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CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4.

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Strengthening the Rule of Law in Serbia - Establishment of stationary and mobile video surveillance system for state border protection (11SER01/01/41)

| No | Question | Answer |
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| 1. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>1-Requirement: The software should be compatible with existing MoI software application=></p> <p>What are the existing applications (descriptions of application and interfaces)?</p> | <p>Software for unified monitoring controlling and viewing does not yet exists as integrated solution, so main goal of this project when it comes to fixed surveillance subsystem is to accomplish integrated software solution for managing entire fixed surveillance subsystem. It is necessary to achieve local monitoring and storing of video materials from local BCP and to assure transition of video signal to a remote location such as CCC-Regional and CCC-Central.</p> |
| 2. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>2-Requirement: camera manufacturer independent (in order to connect existing IP camera)=></p> <p>What are the existing cameras (reference?)</p> | <p>Existing video surveillance donated by the EU consists of BOSCH video camera model SNBN-498-11P (that supports ONVIF standard). Software which is being used is BOSCH factory software.</p> |
| 3. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>3-Requirement: local image recording on each location «=></p> <p>We consider a centralized recording (if necessary with back-up) is a more up-to date, flexible and maintainable approach. Is it acceptable?</p> | <p>The image shall be recorded on each 22 locations.</p> <p>All requirements are minimal and mandatory.</p> |
| 4. | <p>These questions are concerning the fixed surveillance subsystem for Border</p> | <p>The level of encryption will be defined on the design phase according to MoI existing</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>Crossing Point(BCP). Quantity: 22 pcs.</p> <p>4-Requirement: encrypted transmission and storage of authorization and image data,=> Please give the level of encryption, or the applicable norm if any.</p> | security policies. |
| 5. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>5-Requirement: All images shall be displayed simultaneously locally in Command and Control Center (CCC).=></p> <p>If we understand well, it means that all 369 cameras, should be displayed in the CCC, in this case, please see the next question.</p> | <p>There are three levels of the Command and Control Center (CCC) depending on responsibility area.</p> <p>CCC-Locally: CCC from each 22 BCP responsible with the coordination of daily operation.</p> <p>CCC-Regional: CCC from each 7 Regional Border Police Points (RBPP).</p> <p>CCC-Central: CCC from Belgrade in HQ of Border Police Department.</p> <p>The image shall be displayed and recorded on each 22 locations.</p> <p>All cameras from competence area shall be displayed in CCC-Regional on demand.</p> <p>All cameras shall be displayed in CCC-Central from Belgrade on demand.</p> |
| 6. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>6- please give the number of work position (screens).Same question for the regional Border Points (number of work positions for display).</p> | <p>Every workstation display images on one display, but software for video management must provide option of displaying more than one video stream on one display.</p> |
| 7. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>7- What is the difference between the work position type 2 and 3, can you describe?</p> | <p>Only difference between workstation for operations type 2 and workstation for operations type 3 is in size of the display as described in Technical Specification.</p> <p>Please see requirements [R315]-[R350].</p> |
| 8. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>8- What is foreseen for cameras installation? Is it part of the tender? Is it Bracket on existing support? is it poles? What is their recommended size?</p> | <p>Camera installation on BCPs is part of Bidders obligations. It is recommended to install cameras on existing poles where possible or on BCPs buildings.</p> <p>Please see paragraph 2.8 Delivery conditions from the Technical Specification.</p> <p>There is no recommended size for poles.</p> |
| 9. | These questions are concerning the fixed | For every indoor camera only PoE power |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>9- What is foreseen for camera energy? Is it part of the tender? What is the average distance from cameras to stabilized energy?</p> | <p>supply is needed, however for every outdoor camera besides PoE power supply it is necessary to provide AC or DC power supply for camera case housing (heater, glass defrost etc.).</p> <p>The average distance from cameras to stabilized energy does not exceed standard lengths for PoE capability.</p> |
