Clarification No: 1 to theTENDER DOSSIER

Supply of equipment to IDDEEA, Bosnia and Herzegovina

Publication reference: EuropeAid/140229/DH/SUP/BA, Tender no.: EC/BiH/TEN/19/002

Question 1:

We are willing to take a part in LOT 3, Notebooks, Desktops computers and printers. Please advise:

- Do the goods from this LOT have to originate from EU countries?
- If not, would countries such as China, Vietnam, Indonesia, Sri Lanka be acceptable, since the most goods have this country of origin?

Answer 1:

All supplies under Lot 3 must originate in a Member State of the European Union or in a eligible country or territory as defined under the Regulation (EU) No 236/2014 establishing common rules and procedures for the implementation of the Union's instruments for external action (CIR) for an Instrument for Pre-Accession Assistance (IPA II). Please see also Annex A2a of PRAG.

Question 2:

Lot 5: Big data Appliance, Servers and other Equipment

Item 5.9

Storage sleds is the terminology used by Dell. Considering, that the part of sentence „ flexible, granular drive-level assignment; drives can be mapped to a server or shared" was taken from the publicly available PowerPoint presentation, as you can see on page 7 of the following link:

https://www.delltechnologies.com/content/dam/delltechnologies/images/forum/emea/presentations/sv-se/itt-13.pdf

On the page 7 you can clearly see that this specification is written for Dell and we ask that this sentence be completely removed from the technical requirement or replaced with a sentence "Must Support storage enclosure".

Item 5.10

- Internal storage: min. 2 x 240GB M.2 SSD, supported additional 6 x 2.5" HDD/SSD/NVMe media
- Storage controller with min. 6 GB DDR4 cache

On the basis of these two items it is clearly evident that only „Dell PowerEdge MX740c" comply the specified technical requirements.

In order to allow for a competitive offer and other manufacturers such as HPE, Huawei, Cisco etc, we ask that the above requests be modified because in this case only one manufacturer-Dell is preferred.

Answer 2:

Item 5.9

See corrigendum no. 1 to the Tender Dossier.

Item 5.10

All mentioned lines from specifications are widely spread industry standard features used by most server manufacturers. Market research has shown that there are more than (3) three brands on the market whose products comply with minimum requirements specified in the technical specifications.

Question 3:

Item 5.6

- Which satellite systems the GNSS receiver has to support? GPS, GLONASS, Galileo or Beidou?

- Is a replaceable, gas-filled arrestor an acceptable solution?

- Is it necessary that the Rubidium oscillator be used, as we can offer an OCXO oscillator which has a one day holdover accuracy of $\pm$ 4.5 μs, which is in accordance to your specification?

- Is DB9-M console port acceptable, as it seems that male ports are more usual?

Answer 3:

Item 5.6

- Technical specifications represent minimum technical requirements and all adequate offers that fulfil demand "GNSS Receiver or equivalent receiver for convert signals from visible satellites into position on earth." will be considered acceptable.

- No, it is mandatory that offered solutions have "Lightning Arrestors".

- See corrigendum no. 1 to the Tender Dossier.

- No, it is mandatory that offered solutions have "DB9-F".

Question 4:

Item 5.2

- In the statement "CPUs with minimum score 22600 points on Passmark benchmark, 16 cores min. 22 MB Cache (125W)" are not precisely specified how many processors must be offered. Please can you provide to us exact number of installed and offered CPUs in the server.

- Statement " Min. 4 Hot-Swap 3.5'' SATA3 drive bay or better" specifies 3.5'' bays only but in the server specification there is requirement for 2.5'' or 3.5'' disk form factor. Only way to offer 2x960Gb SATA disks are with 2.5'' to 3.5'' converter which have DELL and no other vendor. Can you please change this statement so that other vendors can offer exact number of disks in 2.5'' form factor bays. Can we offer server with minimum 8 Hot-Swap 2.5'' bays with disks populated in those bays?

