EUROPEAN UNION
DELEGATION TO THE REPUBLIC OF SERBIA

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CONTRACTING AUTHORITY'S CLARIFICATIONS No. 3

Capacity building to implement 'acquis' standards and conventions in nature protection — supplies for implementation of Natura 2000 and CITES

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No.	Question	Answer
1	In accordance with point 13. of the referenced Publication ITT, please be so kind to clarify the following requirements related to Lot 2: NATURA 2000 GIS Software 2 provided by the ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER: By the general and particular descriptions of LOT 2, provided on pages 1 and 24-25 of the Annex, beside the other requirements, it is stated that "Tenderers offering non-ESRI software must prove in their offers "100 % compatibility" with the existing systems at INCS and INCV." Please be so kind to precise and provide/describe in details, exact parameters/specifications or functionalities the offered non-ESRI has to fulfil! in order to be evaluated as 100% compatible, equivalent to ESRI and acceptable? Also, please be so kind to name 100% compatible developing environment?	1.1 In order to prove 100% compatibility of the functionality with the currently deployed ESRI solution tenderer offering non-ESRI must provide manufacturers brochure, booklet etc., where is it clearly indicated that the solution offered provides: a) 100% compatibility with all functionalities of item 2.1 (ESRI ArcGIS Server Standard Enterprise level). For detailed list of functionality please refer to: http://www.esri.com/library/brochures/pdfs/arcgis-server-functionality-matrix.pdf b) 100% compatibility with all functionalities of item 2.2 (ESRI ArcGIS Advanced Edition). For detailed list of functionality please refer to: http://www.esri.com/software/arcgis/arcgis-for-desktop/~/media/Files/Pdfs/library/brochures/pdfs/arcgis102-functionality-matrix.pdf c) 100% compatibility with all functionalities of item 2.3 (ESRI ArcGIS Basic Edition). For detailed list of functionality please refer to: http://www.esri.com/software/arcgis/arcgis-for-desktop/~/media/Files/Pdfs/library/brochures/pdfs/arcgis102-functionality-matrix.pdf d) 100% compatibility with all functionalities of item 2.4. (ESRI ArcGIS Desktop Extension Spatial Analyst). For detailed list of functionality please refer to: http://www.esri.com/library/brochures/pdfs/arc

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		e) 100% compatibility with all functionalities of item 2.4. (ESRI ArcGIS Desktop Extension Geostatistical Analyst). For detailed list of functionalities please refer to: http://www.esri.com/library/brochures/pdfs/arc gisextbro.pdf
		Partial compatibility (one that does not cover all of the functionalities referenced in 1.1 a), b), c), d) and e) is not acceptable.
		1.2 The development environment proposed by the tenderer must be proven to be compatible with all requirements for items 2.1, 2.2, 2.3, 2.4, 2.5 of Technical Specifications. Acceptable proof of compatibility of an alternative non-ESRI solution is a product brochure, booklet etc. where compatibility with the functionality listed in documents referenced in 1.1 a), b), c), d), and e) is indicated. The development environment must allow further customization of any feature specified in item 2.1, 2.2, 2.3, 2.4 and 2.5.
2	Please be so kind to define the instructors certificates in case offering the non-ESRI software	Instructor's certificates – the tenderer must provide equivalent certificates for corresponding products, supplied under items 2.1, 2.2, 2.3, 2.4 and 2.5.
3	Because of the deadline for submitting the tender, which is 15.04.2014., can we submit our offer with the evidence and bank guarantee issued to address the current headquarter address. We would immediately, after receiving the official document regarding change of company address from the Business Registers Agency, subsequently provide you with the Decision on the above mentioned change, as we currently cannot predict when the Decision will be issued. If we get a Decision before the deadline for submission of tenders, i.e. from 01-15.04., we would attach to the bid a certified copy of the Decision.	Please note that in accordance with the applicable Practical Guide to Contract procedures for European Union External actions, section 4.3.4, when providing answers to Tenderers questions during the tender preparation period, *"the Contracting Authority cannot give a prior opinion on the assessment of the tender"*.

