



EUROPEAN UNION

Delegation of the European Union to Bosnia and Herzegovina

Sarajevo, May 2016

## CLARIFICATIONS NO. 1 TO THE TENDER DOSSIER

### Software Solution and ICT equipment for the State Aid System of BiH EuropeAid/137621/DH/SUP/BA; Tender no. EC/BiH/TEN/15/012

#### 1. Question:

Rule of origin

With reference to the rule of origin for software components: Please confirm that open source software is expected from the rule of origin for software as presented in the INSTRUCTIONS FO TENDERERS section 4.

#### Answer:

If there are no costs related to the offered open source (freeware) software, i.e. if it is fully free of charge with no licences cost or any other related costs, then the rule of origin for open source (freeware) software does not apply.

#### 2. Question:

Instruction To Tenderers

In document A. INSTRUCTION TO TENDERERS from tender dossier, section 10. Submission of tenders, point 10.4 is indicated that the technical and financial offers must be placed together in a sealed envelope.

a) Do you prefer that technical and financial offer are each placed in their separate envelopes with their copies, and then these two envelopes are places together into one (third) common envelope and after that in another single sealed envelope/package, or is there some other way that you would prefer?

b) Does documentation from section 11. Content of tenders, Part 3: Documentation must be placed together in a file with Part 1 : Technical offer or in two separate files?



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**Answer:**

- a) Referring to article 10.4 of the Instruction to Tenderers the technical and financial offers must be placed together in a sealed envelope. It means both technical and financial offers shall be in the same sealed envelope. The envelope should then be
- b) placed in another sealed envelope/package. In case a volume of the offer is too large to be placed into one sealed envelope more sealed envelopes can be submitted, but at each envelope has to be clearly stated how many envelopes form the entire offer.
- c) The Documentation listed in Instruction to Tenderers, Article 11, Part 3 must be included in the sealed envelope together with technical and financial offers mentioned in the paragraph above (a).

**3. Question:**

Evaluation criteria

With regard to the large scope, complexity and importance of the State Aid System Software Solution for country we find it extremely important to use economical evaluation criteria for this Tender. Our companies implemented similar systems in European Union (e.g. Lithuania) and other countries. That gives for us mandate to say that evaluation by lowest price will lead project to failure or to very big risk. If the lowest price approach is used, the contract will be awarded to the cheapest bid. No assessment is made of the quality of the bid and proposed system. The lowest price approach is generally only suitable for simple procurements for short-term, low-level services or goods of a standard specification, such as some stationery or linen. This approach may also be useful in the procurement of a clearly-specified product, service or works, which has sufficient mandatory aspects that would allow a simple choice on the basis of lowest price.

We kindly ask you to rethink Tender evaluation methodology and introduce economic evaluation methodology for the project. Economically advantageous tender approach and qualitative criteria is the only one possible way to identify the best available and affordable business solution for organisation.

It is very important to say that European Union strongly recommend economically advantageous tender approach for sophisticated systems and complex projects.

We are sure that it will allow procuring organization to receive more and better quality proposals and receive better value for money.

**Answer:**

We took your advice into consideration and decided to keep the same procedure having in mind that the technical evaluation ensures the quality of the offers, and only after the technical evaluation is finalised, the price is taken into account (as specified in the PRAG provisions).



**4. Question:**

**Delivery**

We have a doubt about the bidding documents, maybe you can help us with that. While the delivery locations for the pc's is perfectly established, the delivery locations for the rest of the items isn't that clear. So, while in pag. 42 of the Technical Specifications there are mentioned generic delivery locations for the items (primary site 1, primary site 2, primary site 8, DR site 1 and DR site 2), in pag. 43 of the same document there are specified 2 addresses of the generic locations mentioned before but it is not clear to which they exactly correspond... primary site 1, 2 and 8 have the same address described in pag. 43? DR site 1 e DR site 2 have the same address described in pag. 43? We also need to know the distribution of the items in each location. Would you please could send us the precise delivery locations of the items with the respective quantities please?

