an offer for this tender, we kindly ask you to confirm that English language of this software will be accepted.

7.4 You are asking for “Support of Active Directory and Smart Card Authentication and authorization”

Please note that you are not asking for a card reader in the hardware part in order to ask for a smart card authentication. So that, we kindly ask you to provide the technical requirements for a card reader or please confirm that we can ignore the smart card authentication requested.

7.5 You are asking for “Support for the integration with the e-mail and calendar system (personal calendar, group/shared calendar and their graphical presentations) to provide for informing, warning and reminding the user of the actions done and deadlines for action”

Please note that calendar system needed is not clear for the CDMS providers, we kindly ask you to explain this point.

7.6 You are asking in Section 5 Reporting and searching module.

Please note that all CDMS providers will use third party software to provide reports and searching tools in this kind of software.

To be compliant with the needed reporting and searching module mentioned in Section 5, please confirm that CDM system and third party software will be accepted.

Answer:

7.1 Cyrillic and Latin.

7.2 Detailed descriptions of the workflows are provided in the “*Overview of the processes and procedures for 9 initial workflows to be configured and deployed*” in “06) TS and Technical offer” document.

7.3 No, it will not. Software must be localized and provide support for all three official languages of BiH and two scripts.



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7.4 Please see the Corrigendum No. 1 to the Tender Dossier.

7.5 The system needs to provide for informing, warning and reminding the user of the actions done and deadlines for action through the e-mail notifications and the calendar system (personal calendar, group/shared calendar and their graphical presentations).

7.6 Third party software is accepted; however supplier needs to deliver licences for any required third-party software. The prices of these licences must be included into budget breakdown.

8. Question:

Items 1.1 Database/Application Server and 1.2 Backup Server

It is required to offer minimum 2 processors Passmark CPU Mark 9000 or higher.
Please clarify if Passmark CPU Mark 9000 benchmark shall be met per single processor or processor pair?

Answer:

Each (single) processor needs to be Passmark CPU Mark 9000 or higher.

9. Question:

Items 1.1 Database/Application Server and 1.2 Backup Server

Please clarify if total 2 PCIe Gen 2.0 slots per server are acceptable, regardless if they are populated with interface cards like Fiber Channel HBA.

Answer:

Yes they are.

Dimitrios KALOGERAS

Head of Contracts, Finance and Audit Section