- Statement "10-Gigabit Etherent Adapter with 2 SFP+ Ports or better" are not specifies SFP+ modules. To be clear, do we need to offer only card with two SPF+ port or we must include SFP+ modules also? Including SFP+ modules significantly raises price of offered server, that is the reason why we asking this question.

Answer 4:

Item 5.2

- See corrigendum no. 1 to the Tender Dossier.

- Yes, offers with eight or more hot-swap 2.5" bays are acceptable, regardless of manufacturer or terminology used to describe product features.

- Both SFP+ ports should be populated with 10Gb SR SFP+ modules.

Question 5:

Item 5.3

- In the statement "CPUs with minimum score 22600 points on Passmark benchmark, 16 cores min. 22 MB Cache (125W)" are not precisely specified how many processors must be offered. Please can you provide to us exact number of installed and offered CPUs in the server.

- Statement "Intel 10-Gigabit Etherent Adapter with 2 SFP+ Ports or better" are not specifies SFP+ modules. To be clear, do we need to offer only card with two SPF+ port or we must include SFP+ modules also? Including SFP+ modules significantly raises price of offered server, that is the reason why we asking this question.

Answer 5:

Item 5.3

- See corrigendum no. 1 to the Tender Dossier.

- Both SFP+ ports should be populated with 10Gb SR SFP+ modules.

Question 6:

Item 5.4

- In the statement "CPUs with minimum score 22600 points on Passmark benchmark, 16 cores min. 22 MB Cache (125W)" are not precisely specified how many processors must be offered. Please can you provide to us exact number of installed and offered CPUs in the server.

- Statement "10-Gigabit Etherent Adapter with 2 SFP+ Ports or better" are not specifies SFP+ modules. To be clear, do we need to offer only card with two SPF+ port or we must include SFP+ modules also? Including SFP+ modules significantly raises price of offered server, that is the reason why we asking this question.

Answer 6:

Item 5.4

- See corrigendum no. 1 to the Tender Dossier.

- Both SFP+ ports should be populated with 10Gb SR SFP+ modules.

Question 7:

Item 5.10

Statement "License for virtual environment for 8 servers (2 processors)" does not specifies exact type of hypervisor. Which virtualization platform we will offer Vmware, Hyperv, KVM, Oracle VM… Can you be more precise?

Answer 7:

Item 5.10

Licensing for virtual environment should cover server virtualization, software defined storage licensing and virtual environment management. Any virtualization platform that fulfilled technical requirements "License for virtual environment for 8 servers (2 processors)" will be acceptable.

Question 8:

Item 5.1

Could you please be kind and give us more information about Item No.5.1 - Big Data Appliance
Our Question is:
In this item, there is specification required: "Storage: min. 100TB on high capacity SAS HDDs". Does this requirement imply the usage of NL-SAS HDDs because this is only SAS HDD format that has requested "high capacity" feature? Please confirm that NL-SAS HDD configuration is accepted for "Storage: min. 100TB on high capacity SAS HDDs".

Answer 8:

Item 5.1

Yes, NL-SAS HDD is acceptable.

Question 9:

Lot 5: Big data Appliance, Servers and other Equipment

Item 5.1. Big Data Appliance

In the technical specification is specified that as a part of Big Data Appliance has to be offered:
Memory min. 256 GB (type:DDR4-2666 and up) upgradeable to 3TB.
Is it acceptable to offer Memory 256 GB as part of the server with 24 DIMM slots and max 1.5TB memory with 64GB DIMM modules?

On the basis of this item it is clearly evident that only „Dell" comply the specified technical requirements.

In order to allow for a competitive offer and other manufacturers we ask that the above request be modified because in this case only one manufacturer is preferred.

Answer 9:

Item 5.1

It is mandatory that offered solutions have, "Memory min. 256 GB (type:DDR4-2666 and up) upgradeable to 3TB".

Minimum requirements for Big Data Appliance is specified in the technical specification 24 DIMM slots with 256GB memory already installed and with possibility to be upgradable to minimum 3 TB is what has been asked as minimum of configuration and possibilities of servers. Market research has shown that there are more than (3) three brands on the market whose products comply with minimum requirements specified in the technical specifications.