| 10. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>10 - Are all civil work (poles installation on a concrete basement) and digging works part of the tender?</p> | <p>Every civil work needed for adequate installation of cameras on BCPs is part of this project and needs to be done by the care of the Bidder. It is recommended to install cameras on existing poles where possible or on BCPs buildings.</p> <p>Please see paragraph 2.8 Delivery conditions from the Technical Specification.</p> |
| 11. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>11- Requirement: The cameras shall be wired to CCC, The local network shall be built by the Supplier according with ANSJ/TIA/EIA 568-B standard, with PoE capabilities for cameras and switches.=> What is the local network? Does this local network include cabling? Is it dedicated to video? What is the interface between local network and other networks?</p> | <p>Please see paragraph 2.8 Delivery conditions from the Technical Specification.</p> <p>Cabling inside the BCP (from cameras to CCC-locally) must be realized in this project.</p> <p>Cabling between CCC-locally and CCC-Regional is out of the scope of this project.</p> <p>Cabling between CCC-Regional and CCC-Central is out of the scope of this project.</p> <p>Topology of MoI intranet network is based on extended star in sense that all of police stations in one region (regular or BPS) are connected to regional regular Police department. Those Police departments are then connected to central location (CCC - Belgrade).Bandwidth available on these links is at least 2 Mbps.</p> |
| 12. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>12- What is foreseen for cameras connection to network (last mile)? Is it part of the tender? What is the average distance from cameras to network access point? Is</p> | <p>Yes, it is part of the tender. Average cable length between camera position and workstation on every BCP does not exceed standard regulations for network cabling and it could be estimated on 50 to 60 meters for outdoor cameras and around 30 meters for indoor cameras.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | there an imposed technology (optic fiber, cable?) | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 13. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>13- What is the telecom support between local sites and regional Border points and CCC? is it an existing network ? is it part of the tender? What are the technology and the available bandwidth?</p> | <p>Topology of MoI intranet network is based on extended star in sense that all of police stations in one region (regular or BPS) are connected to regional regular Police department. Those Police departments are then connected to central location (CCC - Belgrade).Bandwidth available on these links is at least 2 Mbps.</p> <p>Cabling inside the BCP (from cameras to CCC-locally) must be realized in this project.</p> <p>Cabling between CCC-locally and CCC-Regional is out of the scope of this project.</p> <p>Cabling between CCC-Regional and CCC-Central is out of the scope of this project.</p> |
| 14. | <p>These questions are concerning the fixed surveillance subsystem for Border Crossing Point(BCP). Quantity: 22 pcs.</p> <p>14- We think that a web based architecture, with main servers located in/nearby the CCC and clients in regional and local is more up-to date» flexible and maintainable. Is it acceptable?</p> | The offer shall be compliant with the Technical Specifications in this regard. All requirements are minimal and mandatory. |
| 15. | <p>In the vehicles requirements we can find the following requirements:</p> <p>Item Number : [R141] It shall require a category "B" driver's license to drive it.</p> <p>Item Number: [R150] Total maximal authorized weight: 5.300 leg As far as we know, this is incompatible with the B drivers' licence ?</p> <p>B Drivers' licence:</p> <p>Motor vehicles with a maximum authorised mass</p> <p>http://en.wikimedia.org/wiki/Gross</p> | <p>These VAN Vehicles will be operated by MoI authorized personnel who should comply with the Serbian legislation regarding driver's license.</p> <p>There is a typo in [R150] from the Technical Specifications.</p> <p>It shall be read "Total maximal authorized weight: 3.500 kg" instead of "Total maximal authorized weight: 5.300 kg".</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>combination mass not exceeding 3500 kg and designed and constructed for the carriage of no more than eight passengers in addition to the driver; motor vehicles in this category may be combined with a trailer having a maximum authorised mass which does not exceed 750 kg.</p> <p>We suppose that the R150 wants to put 3.500 kg, so please , we need your explanation .</p> | |
| 16. | 2. We need explanation regarding item number : [R257]: What did you mean exactly under this request? That GIS should be compatible with maps that have already Serbian Police? Please, advice. | The GIS system will use existing maps of Serbia provided by MoI (Standard vector and raster format of spatial data can be supported by MoI) or create new ones if the proposed system cannot integrate the existing ones. |
| 17. | 3. Regarding Item Number [R168] we need explanation: where do you want the independent heating system? For the cabinet, or for the operators zone? Do you mean heating or cooling? | Heating system is for operator's zone. Heating and cooling functionalities are requested. |