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4	Document „B0 Contract and BOO Special conditions" is in PDF and is originally scanned document, and there is no direct ability to electronically (via Microsoft Word or similar) fill in document. Is it acceptable to convert it to Microsoft Word and fill it in electronically or we have to do it manually in handwriting.	The published files in PDF format are the official versions of the documents. The editable version of B0-Contract and B00-Special conditions provided in the Tender Dossier are provided for information purposes and should not be filled in by Tenderers at this stage.
5	What is the existing GIS software that the end users have right now?	The beneficiary has at present ArcGIS Desktop software, version 10.0, license level ArcView, ArcEditor, ArcInfo, Spatial Analyst.
6	Item 9 - What kind (type) of raster and vector data format is referred to, regarding "Support for raster and vector maps created by the users"?	Support to one or more raster georeferenced maps (formats), e.g. georeferenced *.tiff, *.jpg. (note: if an internal vendor format is provided the tenderer must guarantee conversion functionality from open raster formats to the proprietary vendor format). This functionality is required in order for the user to create a georeferenced map of particular area and loaded it into the GPS unit for further exploration of the area. Support to one or more vector maps (formats), e.g *.shp or equivalent format by the different providers (note: if an internal vendor format is provided the tenderer must guarantee conversion functionality from open vector format as shapefile to the proprietary vendor format). This functionality is required in order for the user to create a vector map or particular area and loaded it into the GPS unit for further exploration of the area.
7	Item 2 - **ENCLOSURE FOR SERVER and other network equipments (Server rack)** In technical specification 2.b it is specified that enclosure for server need to have glass door. Since this specification is not open to all suppliers, please clarify if you will accept an offer for enclosure for server that has perforated front door with key?	Please note that for Item 2 ENCLOSURE FOR SERVER and other network equipment (Server rack) point b, perforated front doors with key are also acceptable.
8	Item 2 - **ENCLOSURE FOR SERVER and other network equipments (Server rack)** In technical specification 2.c it is specified that enclosure for server need to cooling fans. Since this specification is not open to all suppliers, please clarify if you will accept an offer for the enclosure that has	Please note that for Item 2 ENCLOSURE FOR SERVER and other network equipment (Server rack) point c, offered rack must be equipped and supplied with the cooling fans inside. There are different ways of installing fans in the racks (in the "roof" of the rack, as rack mount units, as separate fan panels etc.) by different manufacturers, and all of them are

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	integrated cooling through special perforations without need for additional cooling fans?	acceptable as long as they serve the purpose. Forced cooling (with fans) is needed as rack will be equipped with number of active IT equipment that have total heat dissipation that cannot be effectively cooled with passive air cooling. Solutions without cooling fans are not acceptable.
9	Would you please be so kind and provide us information "What kind of GIS software do the end user have?"	Please see the answer to question no. 5 above
10	What kind (type) of raster and vector data format is referred to regarding "Support for raster and vector maps created by the users"?"	Please see the answer to question no. 6 above
11	In accordance with point 13. of the referenced Publication ITT, please be so kind to clarify the following requirement related to Lot 1: NATURA 2000 ICT Equipment, provided by the ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER: In accordance with the description of Item 7, page 19 of the Annex ll+lll, part of the Bidder's offer and delivery has to be RDBMS Server Software, specified as the Microsoft Server 2012 Standard Edition. Since that Microsoft, as the author and IPR owner of a specified SW, under the „Microsoft volume licensing" programme, intended exclusively for a qualified Govenrment bodies and institutions, provides a special terms and benefits in offering subject SW, please be so kind to clarify whether the INCS, as the subject procedure beneficiary, is already qualified with Microsoft to use the benefits of mentioned programme?	INCS is at present not qualified with Microsoft to use the benefits of mentioned programme. Given that INCS is a government institution the tenderer shall use its judgement whether INCS may qualify for any favourable special terms.
12	Under technical specification for Item 2. point b. Annex ll+lll page 14, it is specified that enclosure for server need to have glass door. Please clarify is it allowed to offer server enclosure with perforated front door with key?	Please see the answer to question no. 7 above