Question 10:

Do we as legal entity need to fill out the document c402_lefind_en, if so natural person data are they from legal representative or from the person who is going to sign the tender on behalf?

Answer 10:

For tenderers registered as private company form C4o3 applies. Form C4o2 applies for tenderers who are registered as Natural Person (individual).

Question 11:

Tender request: duly authorized signature - are enough as proof following official documents: Decision on registration, authorized signature and power of attorney?

Answer 11:

Yes.

Question 12:

In principle the special and general conditions are comprehensible. However, are minor contract changes/negotiations permissible after award?

Answer 12:

Please refer to preamble of Instruction to tenders where is stated:

"By submitting a tender, tenderers fully and unreservedly accept the special and general conditions governing the contract as the sole basis of this tendering procedure, whatever their own conditions of sale may be, which they hereby waive.[…]"

After the contract signature changes to the contract are guided by Article 22 (Amendments) of the General Conditions.

Question 13:

We would be very grateful if you could answer the following questions in connection with the above mentioned tender procedure:

Related to Annex 1 (General Conditions), in particular paragraph 1 of 12.1.c) "Contractor's liability in respect of third parties":
    There is written the following: "*The contractor shall, at its own expense, indemnify, protect and defend, the contracting authority, its agents and employees, from and against all actions, claims, losses or damage, direct or indirect, of whatever nature (hereinafter `claim(s)) arising from any act or omission by the contractor, its staff, its subcontractors and /or any person for which the contractor is answerable, in the performance of its duties.*"

Question: Does this paragraph refer solely to claims in respect of third parties? Although this is stated in the heading, it is not stated in the text below the heading.

Answer 13:

Please note that the 4th paragraph of Article 12.1.c.) provides a definition of third parties as follows:

"Under these general conditions, the agents and employees of the contracting authority, as well as the contractor's staff, its subcontractors and any person for which the contractor is answerable are considered to be third parties."

Question 14:

Referring to the document "Tender form for a supply of contract" (c4l_tenderform), number 3 "Economic and financial capacity": In the first table there is written "last year" and "past year". Are these terms congruent or is there a difference in the terminology?

Answer 14:

Both terms "last year" and "past year" in the above document refer to the same year.

Question 15:

Considering the fact that the document "05) 19002 Technical Specifications" 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 15:

The word version of the ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER – revised in line with Corrigendum no. 1 to the Tender Dossier is annexed to the Corrigendum 1.

Question 16:

Item 5.6 – GPS NTP Server

It is required to offer GPS NTP Server with:
• 1 Day Holdover Accuracy: Rubidium Oscillator < 5 μs
• Size: max. 1U rack mount

Is it acceptable to offer GPS NTP Server with DHQ Oscillator that fully comply with all requirements instead GPS NTP Server with Rubidium Oscillator, because GPS NTP Server with DHQ Oscillator, in case of GPS signal loss, keeps the exact time in the required precision up to 10% better?

Also, most of the leading vendor that manufacture GPS NTP Servers use 3U (3 unit) housing for GPS NTP Server with Rubidium Oscillator and in case that is not acceptable to offer GPS NTP Server with DHQ Oscillator, is it acceptable to offer GPS NTP Server with Rubidium Oscillator in 3U housing?

Answer 16:

Item 5.6

- See Corrigendum No 1 to the Tender Dossier.

- It is mandatory that offered solutions have, "Size: max. 1U rack mount"

Question 17:

Item 6.1 PKI - HA appliance with integrated Sign Server and Timestamp server

Regarding to HSM specification (network attached HSM with minimum 2 x RJ45 100/1000/10000 Mbps Ethernet). If offered hardware appliance contain integrated HSM with all requested performance and specification such as FIPS 140-2 Level 2 and Level 3 certified and more separated partition/virtual hosts, is Network attached HSM mandatory requirement?