| 18. | <p>1. In the tender's technical specifications at item R141 it is written "A shall require a category "B" driver's license to drive it" and the R150 states that the "Total maximal authorized weight: 5.300 kg". These two requirements are not corresponding, because for a driving license category "B", the maximum authorized weight is 3.500 kg,</p> <p>1.1. Please state which shall be the authorized weight for the car, or authorized driving license category.</p> | <p>These VAN Vehicles will be operated by MoI authorized personnel who should comply with the Serbian legislation regarding driver's license.</p> <p>There is a typo in [R150] from the Technical Specifications. It shall be read "Total maximal authorized weight: 3.500 kg" instead of "Total maximal authorized weight: 5.300 kg".</p> |
| 19. | <p>2. In the tender's technical specifications item R178 it is stated that "An additional two (2) sockets of 220V and 12V in the back side of the vehicle shall be installed", If we add this additional socket it is impossible to calculate the power balance for the battery,</p> <p>2.1 Please specify if you still want to have installed these 2 sockets in the back side of the vehicle.</p> | <p>All requirements are minimal and mandatory.</p> <p>The sockets of 220 V and 12 V will be used for connecting external equipment.</p> <p>Please don't consider these sockets to calculate the power balance for the battery.</p> |
| 20. | 3. In the tender's technical specifications item R 238 it is stated that "The accumulator shall be Li-Ion technology or better/newest". Following our past | <p>The Bidder should offer a configuration which to ensure system functionality.</p> <p>All requirements are minimal and mandatory.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>experience, our point of view is that this new technology is not suitable for the mobile applications.</p> <p>3.1 Please state if you accept also other kind of battery, with a robust construction, special assigned / used for mobile applications.</p> | <p>Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted.</p> <p>Also, please see R12 from Technical Specifications.</p> |
| 21. | <p>4. In the tender's technical specifications item R 247 it is stated that "The software shall make possible the real time imaging of the pictures of the cameras according to the mode and configuration defined by the operator (separately or in the case of named fields of vision in a picture-fusion — picture in picture -format)</p> <p>4.1 Please state if you accept the performing of this functionality on a digital video recorder.</p> | <p>Requirement in the Technical Specifications remain unchanged.</p> <p>Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted.</p> <p>Also, please see R12 from Technical Specifications.</p> |
| 22. | <p>5. In the tender's technical specifications item R 248 it is stated that "It shall ensure the display of the side angle and location, angle data the coordinates, the direction data and the measuring results provided by the laser meter related to the measure point from its own coordinates and also the calculation of the coordinates.</p> <p>Because usually, in our applications (projects, we are supporting the maps in MapInfo format, we need a few more details.</p> <p>5.1 Please specify who will deliver the requested map's data.</p> <p>5.2 Please specify what kind of data format should be provided for the maps.</p> | <p>Data and format of the maps will be established by MoI and Contractor in the design phase (Standard vector and raster format of spatial data can be supported by MoI).</p> |
| 23. | <p>6. In the tender's technical specifications item R 254 it is stated that "It shall ensure the possibility of saving and exportability of the visual information marked with time-stamps and with a possibility of checking authenticity, and if needed by the operator the saving on individual shots. A standard format saving shall be made possible as a minimum in the case of video in H.264, in the case of still-shots and screen savings in JPEG format". The expression "checking authenticity" it is not clear.</p> | <p>The export of imaging shall be over any doubt regarding authenticity in case of using it in other legal purposes.</p> <p>The Bidder shall propose the best solution to insure the request.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | 6.1 Please provide more details regarding the customers requests/needs, for the ' authenticity checking. | |
| 24. | <p>7. In the tender's technical specifications item R 255 it is stated that "Without charging an extra fee the bidder takes the obligation of adapting the command software of the system to the Buyer's needs one time within the duration of the warranty time upon written requests of the Buyer (software updating)) and also will take care of the upgrading of the map database applied during the warranty time as a minimum" We understand that during the warranty period, the bidder should provide minimum 1 (one) free cost upgrading for the command software, and minimum l(one) free cost upgrading for the map database.</p> <p>7.1 Please confirm if we understood correctly this statement/request, or the customer requests more than 1 (one) free cost upgrading for the command software and the map database.</p> | Yes, it is confirmed. |