No.	Question	Answer
13	On the very same page and under item specification point 2.c, it is specified that the enclosure for a server has to be equiped with a cooling fans. Please clarify is it acceptable to offer enclosure for server that has integrated cooling through a special perforations without need for additional cooling fans?	Please see the answer to question no. 8 above
14	Item 10 **Training** Can you please clarify how many users will attend MS Windows/Office training and what is their level of experience? Do end-user/customer organizations have employees with at least basic IT system administration and management, what is their level of expertise?	No training is specified or anticipated for MS Windows/Office. The training specified in Item 10: Training of Annex II + III: Technical Specifications + Technical Offer refers to training on Field data collection/GPS.
15	Considering no GIS software is supplied under Lot 1 : Natura 2000 ICT equipment please confirm if the Contractor for Lot 1 must deliver field data collection/ GPS training programe training for the specific software supplied under Lot 2: Natura 2000 GIS software.	Yes, the contractor for Lot 1 must deliver field data collection/GPS training. The training is not for the specific software supplied under Lot 2. The training is for the usage of Item 9 – Handheld GPS receivers with built in navigation software and maps.
16	Considering the various provisions related to training under tender preparation documentation for Lot 1: a) per Instructions to Tenderers document, Annex III - The contractor's technical offer, page 22 of 38 technical specifications, **to provide software and hardware for the establishment of Natura 2000 information system as well as a training program for Field data collection/GPS (for 29 trainees)**; and b) per Instructions to Tenderers, page 22 of 38, item no 10 point a.- the **Tenderer will be solely responsible for provision of all training related services, product, equipment and documentation**; and c) Instructions to tenderers, 1.1. table of equipment point 10. Training: field data collection/GPS at page 2/15 For a proper and compliant preparation of the financial offer, please confirm which of the below listed costs should the Tenderer cover in the offer: a) Training venue *(a. Tenderer will be solely responsible for provision of all training*	Regarding the training venue, as specified in Lot 1, item 10 e. *"Tenderer must provide training facility, equipped with computers and software for min 1 computer per 2 trainees."* Further to this, the accommodation for training of 29 participants is not to be provided by the tenderer. Training equipment & software must include the minimum requirements to fulfill item 10.1.d (course syllabus). If any software is required to perform post-processing of GPS data, this software must be installed and configured on training computers and minimum requirement is, as stated in Annex II + III: Technical Specifications + Technical Offer *"minimum 1computer per 2 trainees"*. Examples of GPS data post-processing (standard field data collection workflow regardless the GPS vendor) expected as part of the training are: • download the data from GPS memory to computer memory • transform GPS data from any proprietary GPS file to a standard GIS file (e.g. ESRI shapefile) • transformation of GPS tracks, etc.

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	related services, products, equipment and documentation) b) Accommodation for training 29 participants (considering the 29 trainees are employed by different institutions in Belgrade and Novi Sad); c) Training equipment & software	The GPS software (if any) can be installed on training computers, provided by the tenderer or on the GIS Laptop Workstations, provided under item 8. Therefore GIS Laptop Workstations, provided under item 8 can be used for training purposes.
17	Please confirm that for the delivery of the training programme (within Lot 1 and Lot 2), the trainees will not undergo the required training on the equipment to be supplied under this contract but on different equipment supplied by the training provider.	As specified in all software items, under Lot 2 - all software, supplied under Lot 2 must be installed and configured on hardware supplied under Lot 1. Therefore the training, specified under Lot 2 must use the software licenses, delivered under Lot 2 and hardware equipment, delivered under Lot 1. The tenderer must provide training venue for the specified number of trainees, equipped with above mentioned software and hardware.
18	In Instructions to Tenderers, Annex III - The contractor's technical offer (Lot 1), at page 23 of 38, item no 10.1, point a) it is stated *on-site training as training method.* Please confirm the training programe will not be delivered as on the job training (not at the trainee's working place).	The training program must be delivered as specified: "on-site training" as a training method. This does not refer to "on the job training", however it refers to training course in training class room, following course syllabus.
19	Item #3.a. Server operating system, Annex II+III Technical Specifications, page 16 of 38 Could you please confirm that this sw is going to be used on new servers purchased in this procurement? Also we need confirmation that you need 100 USER CALs? Licensing structure for Windows Server 2012 Datacenter edition and Windows Server 2012 Standard edition is two editions differentiated only by virtualization rights - two virtual instances for Standard edition and unlimited virtual instances for Datacenter edition. Determining the number of licenses for Datacenter and Standard editions - Each license covers up to two physical processors on a single server. The minimum number of licenses required for each server is determined by the number	The server operating system will be used on new servers purchased in this procurement. We confirm the requirement for 100 concurrent users. We confirm that this software is going to be used on new servers, purchased in this procurement. As stated in Item 3a. point b "*Must be compatible with item 3*", the supplied operation system must be compatible with specified requirements for Item 3 – Server. The tenderer must supply the specified server which fits at least the minimum technical requirements.