**Answer:**

There is only one Primary Site and one DR Site with their addresses specified on the page 43 of the Technical Specifications. The numbers in the table on the page 42 of the Technical Specifications you are referring to represent the exact quantity for each item to be delivered at the Primary Site and/or at the DR Site.

For example:

Item	Type	Institutions for delivery	Total Qty
1	Server for virtualization	Primary Site 2 / DR Site 2	4

In the row above, Primary Site 2 means that 2 servers for virtualization are to be delivered to the Primary Site and DR Site 2 means that 2 servers for virtualization are to be delivered to the DR Site.

Item	Type	Institutions for delivery	Total Qty
2	Database server	Primary Site 2/ DR Site 1	3

In the row above, Primary Site 2 means that 2 database servers are to be delivered to the Primary Site and DR Site 1 means that 1 database server is to be delivered to the DR Site.



**5. Question:**

Delivery

In tender dossier, document "06 6 Technical Specifications SAS BiH FINAL", page 20 of 73, point 1,16. PC (for grantors and I As), specified quantity of PCs (Various location) is 125, but on pages from 43 to 52 of 73, table Delivery Locations, there is 115 PCs. Please, can you specify where to install the remaining 10 PCs from Technical Specifications or you need this as the spare parts?

**Answer:**

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

**6. Question:**

Delivery

Does 'delivery' include installations of each workstation on each location provided in document 'Technical specifications SAS BiH'?

**Answer:**

Yes

**7. Question:**

Licencing

Who is responsible for supplying Windows server licenses and is there any way of licensing provided from state institutions?

**Answer:**

The Contractor needs to deliver all specified equipment and software, including perpetual licences for any required third-party software.

**8. Question:**

Licencing

Are MS office licenses planned to be used on work stations?

**Answer:**

Only preinstalled OS is required.

**9. Question:**



Items: 1.1 Server for virtualization and 1.2 Database server

We would like to notice that set of requirements for virtualization servers are specified only for one vendor Fujitsu PRIMERGY RX2540 M2 (regarding required USB port quantities) and database server specified for only one vendor Fujitsu PRIMERGY RX4770 M2 (regarding RAM upgrade option to 6TB). The above-mentioned servers are not unique in the market. Similar functionality and performance can be ensured with using other vendor servers, like IBM, Dell, HP and etc. Please make changes to open specifications to all leading server brands in the market. We would like to suggest that it is more efficient in terms of equipment configuration and price when concurrent vendors compete against each other.

**Answer:**

To the best of our knowledge, numerous manufacturers can provide servers meeting the requirement regarding memory upgrade. For the required USB ports please see the Corrigendum No. 1 to the Tender Dossier.

**10. Question:**

Item: 1.1 Server for virtualization

Which hypervisor will be used?

**Answer:**

Please see Item 1.17.

**11. Question:**

Item: 1.1 Server for virtualization

What is the number of VM to be installed?

**Answer:**

Please see Figure no. 1 and Figure no. 2 and explanation on the page 3 of the Technical Specifications.

**12. Question:**

Item: 1.1 Server for virtualization

In the technical requirements for Server for Virtualization 1.1 is requested to have three "PCI slot 3.0 x8". Such slot does not exist. Please verify that requested slot is "PCIe slot 3.0 x8".



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**Answer:**

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

**13. Question:**

Item: 1.1 Server for virtualization

In the technical requirements for Server for Virtualization 1.1 is requested to have server operating system without any specific functionality required. Is it acceptable to offer any operating system intended for use within a server?

**Answer:**

The Contractor needs to deliver all specified equipment and software, including perpetual licences for any required third-party software. All hardware and software delivered must be mutually compatible. The Contractor further needs to set up infrastructure as specified and make fully operational the State Aid Information System on that infrastructure.

**14. Question:**

Item: 1.1 Server for virtualization

In the technical requirements for Server for Virtualization 1.1 is requested to have server operating system without any specific functionality required. Is it acceptable to offer any version of Linux server operating system?