| 25. | <p>8. In the tender's technical specifications item R 257 it is stated that "Display possibility on a digital map based upon DTA-50 (1:50000 size) suitable for displaying reconnaissance information and also used by the Police'. Because usually, in our applications / projects, we are supporting the maps in MapInfo format» we need a few more details.</p> <p>8.1 Please specify who will deliver the requested map's data.</p> <p>8.2 Please specify what kind of data format should be provided for the maps.</p> | <p>The digital maps and data will be provided by the care of beneficiary.</p> <p>Data and format of the maps will be established by MoI and Contractor in the design phase (Standard vector and raster format of spatial data can be supported by MoI).</p> |
| 26. | 9. Are the CE/conformity declarations enough to prove that the ROHS and WEEE standards are applied are respected? | Certificate of conformity can be international/EU recognized certificate issued by the manufacturer. |
| 27. | 10. Is the partial reception mentioned at item R108 (from ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER) similar with the provisional acceptance from the Draft Contract? | Yes, the partial reception (partial provisional acceptance) from the Technical Specifications is similar with provisional acceptance from the Draft Contract. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| 28. | <p>11.Regarding item R73 from ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER, that states that "the. Bidder shall provide a certificate of conformity, issued by a regulatory agency of recognized competence> for each equipment / category of equipments from the system, can you please specify what exactly is requested?</p> <p>11.1 Is the Declaration of Conformity issued by the producer enough to cover this request?</p> | Certificate of conformity can be international/EU recognized certificate issued by the manufacturer. |
| 29. | 12. Item R32 from ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER states that the representatives of MoI will be invited at the first cat installation. Does this issue refer to the car integration at the producer's location, or does it refer to the installation on the first site (at the beneficiary's location). | The request is referring to the car integration in the location proposed by the tenderer and accepted by the MoI. Location to be agreed after the signature of the contract with the Contractor. |
| 30. | 13. For some of the requested procedures and methodologies there is clearly mentioned that they need to be submitted with the proposal, but for some of them there is no express specification of when to be submitted. In consequence, those which don't have the express request to be submitted along with the tender documents have to be submitted after the tender is submitted? Please clarify. | <p>The Bidder must prove complying with all requirements from the Technical Specifications.</p> <p>All offers will be assessed in detail by the Evaluation Committee and for this it is important that the offers address all issues requested in the Technical Specifications.</p> |
| 31. | <p>[R404] The Bidder shall demonstrate his experience in elaborating the electronic training documentation in the field of activity of the beneficiary or in similar fields of activity (border police, civil police or similar)...</p> <p>How will be demonstrated the experience to comply this requirement?</p> | The bidder should make available on-line the requested courses in order to demonstrate his experience. |
| 32. | <p>[R403] The Bidder shall provide the training platform OS and D8 independent (LMS- Learning Management System) together with the entire electronic training materials in standardized electronic format...</p> <p>Is the electronic training a deliverable with</p> | <p>The eLearning system should be a deliverable with associated software licenses, hardware and communication.</p> <p>The licensing model should be server/processor based.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | hardware and software? Please specify the license model if the electronic training is a deliverable. | |
| 33. | [R403] The Bidder shall provide the training platform OS and DB independent (LMS- Learning Management System) together -with-the entire electronic training materials in standardised electronic format compatible with SCORM international standard so that the beneficiary can re-use them throughout the entire life time of the products. What is the version for SCORM international standard to be used? | The platform should be able to play SCORM 2004 3rd Edition or newer content, using the conformance testing packages available at Advanced Distributed Learning (ADL). |
