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Delegation of the European Union to Bosnia and Herzegovina

Clarification No. 2

Publication Ref: EuropeAid/137331/DH/SUP/BA; EU/BiH/TEN/13/035

Subject: "Police Education Equipment"

Location: Bosnia and Herzegovina

Question 1: In Preamble of technical specification it is mentioned that The integrated Police academy e-Learning environment will consist, among other things, of 7 courses up to two hours of multimedia materials. Then, in Section 2: E-learning Environment Overview there are mentioned 5 modules of e-learning content - up to 120 min of multimedia content, but there are 7 topics:

- Learning with Moodle
- Authoring tools
- Antiterrorism course
- Human trafficking,
- Organized crime,
- Juvenile delinquency
- Domestic violence

Then, on page 80 of Technical specification it is briefly described:

- E- Learning content up to 120 min of multimedia content
- Topic: Learning with LMS
- E- Learning content up to 300 min of multimedia content
- Topic: 5 topics defined by beneficiary authority (60 minutes of multimedia content per topic)

Please, could you define how many e-learning courses need to be developed with how much multimedia content in minutes?

Answer 1: Please see corrigendum number 3 to the Tender Dossier.

Multimedia e-learning training modules development is required as follows:

- 2 online pedagogy and multimedia learning creation topics (modules) in form of e-learning are:
 1. Learning with Moodle
 2. Authoring tools



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- 5 topics (modules) in form of e-learning defined by beneficiary authorities are:

1. Antiterrorism course
2. Human trafficking
3. Organized crime
4. Juvenile delinquency
5. Domestic violence

E-learning educational content at least 60 minutes of e-learning multimedia per one topic (module) is to be developed. This means (7 topics) x (at least 60 minutes) it is at least 420 minutes for all topics.

2+5=7 topics in form of e-learning

For every topic (module) in form of e-learning the bidder is obligated to find and subcontract subject matter experts and deliver knowledge for required module, pack it in multimedia content in form e-learning and implement on e-learning system (LMS) as e-learning courses.

Question 2: Is it expected that all e-learning courses should be developed in 225 calendar days? Or timeline of development will be defined in system implementation plan so e-learning courses may be developed in accordance with education plan of Police academy?

Answer 2: All activities in the project including development and delivery of online courses must be finished in 180 days. 45 days are foreseen to issue the Provisional Acceptance Certificate.

Question 3: Does contractor need to provide educational content which should be then developed in e-learning course?

Answer 3: Yes, contractor needs to provide knowledge (educational content) and expertise for specific knowledge (Antiterrorism, Juvenile delinquency, Human trafficking...) for each course.

Question 4: Lot 3 – Item 4: TV Set

Please note that DVI connection is not required since you have already asked for (2) two HDMI.

Please confirm that we can ignore DVI connection.

Answer 4: We confirm that you can ignore DVI connection. In connection to this please note that the specification of Item 2: Work stations have been updated.

Please see Corrigendum No 3 to the Tender Dossier.



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Question 5: Lot 3 – Item 6: Printers multi-functional

You are asking for Fax (optional) and in the same time you need to offer RJ11 phone port.
Please confirm that Fax is needed in the multi-function.

Answer 5: The requirement for Fax (as well as for RJ11 phone port) has been removed. Please see corrigendum number 3 to the Tender Dossier.

Question 6: Lot 3 – Goods Delivery

You mentioned that the goods must be distributed in 7x locations.
Please confirm that all the locations are located in Banja Luka otherwise please specify exactly the site addresses.

Answer 6: We confirm that the supplies should be delivered in one central location (as specified in Annex II: Technical Specifications).

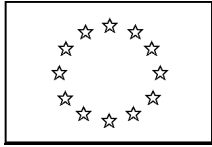
Question 7: According to the Tender Dossier it is required that: “Over the past thirty-six months before the deadline of submission of this tender, the tenderer has successfully completed at least one contract in related fields with a budget of at least same as the financial proposal per lot offered under this tender.”
Subject of this LOT is Distance learning system consisted of delivery and implementation of videoconferencing infrastructure with end-points, as well as delivery and deployment of e-learning platform and related hardware.