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	of physical processors. For Standard edition you can add more virtual instances by assigning additional licenses to the server (two incremental virtual instances are added per license).	
20	Item # 7. RDBMS Server Software, Annex II+III, Tehnical specifications page 19 of 38

There are two ways of licencing this software either by core or by server + CAL, wolud you be so kind and define closer what you need - server + CAL model or core based model?

When running SQL Server in a physical OSE, all physical cores on the server must be licensed. To determine and acquire the correct number of core licenses needed, customers must:

1. Count the total number of physical cores for each server.

2. Multiply the number of cores by the appropriate core factor to determine the total number of licenses required for the server. Note*: The core factor used depends on the processor type deployed.

3. Purchase the appropriate number of core licenses required for the server. Core licenses are sold in packs of two, so customers must divide the number of licenses required by two to determine the actual number of line items (licensing SKUs) to order

* For more information on the SQL Server 2012 Core Factor Table, including how to determine and use the appropriate core factor when licensing SQL Server 2012 under the Per Core model, visit: http://go.microsoft.com/fwlink/?LinkID=229882 | It is up to the tenderer to propose optimal financial solution, considering the specified technical requirements (item 7a and 7b). The supplied software must be compatible with item 3 and provide license for minimum 4 cores and minimum 50 concurrent users. Any option is welcomed: core + CAL or core based model as long is compatible with above mentioned minimum requirements. |
| 21 | Item #3a. Annex II+III, Tehnical specifications page 16 of 38 you have specified:

Must provide license for physical and virtual environments, for each server (Item #3) - Could you please explain | Please note that it is envisaged to have two physical servers (item 3) with operating system installed (item 3a) that will result with total of 8 pcs. Windows 2012 Standard VM (Virtual Machines) installed (4 VM per physical server). |

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	closer what do you mean by this request? Because by every MS Server std 2012 bought you have right for 2 VM's.	
22	Also we need to know are the end users government institutions? This information is required for licensing. Please see attached volume licensing eligibility requirements for government organizations and please provide us with required answers • Do the revenues/profits go solely to the government (or do they also go to private shareholders)? • Is the organization in question exempt from corporation fax? • Is the organization financed more then 50% by the government (i.e. does it derive less than 50% of it funding from commercial activities)?	Names and addresses of beneficiary institutions are described in technical specifications. All beneficiary institutions are government institutions. It is the sole responsibility of the tenderer which terms of sales may apply to the beneficiary institutions concerned. Please also note that the following points apply to the Beneficiary institution: • Non profit (profits do not go to any private shareholders). • Pays no corporate tax. • Financed more than 50% by the government.
23	Please confirm that the requested CE is needed only for equipment not for Microsoft products?	CE marking is mandatory, but only for those products which are covered by the scope of one or more of the New Approach Directives.
24	Article 22 Amendments page 5 of 8, Special Conditions says: "The Contracting Authority reserves the right to vary by the administrative order the quantities specified for items by +/- 100% at the time of contracting and during the validity of the Contract. The total value of the supplies may not rise or fall as a result of the variation in the quantities by more than 25% of the tender price. The unit prices quoted in the tender will be multiplied by revised quantities procured under the variations." Would you please be so kind and confirm our understanding is correct, that the Contracting Authority can order more or less of the quantities specified for each lot at the time of contracting and during the validity of the contract, but the final amount of the goods ordered mustn't vary more than 25% of the tender price?	Please note that also in line with Article 21.4 of the Instructions to Tenderers, the *The Contracting Authority* reserves the right to vary the quantities specified in the published Tender Dossier by 100% for items of lots 1, 2 and 3, but the amount of the contract may not vary by more than 25% compared to the original tender price. These variations may be done at the time of contracting or during the validity of the Contract.