Answer 17:

Item 6.1

HSM in the PKI hardware appliance must be Common Criteria EAL 4+ certified. Separate Network attached HSMs are mandatory.

Question 18:

Item 6.1

Document signing, data signing, code signing and signing the contents of the chip of ID cards and travel documents. Does this mean ICAO BAC or EAC CA´s, or both are required?

Answer 18:

Item 6.1

Both are required, ICAO BAC and EAC CA.

Question 19:

Item 6.1

Regarding Lot 6, Installation, integration and configuration are not specified. Please confirm is that correct or if you need these services, what is scope of work?

Answer 19:

Item 6.1

One time installation, integration and configuration must be offered. Please see corrigendum no 1 to the Tender Dossier.

Question 20:

Item 6.1

For failover and high availability, minimum 2 network attached appliances are necessary.
In technical specification under chapter Application platform is required: "Support for cluster (failover or high availability) with at least two node", but in chapter Required number of HSM with following specifications, there is no specified minimum number of HSM appliances.
Please if you could clarify do you require min. 2 network attached HSMs?

Answer 20:

Item 6.1

For failover and high availability PKI appliance must be in cluster, wich require minimum 2 network attached appliances or one appliance with clustered all key and electronic components. Key components are all components of appliance that can cause failure of the system.

Question 21:

Item 6.1

In part of technical documentation "Safety and environmental standards",TripleDES algorithm is required.
According to draft guidance published by NIST on 19 July 2018, the TripleDES algorithm is officially being retired. Additionally TripleDES is not considered as strong encryption, and it is not listed as allowed signature suites according elDAS. Will you accept offer without TripleDES?

Answer 21:

Item 6.1

See Corrigendum no. 1 to the Tender Dossier.

Question 22:

Item 6.1

In part of technical documentation "Safety and environmental standards", ECDH standard is required. With ECDH it is common that Brainpool and NIST curves are supported. Please if you could clarify which type of curves you require with ECDH?

Answer 22:

Item 6.1

Requirement is to support both types of curves, Brainpool and NIST curves.

Question 23:

Item 6.1

In chapter of technical documentation **"PKI must include following",** is required: **Common Criteria EAL 4+ certified component** and in chapter of technical documentation **"Required number of HSM with following specifications"** is required: **Min. FIPS 140-2 Level 2 and Level 3 certified**
Since the network attached HSMs are going to be used for eID project as PKI component, could you clarify weather HSM appliance need to be eIDAS or FIPS compliant?
Whether you will accept the offer with **Common Criteria EAL** 4+ **certification** for HSM appliance or **FIPS** 140-2 **certified** HSM appliance?

Answer 23:

Item 6.1

Common Criteria EAL 4+ certification, based on eIDAS Protection Profile EN 419 221-5 for Trust Service Providers is required for HSM apliance.

Question 24:

Item 6.1:

In chapter of technical documentation **"PKI must include following", is** required:
- Software for Certificate Authority (CA) to manage Public Key Infrastructure (PKI) without additional licensing costs and in chapter of technical documentation **"Required number of HSM with following specifications"** is required that:
-HSM can be with more separated partition/virtual hosts.
Please if you could clarify is it mandatory to offer HSM that no additional licenses/cost is required for extra partitions/hosts/clients?

Answer 24:

Item 6.1

No additional licenses/cost should be required for extra partitions/hosts/clients on HSM.

Question 25:

Lot 6: PKI - HA appliance with integrated Sign Server and Timestamp server

Item 6.1

Does every delivered HA appliance must contain Certification Authority, SignServer, Timestamp Authority and Validation Authority?

Answer 25:

Item 6.1

Yes, HA must be available for all of the above-mentioned services.

Question 26:

Item 6.1

In part PKI must include following can you clarify in more details: "signing the contents of the chip of ID cards and travel documents"?

Answer 26:

Item 6.1

It means that PKI must support ICAO BAC and EAC CA.