| 34. | [R292] Support for at least two six-core (up to 3,46 GHz) Intel Xeon series processors or equivalent. Since new generation of CPU is present, is it possible to offer system with equivalent or better SPECint rate, as Intel E5-2630? How many CPU's should be installed? | SPECint standard can be used in order to demonstrate processor performances. Every CPU that is equal or better in performance than the requested CPU will be accepted. Requirement in the Technical Specifications remain unchanged. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. Minimum two CPUs are required. |
| 35. | [R293] Support for a minimum of 256 GB of RAM with 16 GB DDR3 RDIMMs. What is minimum required installed memory? What is the minimum of supported LRDIMMs per server? | The amount of memory for the Server should be established by the Bidder in order to ensure optimal system functionality. Our recommendation is to provide a minimum of 64 GB. |
| 36. | [R295] Support for at least 16 2.5" hot-swap SAS/SATA HDDs or solid-state drives. Because of the potential further upgrades, and flexibility, does server need to support 32 x 1.8" disk drive bays? | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 37. | [R296] At least 14 TB storage support on SAS HDDs | The Bidder should offer a configuration which to ensure system functionality. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | Beside already posted requirements for storage support, does server has to have support for PCI Express Flash Drives? | All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 38. | [R298] At least 3 TB storage support on SSD HDDs Does this functionality need to be included in server by default? | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 39. | [R301] Optical drive. What kind of optical drive is required DVD or DVD-RW? | DVD-RW. The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. |
| 40. | [R302] At least 2 Gigabit Ethernet ports. For the flexibility of the system we suggest you to reconsider requirement for 2 Gigabit Ethernet since most of the servers newer generation have 4 integrated 1 Gb Eth. Ports | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 41. | [R303] Support for at least 4 PCI Expansion slots excluding RAID controllers. For the flexibility of the system we suggest you to reconsider requirement for 4 PCI Expansion slots since newer generation servers have more than 4 PCIe 3.0 x8 | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 42. | [R307] Support for internal USB ports (at least one must be present) for embedded hypervisor flash devices. Regarding USB ports, beside posted requirements for additional flexibility we are suggesting at least 2 internal USB ports? | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 43. | [R309] 2 redundant hot-swap 675 W AC power supplies with 90%+ efficiency. Because new generations of servers have | All requirements are minimal and mandatory. The Bidder should offer a configuration |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | PS with higher than you required is it valid to offer more powerful power supply? | which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 44. | General Due to better security of system, should Trusted Platform Module (TPM) be included in configuration. | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 45. | Due to the high importance of system availability, should features that can provide predictive failure analysis and with this feature predict HW failure and provide proactive support be included? Which components have to be covered with predictive failure analysis? | The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 46. | With regards to the technical requirements, R92 specifies that a full list of equipments must be delivered. At the same time, R26 states that manufacturer authorization forms must be provided for the distribution of the registration and tracking of events application. As the list of equipments will include ail hardware and software components of the system (including the registration and tracking of events application) please clarify exactly and specifically for which equipments on the equipment list will manufacturer authorization forms be required. | For all IT equipment and all types of cameras mentioned in the Technical Specifications the Bidder must provide manufacturer authorization forms. |
| 47. | <ul style="list-style-type: none"> The possibility of assigning incident codes in order to indicate the likely cause of the incident. The software application assigns unique codes to each incident. It also allows the possibility to group the incidents by modules. The possibility of amending the respective incident in case its real cause was not discovered at first The software application allows you to change any condition of the incident once the registration has been completed. The availability of a database with the support personnel whom you can | There is no question specified. The Technical Specifications remain unchanged. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>assign to solve incidents. The software application contains default contact details of persons who may be considered eligible to be assigned or which could be allocated to an incident.