EUROPEAN UNION

Delegation of the European Union to Bosnia and Herzegovina

Clarification No.1 to the Tender Dossier
Common Information System for Vetting and Issuing of Security Clearances
Bosnia and Herzegovina
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Question 1:
Considering the fact that the document "06) Technical Specifications+Technical Offer" is in PDF format, please provide us with a Word document version so that we can easier and more transparent fill out the documentation, and that way it will be much easier for you to do the evaluation.

Answer 1:
Document "Annex II + III Technical Specifications + Technical Offer – revised in line with Corrigendum no.1 to the Tender Dossier" in word format is attached to the Corrigendum no 1 to the Tender Dossier.

Question 2
In item 1.2. it is requested:
„Print Width: 104-108 mm "
Please confirm that it is acceptable to offer Barcode Label printer that has a width within this range, e.g. 104 mm.

> **Answer 2:**
> Yes, it is acceptable; the indication of the width should be interpreted as the range indicated, including a width of 104 mm and 108 mm.

Question 3:
In item 1.3 it is requested:
"Light Immunity: min 75,000 Lux"
Considering the fact that the Sun is emitting more than 100.000 lux, please confirm that it is acceptable to offer a barcode reader that is immune to direct exposure to sunlight.

> **Answer 3:**
> Yes, it is acceptable.

Question 4
Item 1.4 - Firewall type 1 – For central location
It is requested to offer Firewall type 1 – For central location with:
e) Display: Integrated display on front device
m) Filter: Mail Gateway & Spam Filter, Web Filter
o) Interception and decryption of SSL/TLS encrypted applications, IDS/IPS

Question 4.1:

Is it really necessary that enterprise firewall have "Integrated display"? There are just two enterprise firewalls on the market that have integrated display and both of them are without EU origin. Please remove this request from the specification in order to increase the competitiveness for more leading manufacturer's firewall equipment.

> **Answer 4.1:**
>
> The requirement is deleted. Please see Corrigendum No.1 to the Tender Dossier.

Question 4.2:

In order to increase the competitiveness for more leading manufacturer's firewall equipment, please consider removing request that firewall can act as "Mail Gateway", because this functionality is specific just for one firewall manufacturers.

> **Answer 4.2:**
>
> "Mail Gateway" is deleted. Please see Corrigendum No.1 to the Tender Dossier.

Question 4.3:

Please explain request for "Interception and decryption of SSL/TLS encrypted applications, IDS/IPS" in more detail or remove this request.

> **Answer 4.3:**
>
> Devices must have valid licenses for SSL/TLS and IDS/IPS.

Question 5

Item 1.5 - *Firewall type 2 – For remote location*
It is requested to offer Firewall type 2 – For remote location with:
d) Desktop, wall mount (wall mount bracket included)
l) Interception and decryption of SSL/TLS encrypted applications, IDS/IPS
n) Advanced anti-evasion and obfuscation techniques

Question 5.1:

Is it acceptable to offer firewall with rack mount kit?

> **Answer 5.1:**
>
> No, that is not acceptable; a wall mount kit, (with wall mount bracket included) should be provided.

Question 5.2:

Please explain request for "Interception and decryption of SSL/TLS encrypted applications, IDS/IPS" in more detail or remove this request.

> **Answer 5.2:**
>
> Devices must have valid licenses for SSL/TLS and IDS/IPS.

Question 5.3:

Please explain request for "Advanced anti-evasion and obfuscation techniques" in more detail or remove this request.

Answer 5.3:

The requirement is deleted. Please see Corrigendum No.1 to the Tender Dossier.

Question 6

Item 1.6 - Network switch for the Central location

It is requested to offer Network switch for the Central location with:

c) Connectivity: Network interfaces min 24 x 1Gbps (RJ45); min 4-port uplinks (GbE (SFP) or 10GbE (SFP+) – with included appropriate modules)

d) 1 x Serial; 1 x 10/100/1000Base-T management port"

Question 6.1:

Please specify what modules must be included with switch, GbE SFP or 10GbE SFP+, and what type, single mode or multimode?