**Answer:**

The Contractor needs to deliver all specified equipment and software, including perpetual licences for any required third-party software. All hardware and software delivered must be mutually compatible. The Contractor further needs to set up infrastructure as specified and make fully operational the State Aid Information System on that infrastructure.

**15. Question:**

Item: 1.1 Server for virtualization

What type of VM network will be used?



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**Answer:**

Primary site: VM network is Ethernet based, with 10G Ethernet in data center and 1G in the access and perimeter segment. In the datacenter segment we use optical cable and optical patch and in the access and perimeter segment we use copper utp cat 6.

DR site: Virtual machine network should be virtual interface as part of hypervisor platform

**16. Question:**

Item: 1.1 Server for virtualization

Server for virtualization, 4 of them, will they be installed on primary site, or two on primary and two on secondary?

**Answer:**

Please see Figure no. 1 and Figure no. 2 and explanation on the page 3 of the Technical Specifications. Also, see the table on the page 42:

Item 1  
Server for virtualization  
Primary Site 2  
DR Ste 2  
Total 4

**17. Question:**

Item: 1.1 Server for virtualization

Regarding item 1.1. Server for virtualization: In connection with the requirements for “Min 4xUSB 2.0 ports and min 5xUSB” and “At least 3 PCI 3.0x8 and 3 PCIe 3.0x16 slots” - there is only one manufacturer, that can satisfy them. Having in mind, that these parameters are not crucial for server virtualization host, would you accept a proposal for server with 7 x USB 3.0 Ports and 4 x PCI 3.0x8 and 2 x PCIe 3.0x16 slots?

**Answer:**

To the best of our knowledge, numerous manufacturers can provide servers meeting the requirement regarding PCIe slots. For the required USB ports please see the Corrigendum No. 1 to the Tender Dossier.

**18. Question:**

Item: 1.1 Server for virtualization

Is it acceptable for you to offer servers with 6 or more PCIe x16 3.0 slots with x16



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connectors but wired x8. We have to mention that FC HBAs are x8 wired.

**Answer:**

The Contractor can propose any solution that complies with given requirements and ensures that all delivered is mutually compatible and operational at the end.

**19. Question:**

Item: 1.2 Database server

What is preferred type of database server? SQL, Oracle, else one?

**Answer:**

Please see Item 1.2 under RDBMS.

**20. Question:**

Item: 1.2 Database server

Regarding item 1.2. Database Server: In connection with the requirements for “At least 9 PCIe Gen 3.0x8 and 2 PCIe 3.0x16 slots available” - there is only one manufacturer, which can satisfy this requirement. Concerning the fact, that these parameters are not crucial for database server, would you accept a proposal for server with 4 x PCI-E 3.0 x8 and 5 x PCI-E 3.0 x16.6 slots?

**Answer:**

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

**21. Question:**

Item: 1.2 Database server

In the technical requirements for Database server 1.2 is required to have four CPU with at least 17000 CPU Passmark. CPUs used in all common 4U servers are E7-xxxx series which are not available on the Passmark report. Please specify the minimum required CPU performance or the exact Passmark report which will be used to evaluate CPUs.

**Answer:**

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





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**22. Question:**

Item: 1.2 Database server

According to our knowledge 4-way servers could not work with single processor and for that reason there is not performance tests for single processor servers. Could you please confirm that is acceptable for you 4-way servers with 4x Intel Xeon E7-4850 v3 14 cores processors.

**Answer:**

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

**23. Question:**

Item: 1.3 Backup server

Is any backup software needed for VM backup or it is planned to use hypervisor built in backup?

**Answer:**

Primary site has already operational backup software.

**24. Question:**

Item: 1.3 Backup server

Backup server has only 4x300GB SAS disks. Where will actually backup be performed?

**Answer:**

Backup will be performed in combination with the existing backup solution.

**25. Question:**

Item: 1.3 Backup server

In the technical requirements for Backup server 1.3 is requested to have server operating system without any specific functionality required. Is it acceptable to offer any operating system intended for use within a server?