</p> <ul style="list-style-type: none"> • The automatic registration of the date and hour when a support request was received • The possibility of defining quality and performance criteria (SLA) for solving different types of assistance requests. • The possibility of automatic warning when exceeding tax liability of some temporal thresholds for various types of assistance requests • The possibility of defining the evolution support requests, if they pass through several levels of competence until their completion. • The possibility of escalating support requests. • The possibility of defining some custom reports using criteria such as: the type of incident, the level of urgency, the time to resolve the problem, and the location of where the person reported an incident, the module or function that caused the incident, the number of incidents that have not complied with the criteria of the SLA. Etc • To allow the direct access to the database at any time of the authorized personnel for the verification of the method in which the application handles incidents and to run performance reports for the guarantee services offered. The access will be based on read-only and it must not be conditioned on any of the operators or managers of the service. | |
| 48. | [R51] The subsystem shall provide possibility for audio recording of operators in vehicle (comments on video records). | Just voice of the operator will be recorded on demand. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | Is audio recording referring to comments on video recordings from optical sensors or audio recording of cabin crew? | |
| 49. | [R58] All images shall be displayed simultaneously locally in Command and Control Centre (CCC). Does CCC require video wall and which characteristics? | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 50. | [R59] All images should be displayed simultaneously in CCC from all 7 (seven) Regional Border Police Points (RBPP). In tender does you haven't stated locations of RBPP, its dispositions, which BCP belongs to which RBPP, is there passive infrastructure for data transmission from BCP to RBPP and from RBPP to CCC. | There are three levels of the Command and Control Center (CCC) depending on responsibility area. CCC-Locally: CCC from each 22 BCP responsible with the coordination of daily operation. CCC-Regional: CCC from each 7 Regional Border Police Points (RBPP). CCC-Central: CCC from Belgrade in HQ of Border Police Department. RBPP Hungary: BCP Horgoš. BCP Kelebija, BCP Bački Breg RBPP Romania: BCP Vatin, BCP Kaluđerovo, BCP Srpska Crnja, BCP Kusjak, BCP Đerdap RBPP Bulgaria: BCP Mокranje, BCP Gradina RBPP Croatia: BCP Batrovci, BCP Šid-drumski, BCP Bogojevo, BCP Bačka Palanka RBPP Bosnia and Herzegovina: BCP Sremska Rača- drumski, BCP Mali Zvornik- novi most, BCP Trbušnica, BCP Badovinci RBPP Montenegro: BCP Jabuka, BCP Gostun, BCP Špiljani RBPP Macedonia: BCP Preševo. Cabling inside the BCP (from cameras to CCC-locally) must be realized in this project. Cabling between CCC-locally and CCC-Regional is out of the scope of this project. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | | Cabling between CCC-Regional and CCC-Central is out of the scope of this project. |
| 51. | <p>[R1] Based on above principle the border surveillance system has two main components:</p> <ul style="list-style-type: none"> • Mobile surveillance subsystem between BCP ("green border") • Fixed surveillance subsystem for Border crossing Point (BCP) <p>Does optical and construction infrastructure for subject locations exists?</p> | <p>Topology of MoI intranet network is based on extended star in sense that all of police stations in one region (regular or BPS) are connected to regional regular Police department. Those Police departments are then connected to central location (CCC - Belgrade). Bandwidth available on these links is at least 2 Mbps.</p> <p>Cabling inside the BCP (from cameras to CCC-locally) must be realized in this project.</p> <p>Cabling between CCC-locally and CCC-Regional is out of the scope of this project.</p> <p>Cabling between CCC-Regional and CCC-Central is out of the scope of this project.</p> |
| 52. | <p>R[7] Mobile surveillance subsystem between BCP {"green border"}:</p> <p>Mobile surveillance subsystem is equipped with day and night vision mobile system installed on VAN vehicle. The subsystem contains also a telemetric device which; allows precise localization of the target even in fog, rain or snow conditions. The activities of cameras should be recorded. GIS capabilities should be installed, including North orientation. The digital maps will be provided by the care of I beneficiary. An additional security camera provides physical security of the mobile team. It is already mentioned that software should be compatible with existing police software.</p> <p>Please inform us which applicative software you already have and is it possible to make presentation of it.</p> <p>- the digital maps will be provided by the care of beneficiary –please clarify. Do you already have geographically referenced maps or we are going to provide it. If we have to provide maps, please inform us about projection: UTM or Gaus-Kruger?</p> | <p>Software for unified monitoring controlling and viewing do not yet exist as integrated solution, so main goal of this project when it comes to fixed surveillance subsystem is to accomplish integrated software solution for managing entire fixed surveillance subsystem. It is necessary to achieve local monitoring and storing of video materials from local BCP and to assure transition of video signal to a remote location such as CCC-Regional and CCC-Central.</p> <p>Existing video surveillance (purchased using support of the EU) consists of BOSCH video camera model SNBN-498-11P (that supports ONVIF standard). Software which is being used is BOSCH factory software.</p> <p>Yes, the digital maps will be provided by the care of beneficiary.</p> <p>Format of the maps will be established by MoI and Contractor in the design phase (Standard vector and raster format of spatial data can be supported by MoI).</p> |