Answer 6.1:

Both modules e.g. GbE SFP or 10GbE SFP+ are acceptable.

The type is depending on the connectors and cables which will be used for integration of the overall system and ports on the devices connected to this item.

Question 6.2:

Is it really necessary to have 10/100/1000Base-T Management port because this port will be used just for management purpose? Also, on all enterprise switches you can configure any other ports for management purpose. Please, consider removing this request or change from "1 x Serial; 1 x 10/100/1000Base-T management port" to "1 x Serial; 1 x 10/100Base-T management port".

Answer 6.2:

Both versions are acceptable:

"1 x Serial; 1 x 10/100/1000Base-T management port" or "1 x Serial; 1 x 10/100Base-T management port".

Please see Corrigendum No.1 to the Tender Dossier.

Question 7:

Item 1.7 - Servers Type 1 – For Central location

It is specified for the server to have minimum 1x USB 3.0 port at the front side.

Further, it is required that the server is 2U rack mount, expandable to 24 SFF disks.

As the format and number of disk drive slots consume all available space on front of 2U rack mount server, there is very limited physical space for ports provided as standard or as optional upgrade on the front of the server.

To be able to offer server models from reputable manufacturers and increase competitiveness, please clarify is it acceptable to offer server with minimum 1x USB 3.0 port at the rear side of the server?

Answer 7:

Yes, it is acceptable. Please see Corrigendum No.1 to the Tender Dossier.

Question 8:

Item 1.7 - Servers Type 1 – For Central location and Item 1.8 Servers Type 2 – for Central location and for SIPA

It is specified for the server to have ability of failure detection: VRM. Please clarify if the term VRM describes voltage sensors on various system components?

>   **Answer 8:**
>   The term VRM stands for Voltage Regulator Module.

Question 9:

Item 1.7 - Servers Type 1 – For Central location

Paragraph l) describes Database system integration and configuration with items number 1.14 and 1.18.

As there is no item number 1.18, please refer the requested integration to correct item number.

>   **Answer 9:**
>   The item numbers to refer to are corrected. Please see Corrigendum No.1 to the Tender Dossier.

Question 10:

Item 1.8 Servers Type 2 – for Central location and for SIPA - 2 pcs

It is specified for the server to have minimum 3x USB ports at the front side.

Further, it is required that the server is 2U rack mount, expandable to 24 disks drives.

As the format and number of disk drive slots consume all available space on front of 2U rack mount server, there is very limited physical space for ports provided as standard or as optional upgrade on the front of the server.

To be able to offer server models from reputable manufacturers and increase competitiveness, please clarify is it acceptable to offer servers with minimum 3x USB ports as a combination of ports provided on front and rear side of the server?

>   **Answer 10:**
>   It is acceptable to offer servers with minimum 3x USB ports as a combination of ports provided on front and rear side of the server. Please see Corrigendum No.1 to the Tender Dossier.

Question 11:

Item 1.9 SAN switch

It is specified for SAN switch to have:

h) Management ports: One 10/100 Mb Ethernet port (UTP, RJ-45);

The term UTP describes a type of Ethernet cable (Unshielded twisted pair) and is misplaced in connection to ethernet port RJ-45.

Please omit the term UTP or add an ethernet cable that is to be delivered together with SAN switch.

>   **Answer 11:**
>   UTP is deleted. Please see Corrigendum No.1 to the Tender Dossier.

Question 12:

Item 1.9 SAN switch

It is specified for SAN switch to have:

i) Secure Socket Layer (SSL); IP security (IPsec)

IP security (IPsec) is secure network protocol used in virtual private networks (VPNs) and is not used for individual network ports of appliances.

Please omit „IP security (IPsec)" from the specification to be able to offer any kind of SAN switch.

Answer 12:
IP security is deleted. Please see Corrigendum No.1 to the Tender Dossier.