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**Answer:**

The Contractor needs to deliver all specified equipment and software, including perpetual licences for any required third-party software. All hardware and software delivered must be mutually compatible. The Contractor further needs to set up infrastructure as specified and make fully operational the State Aid Information System on that infrastructure.

**26. Question:**

Item: 1.3 Backup server

In the technical requirements for Backup server 1.3 is requested to have server operating system without any specific functionality required. Is it acceptable to offer any version of Linux server operating system?

**Answer:**

The Contractor needs to deliver all specified equipment and software, including perpetual licences for any required third-party software. All hardware and software delivered must be mutually compatible. The Contractor further needs to set up infrastructure as specified and make fully operational the State Aid Information System on that infrastructure.

**27. Question:**

Item: 1.3 Backup server

Regarding item 1.3. Backup Server: In connection with the requirements for "Supported installation internal LTO drive" - there is only one manufacturer, which can offer such option. Would you accept 2U solution, which consist of 1U server, that satisfies all other listed requirements, and 1U LTO Rackmount Cage, with all accessories and cables included for any kind of LTO drive (4/5/6/7)?

**Answer:**

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

**28. Question:**

Item: 1.3 Backup server

In the technical specifications is required that the Backup Server support the installation of internal LTO drive however in the 2 units Server Racks required (also in the technical specifications) it's not possible to insert this object. We would like to ask you to have the possibility to propose in the offer an external LTO drive with connection to the rack 19" or alternatively 5 units Server Racks with the possibility of inserting an internal LTO.



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**Answer:**

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

**29. Question:**

Item: 1.3 Backup server

Could you, please, consider more disk space needed for backup such large amount of data. Could you, please, consider to add backup server for DR location.

**Answer:**

Backup will be performed in combination with the existing backup solution at the primary site, while it is not envisaged at the DR site.

**30. Question:**

Item: 1.2 Database server and 1.3 Backup server

Regarding item 1.2. Database Server and item 1.3. Backup Server: In connection with the requirement for "Minimum two 10Gbit/s Ethernet port" – could you specify what kind of connector shall be installed – 10G SFP+ or 10Gbase-T (RJ-45)?

**Answer:**

The Contractor can propose any solution that complies with given requirements and ensures that all delivered is mutually compatible and operational at the end.

**31. Question:**

Item: 1.4 GBE Switch

GBE Switch, are they any VLANs needed, what protocols are needed to setup?

**Answer:**

Please see technical specifications Item 1.4 GBE Switch.

**32. Question:**

Item: 1.4 GBE Switch

Regarding the fact that most world leading network equipment manufacturers can't provide CoO EU for their products, please derogate this item from origin requirements.

**Answer:**



To the best of our knowledge origin requirement can be met for this item.

**33. Question:**

Item: 1.5 Storage system Primary Site

HDD:

Total HDD data capacity (after RAID 10) minimum 6TB SAS (with 10k SAS disk drives)

Minimum 6TB data capacity with SSD disk drives

HDD hot-swapping

It's not clear for us what concerns the specifics of the storage disks. We need a clarification on that.

Must be the system a hybrid between SAS and SSD disks drives for a total of 6 TB + 6 TB?

Or it requires the ability to mount disks both type SAS that type SSD?

Please specify your precise needs request with the type of drives, and the actual volume of them (in TB).

Also, all others systems are required fiber connection 16 Gb, while for this item is required 8 GB (Minimum four 8Gbps FC ports). We would like to know if we can unify the speed fiber to 16 GB for this item too?

**Answer:**

For SAS disk – min 6TB of effective capacity after RAID 10 is required, plus for SSD disks raw capacity of 6TB before RAID is required, as specified.

SSD disks should be used either for extension of cache or like active data capacity.

As for fiber connection, please see the Corrigendum No. 1 to the Tender Dossier.

**34. Question:**

Item: 1.5 Storage system Primary Site

In the technical requirements for storage 1.5 is requested to support RAID 50. Is it acceptable to offer storage with Dynamic Drive Pool functionality instead of RAID 50? Dynamic Drive Pool in technical terms grants better protection and performance then RAID 50.