Our question is: would it be acceptable to provide reference consisted only of video-conference system in requested value, since most of LOT’s value is related to hardware equipment for video-conferencing?

Answer 7: Yes, it would be acceptable to provide reference consisted only of video-conference system or only of e-learning system or both, since the fact that LOT 1 consists of hardware equipment for video-conferencing and e-learning system.

Question 8: Learning Management System (LMS) and Software solution for e-learning (LMS - Learning Management System) Could you please kindly inform us about how many concurrent and total users are going to use Learning Management Systems and E-learning systems?

Answer 8:



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For Lot 1:

500 concurrent and total users are going to use Learning Management System (LMS).

For Lot 2:

The system shall be designed to support potentially an unlimited number of users. This means that adding new users, trainers and educators, courses, etc. should be possible without additional and special charges for licenses in the future. The number of concurrent and total users will never be higher than 15% of the total number of all users of the system. The number of concurrent users is approximately 200.

Question 9: Learning Management System (LMS) and Software solution for e-learning (LMS - Learning Management System) There are two different LMS item in two different LOTs. Are they subject to deployed in different servers, do they have to be the same brand and version, do they need to be integrated during implementation?

Answer 9: LMS specified in LOT 1 is separated system from other LMS systems specified in other LOT's, and integration between them is not required. In LOT 1, point 6 System infrastructure is specified to host LMS, SDS and other related items, only for LOT1 (it is not allowed to use resource from system infrastructure for video conferencing infrastructure).

Question 10: Lot 1 - Item 1.1 "End-Point system Type 1 and Lot 1 - Item 1.2 "End-Point system Type 2" and Lot 1 – Item 2.1 "Multipoint solution / Video Bridge" and Lot 1 – Item 2.4. "Firewall Traversal solution" Since there are no listed items manufactured in any of the eligible countries, in order to enable attendance to the tender, we kindly request you to grant derogation rule of origin for this items.

Answer 10: Our market research confirms that the specified items originate from eligible countries (Member State of the European Union or in a country or territory of the regions covered and/or authorised by the specific instruments applicable to the programme under which the contract is financed; See item 22 of the contract notice).

Question 11: Lot 2 - Item 2.1 "Point-to-Point wireless link 20Mbps device set" and Lot 2 - Item 2.4 "Mobile multimedia projector" and Lot 2 - Item 2.6 "Digital SLR" and Lot 2 - Item 2.7 "Digital Camcorder" Since there are no listed items manufactured in any of the eligible countries, in order to enable attendance to the tender, we kindly request you to grant derogation rule of origin for this items.

Answer 11: The answer to this question will be provided by 5th May 2016.



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Question 12: Lot 2 - Item 3.1 "Videoconferencing system" Since there are no Videoconferencing systems manufactured in any of the eligible countries, in order to enable attendance to the tender, we kindly request you to grant derogation rule of origin for this items.

Answer 12: Our market research confirms that the specified item originates from eligible countries (Member State of the European Union or in a country or territory of the regions covered and/or authorised by the specific instruments applicable to the programme under which the contract is financed; See item 22 of the contract notice).

Question 13: Lot 3 - Item 1 "Projectors" and Lot 3 - Item 6 "Printers multifunctional" and Lot 3 - Item 8 "Switch L2 16 port" Since there are no listed items manufactured in any of the eligible countries, in order to enable attendance to the tender, we kindly request you to grant derogation rule of origin for this items.

Answer 13: The answer to this question will be provided by 5th May 2016.

Question 14: Lot 3 - Item 3 "Video-conference system" Since there are no Video-conference systems manufactured in any of the eligible countries, in order to enable attendance to the tender, we kindly request you to grant derogation rule of origin for this items.

Answer 14: Our market research confirms that the specified item originates from eligible countries (Member State of the European Union or in a country or territory of the regions covered and/or authorised by the specific instruments applicable to the programme under which the contract is financed; See item 22 of the contract notice).

Yours sincerely,

Dimitrios KALOGERAS

Head of Contracts, Finance and Audit Section