Question 13:
Item 1.10 Storage

It is specified for the storage to support minimum of 240 SFF drives.

Most entry and midrange storage solutions can be expanded using maximum 8 expansion disk shelves (including controllers). Single disk shelve can hold up to 24 SFF drives, giving up to 192 maximum disk drives per single storage solution.

Please modify the maximum number of supported disk drives to 192 SFF drives to be able to offer SAN storage models from reputable manufacturers and increase competitiveness.

Answer 13:
Supported number of discs is modified as follows: a minimum of 192 SFF drives. Please see Corrigendum No.1 to the Tender Dossier.

Question 14
Item 1.12 - UPS

It is required to offer UPS with:

f) Output Connector Type: power IEC 320 C13

g) Output power Connector: min qty 6

h) Battery type: leak-proof

i) Communications and management: USB port (Type B), RS-232 serial port (RJ-45), LCD display, LED indicators

Question 14.1:
Please consider changing Output Connector Type from "power IEC 320 C13" to "power IEC 320 C13 and/or IEC 320 C19" in order to increase the competitiveness for more leading manufacturer's UPS equipment because UPS in this range usually have IEC 320 C19 connector on which you can always connect PDU with 6 or more IEC 320 C13 connectors.

Answer 14.1:
It is acceptable to offer Output Connector Type from "power IEC 320 C13" or IEC 320 C19". Please see Corrigendum No.1 to the Tender Dossier.

Question 14.2:
Please consider changing battery type from "leak-proof" to "VRLA battery" because VRLA battery means "valve-regulated lead-acid battery" and this is standard battery type for UPS in this range.

Answer 14.2:
Battery type is modified as follows: leak-proof or VRLA. Please see Corrigendum No.1 to the Tender Dossier.

Question 14.3:

Please consider to change request from "USB port (type B)" to "USB port" in order to increase the competitiveness for more leading manufacturer's UPS equipment because some UPS manufacturers don't have USB port type B and instead of that they use USB port type A or mini-USB or micro-USB.

> **Answer 14.3:**
>
> Type B is deleted. Please see Corrigendum No.1 to the Tender Dossier.

Question 14.4:

Please consider to change request from "RS-232 serial port (RJ-45)" to "RS-232 serial port (DB9 or RJ-45)" in order to increase the competitiveness for more leading manufacturer's UPS equipment because some UPS manufacturers don't have RJ-45 RS-232 serial port and instead of that they use DB9 RS232 serial port.

> **Answer 14.4:**
>
> The requirement is modified as follows: RS-232 serial port (DB9 or RJ-45). Please see Corrigendum No.1 to the Tender Dossier.

Question 15

In item 1.13 Fast document scanner it is requested:

"Scanning Side: Front/ Back/ Duplex"

Can you please confirm that this request refers to the "Duplex" function of a scanner that can automatically scan a sheet of paper on both sides (both front and back) of the document?

> **Answer 15:**
>
> Yes, it refers to the duplex function.

Question 16

Item 1.14 - *Server Rack Cabinet*

It is required to offer Server Rack Cabinet with:

a) Description: 42U Rack metal cabinet

b) Material: metal with antistatic coating

e) Optimization: Thermal optimization

g) Cables: Rear cable management channels with space for mounting 0U strip PDUs

i) PDU: Sidewall compartments (pockets) for 1U PDUs

j) Installed: 2×50A PDU with minimum 12 sockets (European 220-230V)

k) Console: 1U flat panel monitor console kit with Keyboard tray including minimum display size 17'' LCD/LED monitor and keyboard with localized BiH keyboard

l) Possibility of installation in the rack: Servers, Storage, a UPS and other equipment offered, 19 "industry-standard

Question 16.1:

Please define rack cabinet load and dimension (width and depth).

Answer 16.1:

The 42U Universal Server Rack should be compatible with the other parts of the system inside the rack, (f.i. server, storage, sound switch, firewall, UPS, etc). There is no pre-determined load or dimension for the rack.