**Answer:**

RAID 50 capability is a requirement.

**35. Question:**

Item: 1.5 Storage system for Primary Site

You requested SSD disk for this system. We could deliver 3 types of SSD disk:  
- Read intensive SSD



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- Write intensive and
- Mixed use SSD.

Performance and prices of this types is very different.

Could you please clarify what kind of disk is acceptable for you.

**Answer:**

The Contractor can propose any solution that complies with given requirements and ensures that all delivered is mutually compatible and operational at the end.

**36. Question:**

Item: 1.6 Storage system DR Site

In the technical requirements for storage 1.6 is requested to support RAID 50. Is it acceptable to offer storage with Dynamic Drive Pool functionality instead of RAID 50? Dynamic Drive Pool in technical terms grants better protection and performance then RAID 50.

**Answer:**

RAID 50 capability is a requirement.

**37. Question:**

Item: 1.5 Storage system Primary Site and 1.6 Storage system DR Site

Regarding item 1.5. Storage system Primary Site and item 1.6. Storage system DR Site: In connection with the requirement for "Minimum 16 GB cache memory (minimum 8 GB per each storage controller)" – would you accept a proposal for storage system with 6GB cache per each storage controller and the possibility to upgrade cache capacity with Flash drives (SSD Cache)?

**Answer:**

The Contractor can propose any technical solution that will at the end comply with the given requirement.

**38. Question:**

Item: 1.9 UPS – DR Site

For this UPS is required outputs with "connections: min 2x NEMA L6-20R and min 2x NEMA L6-30R". We wanted to know, can we offer European standard IEC unified connections for the output?

**Answer:**

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



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**39. Question:**

Item: 1.9 UPS – DR Site

Specified input and output connections are mostly used outside of EU & region countries (NEMA I6-30P, NEMA L6-20R/30R). Is it acceptable to offer UPS device with IEC 320 connections?

**Answer:**

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

**40. Question:**

Item: 1.11 Storage Area Network Switch

In accordance with the technical specifications, we quote: “Performance: Speed 16GBps”. What we want to know is, does this value apply for single port Fibre Channel?

Also, the technical specifications are incoherent in this point “...Fibre Channel Ports: Minimum 24 ports, universal (E, F, M, FL or N)...” since the SAN switch characteristics are in conflict. The required speed 16GBps is incompatible with universal (E, F, M, FL or N). Please send a clarification of this point.

**Answer:**

Yes.

To the best of our knowledge these requirements can be met for this item by numerous manufacturers.

**41. Question:**

Item: 1.12 Firewall DR Site

Please describe in more details NAC functionality. Is it enough if device support integration with 3rd party tools like Cisco ISE?

**Answer:**

Network Access Control (NAC) is an approach to computer security that attempts to unify endpoint security technology, user or system authentication and network security enforcement. Any technical solution which would support integration with 3rd party tools is sufficient.

**42. Question:**

Item: 1.13 Firewall 1 Primary Site



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Please describe in more details NAC functionality. Is it enough if device support integration with 3rd party tools like Cisco ISE?

**Answer:**

Network Access Control (NAC) is an approach to computer security that attempts to unify endpoint security technology, user or system authentication and network security enforcement. Any technical solution which would support integration with 3rd party tools is sufficient.

**43. Question:**

Item: 1.13 Firewall 1 Primary Site

Please describe in more details “Dedicated Tunnels” functionality.

**Answer:**

Dedicated Tunnels is VPN functionality like sending device log to log server through dedicated VPN tunnel.

**44. Question:**

Item: 1.13 Firewall 1 Primary Site

Please describe in more details “Advanced Threat Protection” functionality. Is this equal with SandBoxing (term used from few vendors)? Should licences for this functionality be included as this is only device option not included in project scope.

**Answer:**

Advance Threat Protection (ATP) adds another layer of security and protection targeting specific types of advanced threats. It is a combination of multiple security techniques created to bridge the gap presented by today’s siloed point solutions and to prevent, detect and respond to advanced threats in a continuous and timely fashion. The licences for SandBoxing are not required within the project scope.