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25	Item #9, Annex ll+lll, Tehnical Specification page 21 of 38 Bearing in mind that only one manufacturer meets the required specifications and there are no it's Handheld GPS receivers made in EU, please derogate this item from the criteria that it must originate from EU.	Please note that no derogation is given for this item. Please also note that only items covered by a Certificate of Origin attesting origin from a country eligible to provide supplies under the IPA regulation are acceptable.
26	Item #2 b, doc 133834_AII+AIII Technical Specifications - EA133834,page 14 Free standing, glass front door with key, side opening. Can we offer rack with metal perforated doors because equipment is mostly active (servers, storage etc..)?	Please see the answer to question no. 7 above.
27	Item #3e,doc 133834_AII+AIII Technical Specifications - EA133834, page 15 Min 2 (two) lOGbps LAN network card must be installed and support for lOGbE managed L3 switch, with min support for TCP/IP and ¡SCSI Offload engines; What kind of ports or transceivers do you need? SFP+, 10GBASE-T...? And what kind of cables are necessary or recommended?	As specified in Annex II + III: Technical Specifications + Technical Offer, Lot 1, Item 3.j, all accessories needed for installation and operation with items 1, 2, 4, 5 and 6 must be included. Regarding Annex II + III: Technical Specifications + Technical Offer, Lot 1 item 3.k, please note that it must be compatible (width, depth, cooling, placement, cable routing etc.) with items 1, 2, 4, 5 and 6. Please also note, that it is the responsibility of the Tenderer to offer best possible solution as long as the minimum requirements set by Annex II + III: Technical Specifications + Technical Offer are respected.
28	Page 18, Section "5. Switch", Sub-section "b" of "133834_AII+AIil Technical Specifications -EA133834.doc" Could you explain in more details what L3 features are mandatory?	Mandatory L3 features include standard functionality of L3 switches, as minimum requirements set by Annex II + III: Technical Specifications + Technical Offer, load balancing and routing between different VLANs.
29	We have been informed that mechanical immobilisers are not allowed in the manufacturer's warranty programmes since vehicles are already fitted with electronic immobilizers. Therefore we kindly ask you to delete the requirement of mechanical immobilisers on the	The requirement for a fixed mechanical immobilizer in addition to the steering wheel lock must be complied with for all vehicles for which the technical specifications of this tender so demand.

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	vehicles. 1. Large Van with fully separated load compartment separated from drivers cabin V.Security: Electronic theft alarm and mechanical and electronic immobiliser. Mechanical immobilizer must be fixed and is in addition to the steering wheel lock. 2. Small van with fully separated drivers and load compartment V.Security: Electronic theft alarm and electronic and mechanical immobiliser 3. DoubleCabinPickup 4x4 V.Security: Electronic theft alarm and mechanical and electronic immobiliser	
30	We kindly ask you to clarify what type of "GPS" is requested with the vehicles; • A GPS Navigation system or • A GPS Tracking unit to determine a precise location of the vehicle?	The referred requirement is related to GPS navigation system.

31	Referring technical specifications of the subject tender, required dimensions are as follows;
	
	Item No1: p . Load compartment dimensions:
	
	    i. Total volume not less than 10m³
	    ii. Length not less than 3m
	    iii. Width not less than 1.8 m
	    iv. Height not less than 1.9 m
	    v. Pay Load minimum: 1.0 t
	
	The brand/model to be offered by us shall fulfill the required total volume and payload yet its width is 20 mm smaller than required.
	
	We kindly ask you put +- 2 cm tolerance
		The load compartment dimensions have been calculated to accommodate standard sized boxes for transport of animals. The requested dimensions allow, however for a 5% tolerance on the down side i.e. 5% less than the dimensions specified are acceptable.

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	on the required dimensions of length width and height in order to increase number of tenderers and eligible products to be offered.	