Question 16.2:

Is it acceptable to offer rack cabinet with standard polyurethane coating?

Answer 16.2:

No, it is not acceptable to offer rack cabinet with standard polyurethane coating. Rack cabinet must be metal with antistatic coating.

Question 16.3:

Please explain "Thermal optimization" in more detail? What does it mean? Perforation? Air separation frame?

Answer 16.3:

The requirement is deleted. Please see Corrigendum No.1 to the Tender Dossier.
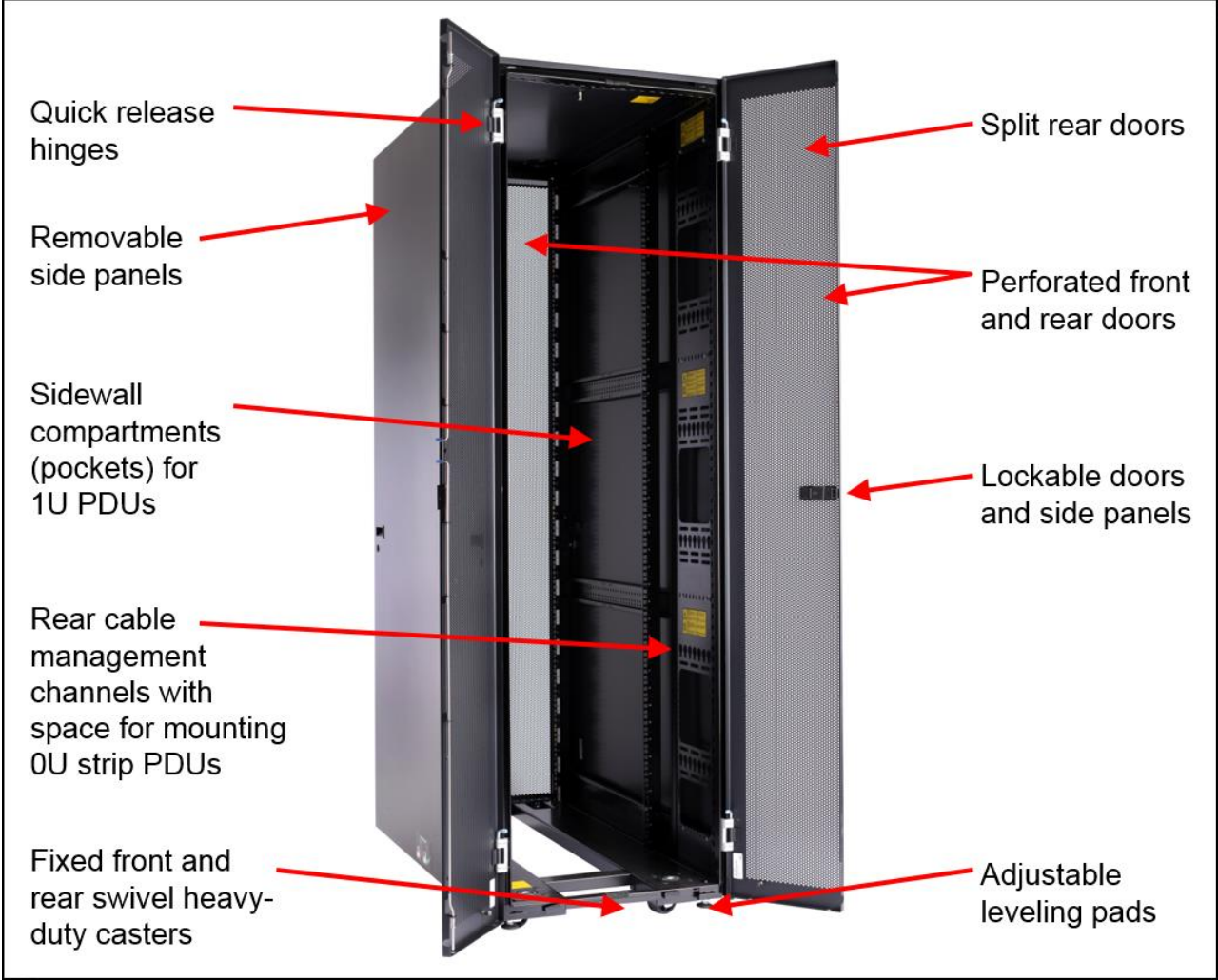
Question 16.4:

Please explain "Rear cable management channels with space for mounting 0U strip PDUs" in more detail or remove this request.