**45. Question:**

Item: 1.13 Firewall 1 Primary Site

Is it acceptable that management functions are provided through dedicated console, which offers higher level of functionalities and flexibility? Using this console admin/management staff can create various reports & analyze system logs.

**Answer:**



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The Contractor can propose any technical solution that satisfies minimum technical requirements.

**46. Question:**

Item: 1.14 Firewall 2 Primary Site

Firewall 2 Primary Site, 8 of them, will they be installed in the same building or different locations, is VPN configuration needed 8 times?

**Answer:**

Firewalls will be installed in the same building, each with basic configuration and VPN to central firewall.

**47. Question:**

Item: 1.14 Firewall 2 Primary Site

Integrated WiFi, how many SSID you need? Is guest management needed? What type of WiFi authentication is planned?

**Answer:**

Minimum two SSIDs, one for guest access, second for internal users. Guest management is not required. Authentication must be layered, includes WPA2 with AES plus user-based authentication.

**48. Question:**

Item: 1.14 Firewall 2 Primary Site

Please describe in more details NAC functionality. Is it enough if device support integration with 3rd party tools like Cisco ISE?

**Answer:**

Network Access Control (NAC) is an approach to computer security that attempts to unify endpoint security technology, user or system authentication and network security enforcement. Any technical solution which would support integration with 3rd party tools is sufficient.

**49. Question:**

Item: 1.14 Firewall 2 Primary Site





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Is it acceptable that management functions are provided through dedicated console, which offers higher level of functionalities and flexibility? Using this console admin/management staff can create various reports & analyze system logs.

**Answer:**

The Contractor can propose any technical solution that satisfies minimum technical requirements.

**50. Question:**

Item: 1.15 Web Application Firewall

What type of services will be additionally protected? Exchange, OWA, etc.?

**Answer:**

Web application firewall is envisaged to protect web pages and web based applications and should be set like reverse proxy.

**51. Question:**

Item: 1.15 PC

In the technical requirements for PC 1.16 is requested to have preinstalled operating system without any specific functionality required. Is it acceptable to offer a PC with preinstalled any version of DOS/Linux operating system?

**Answer:**

Only preinstalled OS is required.



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**51. Question:**

Items: 1.13 Firewall 1 Primary Site, 1.15 Web Application Firewall, 1.17 Software for servers virtualization: Training

Official training for Firewall 1 Primary Site, Web Application Firewall and Software for servers virtualization needs to be performed by accredited producer staff?

**Answer:**

Official training should be provided by official producer staff. It is tenderer's sole responsibility to provide facilities, equipment and resources for requested trainings.

**53. Question:**

Items: 1.18 e-Learning Platform: General System Requirements

Robust and high performance: Please provide performance requirements (average page response time, peak response time throughput)?

**Answer:**

Performance measures the ability of a system to deliver the intended capabilities within the specified application response time. One of the key goals of the designed solution should be to meet the minimum performance standards. These performance standards should be derived from specified business requirements and the best industry standards.

**54. Question:**

Items: 1.18 e-Learning Platform: General System Requirements

Support for information sharing technologies such as Wiki Newsfeed, Atom, RSS, etc.: Please state all desired sharing technologies.

**Answer:**

Support for information sharing technologies is required: Wiki Newsfeed, Atom and RSS.

**55. Question:**

Items: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina: General specifications of the system

The system must provide performance for minimum 500 designated users with no restrictions on the increased number of users: Plan is to make the system horizontally scalable so it can support more than 500 users. Please confirm that this is acceptable?

**Answer:**



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The Contractor can propose any technical solution that satisfies minimum technical requirements.

**56. Question:**

Items: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina: General specifications of the system

Availability and complete functionality in work for any authenticated and authorized user: Please clarify this requirement with additional details?

**Answer:**

The technology architecture must be able to support the application at required times, potentially running on a full 24x7 schedule, apart from a short period during low usage hours to handle backup and other maintenance operations. The system should be available only to authenticated (there have to be procedure to verify the identity of the accessing party) and authorized (define set of transactions the authenticated party is allowed to perform) users.