Question 27:

Item 6.1

Considering the fact that specification is describing network HSM devices, does that mean that PKI appliance does not have to contain HSM device in itself? Specifically, is it possible to deliver PKI components on one independent server, and required number of network HSMs as separate devices?

Answer 27:

Item 6.1

HSM in the PKI hardware appliance must be Common Criteria EAL 4+ certified. Separate Network attached HSMs are mandatory.

Question 28:

Item 6.1

In part Signing operation minimum performance: For which concrete algorithms appliance should support minimum 100 operations per seconds?

Answer 28:

Item 6.1

For Network attached HSM and for Common Criteria EAL 4+ certified HSM it is for signature generation: RSA 2048 bit key sizes; Elliptic Curves 224 bit, 256 bit, 384 bit

Question 29:

Item 1.1

a) The specification refers only a manifacturer's product and this causes unfair competition.
   We kindly request you to revise requested specifications as follows so that it becomes able to bid for similar products on the market and prevent monopolization of the business and achieve conpetitive prices:

Capacity can't be 350 plates per hour for a manuel machine, normal manual press has an output around 180 plates, and computer controlled is slower. Maybe calculation made with a double embossing, but a quality in this case is unacceptable. So we request you to change this item as *"Capacity,minimum 180 plates per hour"*

b) Instead of "Power or control voltage 230 V/50Hz", we kindly request to revise as *"Power or control voltage 230 V/50Hz or 400 V / 50 Hz"*

c) Instead of "Power consumption maximum 1,5 Kw", we kindly request to revise as "*Power consumption maximum 4 Kw*"

d) Instead of "Weight maximum 500 kg", we kindly request to revise as *"Weight maximum 750 kg"*

e) We kindy request your to revise " RFID NFC readers for clapper dies recognition" as **"Optical recognation with RFID NFC readers or barcodes on the clapper dies"**

f) Using biometrics (finger print) then Card reader is much more secure so would you be kind to revise this item as "access control to embossing press via logging operators to system using contactless card reader or finger print"

g) We request you to cancel this item; "Signal tower: three colour signal tower: green, yellow and red"

h) Would you be kind to revise "clapper dies with NFC tags" item as "clapper dies with NFC tags or barcodes"

Answer 29:

Item 1.1

a) No, it is mandatory that offered solutions have "Capacity, minimum 350 plates per hour"

b) No, it is mandatory that offered solutions have "Power or control voltage 230 V/50Hz"

c) No, it is mandatory that offered solutions have: "Power consumption maximum 1,5 Kw", due to the limited power consumption capacities in IDDEEA.

d) No, it is mandatory that offered solutions have: "Weight maximum 500 kg", due to the limited load capacities of the surface on which will be placed presses.

e) No, it is mandatory that offered solutions have: "RFID NFC readers for clapper dies recognition".

f) No, offered solutions must have minimum: "Card reader: access control to embossing press via logging operators to system using contactless card reader", all additional features are acceptable.

g) No, the item stays.

h) No, it is mandatory that offered solutions have: "clapper dies with NFC tags", due to faster and easier recognition clapper dies.

Question 30:

Art 29.1 of the General Conditions state that "The supplies shall be at the risk of the contractor until their final acceptance." Art. 34 of the General Conditions) state that the final acceptance certificate shall be issued (…) within 30 days after expiration of the warranty period".

1. The contractor is entitled to retain the ownership of the supplies till final acceptance, correct?
2. How is the responsibility of the contracting authority and IDDEEA till the final acceptance to be understood?

Answer 30:

(1+2) Please refer to Articles 31 (Provisional acceptance) and 32 (Warranty obligations) of General Conditions. Please also refer to DEVCO COMPANION TO FINANCIAL AND CONTRACTUAL PROCEDURES, Section 22: "The implementation of supply contracts - A users' guide", chapter 22.12.4. "Provisional acceptance" which further details as follows:

"After provisional acceptance and without prejudice to the warranty period […] the contractor must no longer be responsible for risks that may affect the supplies and result from causes not attributable to her/him."