Answer 16.4:

Please see picture no1. It shows how to include rear channels for cables management with additional space to mount vertical PDU strip as shown on picture no 2 (Answer 16.5).

Picture no.1:

Quick release hinges

Removable side panels

Sidewall compartments (pockets) for 1U PDUs

Rear cable management channels with space for mounting 0U strip PDUs

Fixed front and rear swivel heavy-duty casters

Split rear doors

Perforated front and rear doors

Lockable doors and side panels

Adjustable leveling pads

Question 16.5:

Please explain "Sidewall compartments (pockets) for 1U PDUs" in more detail or remove this request? 1U PDU in the side wall? How?

Answer 16.5:

Please see picture no 2. It shows where and how to mount vertical PDUs on the rack wall.

Picture no 2.

Question 16.6:

Please explain "2×50A PDU with minimum 12 sockets (European 220-230V)" in more detail? 50A is a VERY non-standard high load. Standard load is 16, 32 or 64A and not 50A because there is no plug for such load. Please change this request.

Answer 16.6:

See Answer 16.5. The requirement is modified as follows: "2×min 50A PDU with minimum 12 sockets (European 220-230V). Please see Corrigendum No.1 to the Tender Dossier.

Question 17:

Regarding to Common Information System for Vetting and Issuing of Security Clearances tender documentation, please give us clarification for following question:

1.2. Network switch for the Central location – 2 pcs

Do SFPs or SFP+ module should be delivered with switch, and what are characteristics of those modules?

> **Answer 17:**
>
> As item 1.2 refers to a different product (Barcode Label printer - 5 pcs) we assume that the question relates to item 1.6 (Network switch for the Central location – 2 pcs). Please see Answer 6.1.

Question 18:

Item number 1.4 and 1.5 please provide us with information on the number of users in individual locations (Central location and Remote locations).

> **Answer 18:**
>
> Number of users in Central location is 10 and in remote locations up to 50.

Question 19:

Item number 1.4, please provide us with information whether the User is planning to use high-availability mode (HA) of the Firewall, and in what form (active-passive or active-active). We need this information because of the number of licenses we need to offer with the devices.

> **Answer 19:**
>
> The User is not planning to use high-availability mode (HA) of the Firewall.

Question 20:

Item number 1.5, please provide us with information whether the User can cover remote locations with RED devices (Remote Ethernet device)? In that case, all the filtering would be done on devices in a central location and REDs would apply policies and policies installed through the Center Console to remote locations.

> **Answer 20:**
>
> The User cannot cover remote locations with RED devices (Remote Ethernet device).

Question 21:

Item number 1.12 and 1.14, please provide us with information if there is a way to get an exception from EU origin for these two items, considering the fact that there is no UPS and Server Rack Cabinet with this specification with EU origin?

> **Answer 21:**
>
> Market research shows that for both items there are available products that originate in a Member State of the European Union or in a country or territory of the regions covered and/or authorised by the specific instruments specified in the Point 22 of the Contract Notice. Therefore no derogation from rule of origin is granted.

Question 22:

The question is related to the **Item 1.4**

Question: Is it allowed to offer Firewall device without LCD display on its front, but with LED indicators instead?

This question is due to the fact that most of the leading Firewall vendors (Fortigate, Juniper, etc.) do not have LCD - Display on the front but have LED indicators instead. We believe that adopting our request will enable greater competitiveness.

> **Answer 22:**
>
> It is allowed to offer devices with LED indicators. Please see also Corrigendum No.1 to the Tender Dossier.