**57. Question:**

Items: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina: General specifications of the system

Web user interface and compatibility with standard web browsers - the presentation layer must be implemented using web-based standards and specifications: Please provide list of browsers and versions that need to be supported.

**Answer:**

A user should be able to access the solution from standard web browsers such as IE11, Chrome and Safari.

**58. Question:**

Items: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina: General specifications of the system

Support for web services: Please clarify this requirement with additional details?

**Answer:**

Web services are objects that are based on open standards, which provide additional support to integrate third party tools and extend solution programmability.

**59. Question:**



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Items: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
General specifications of the system

The system must enable integration with software components for scanning and document capture: Please clarify this requirement with additional details (example of device and what is the expected workflow for integration)?

**Answer:**

Through the offered software solution a user should be able to scan and record any document directly into the system.

#### 60. Question:

Items: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
General specifications of the system

Non-repudiation: Both parties are able to provide legal proof to a third party that the sender did send the information, and the receiver received the identical information: Please provide definition of legal proof?

**Answer:**

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

#### 61. Question:

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
General specifications of the system

What do you mean with: "The system must enable integration with software components for scanning and document capture"?

We would like to know too, what are the differences between this point and the request: "Direct recording of documents from scanners"

If we must communicate with software components for scanning, can we do it using API or by accessing the software components database if it exists?

**Answer:**

The mentioned specifications are similar, mentioned slightly differently under different parts of the system with a goal to make the system more users friendly, so that a user directly through the offered software solution can scan and record a document directly into the system. To implement it, the supplier can use any method it finds appropriate.

#### 62. Question:

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
General specifications of the system



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Does the tenderer need to provide software for Authentication and PKI servers or is there some existing Authentication/PKI infrastructure?

**Answer:**

The Contractor needs to deliver all specified equipment and software, including perpetual licences for any required third-party software in order to make fully operational the State Aid Information System as specified under Item 1.19.

**63. Question:**

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
Module 1 - Documents Management Module

When you say “Implementation of the locking mechanism when modifying documents, tracking all changes to a document (who, when, what);”, we interpret it as, that the tracking of document changes will be implemented using a predefined tags, fields or marked paragraphs to compare two versions of a document.

This feature will be supported only on Word and Excel documents.

Can you please confirm/approve that what we assume and plan to do is compliant with your request?

**Answer:**

Yes, but also, in the process of document development, looking at the Figure No. 3 - Flowchart of the approval of the programmes/schemes of state aid and individual state aid, please note that final documents produced at the end of each verification process should be recorded and archived.

**64. Question:**

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
Module 1 - Documents Management Module

Direct recording of documents from scanners: Please clarify this requirement with additional details?

**Answer:**

Through the offered software solution a user should be able to scan and record any document directly into the system.

**65. Question:**

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
Module 2 - Documents Capture Software Module



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Direct recording of documents from scanners: Please clarify this requirement with additional details?

**Answer:**

Through the offered software solution a user should be able to scan and record any document directly into the system.

**66. Question:**

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
Module 5 - Reporting and searching module

Support for advanced analytical reporting and overviews: Please clarify this requirement with additional details?

**Answer:**

Statistical and quantitative analyses and graphical representations.

**67. Question:**

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
Module 5 - Reporting and searching module

Support for generating of XML reports: Please clarify this requirement with additional details?

**Answer:**

The report output can be saved in the XML format.

**68. Question:**

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
Module 6 - Administration module

Changes to the application without having to change the background of the code or any additional programming: please clarify this requirement with additional details? What parts of the application should be changeable without additional programming?



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**Answer:**

System administrator should be able to do minor changes without an intervention by the supplier and without having special development skills, such as: management of taxonomies, users, users rights, workflows and similar.

**69. Question:**

Item: 1.19 Software Solution for the State Aid System of Bosnia and Herzegovina:  
Module 6 - Administration module

Administration of the codebooks: Please explain what are codebooks in this context?

**Answer:**

Lookup tables.

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