| 53. | R[17] : The Bidder shall propose the systems for which he will offer licenses | All software licenses must be perpetual (lifetime licenses). |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>within the offer so that he would cover all the requirements from technical specifications. These licenses should be delivered for every product witch need such a procedure. License for all software application (OS, antivirus etc.) should be available at least for the guarantee period. The Bidder has the entire responsibility (legal financial, commercial etc.) for non-delivering a required license. Please clarify consistence R17 with R91.</p> | |
| 54. | <p>[R25] Registering and tracking events will take place using a software application by the bidder. It must have the following characteristics:</p> <ul style="list-style-type: none"> • Recording applications and assigning a unique identifier (ID) to each application. • The possibility of defining the categories of requests and scoping of solicitations in these categories. • The possibility to record any identification data of the applicant - includes the assignation of an incident to a person who reports the incident within the software application, the person who examines the incident (from any level), and the person who has reported an incident. • The possibility to record the description of the problem and to attach additional documents. The software application allows the possibility to attach any file types (doc, xls, jpg, xml etc.) as well as direct posting of screenshots from the : applications • The possibility of assigning an emergency criterion. The software application allows the classification of incidents according to their type, specified in the SLA, being able to issue e-mail notifications concerning the allocation of incidents to people involved in the incident. <p>This requirement seems to be a general</p> | <p>The software application is referred to registering and tracking events that are related to incidents on the delivered system and not about border incidents. The mentioned requirements are related with Integrated Logistic Support.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | management software for reporting of incidents. The specified functionality has nothing to do with camera command & control and is not implemented in FSM. Therefore, the characteristics required are not applicable for the FSM. Please confirm. | |
| 55. | <p>[R72] The required services during the contractual period must ensure the expected results, at an appropriate quality level. The Bidder shall take into consideration and include in the financial proposal all needed services including but not limited to: engineering, design, delivery, car maintenance, integration testing, commissioning and putting into operation. Is car maintenance needed until final acceptance? Please clarify control period.</p> | <p>Yes, the car maintenance is needed until the final acceptance.</p> <p>Please see paragraph 2.6 Warranty requirements from the Technical Specification.</p> |
| 56. | <p>R[73] The Bidder shall provide a certificate of conformity, issued by a regulatory agency of recognized competence, for each equipment / category of equipments from the system. What institutions could issue this certificate and is it possible to be issued by the manufacturer?</p> | <p>Certificate of conformity can be international/EU recognized certificate issued by the manufacturer.</p> |
| 57. | <p>[R77] The following work procedures must be included:</p> <ul style="list-style-type: none"> • The technical assistance, maintenance and support procedure. • The delivery procedure. • The acceptance procedure. • The meetings procedure. • The change management procedure. • The development procedure. • The analysis and design procedure. • The general analysis procedure • The detailed analysis procedure, • The construction procedure. • The deliveries control procedure, • The software deliverables testing | <p>The technical offer shall include all these procedures.</p> <p>The period of necessary activities for 1st position is established in requirement [R72] from the Technical Specifications.</p> <p>The period of necessary activities for 6th position is during the implementation phase.</p> <p>Last position: The procedure used to validate and verify the product compliance and methodology of establishing product incompliance.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>procedure,</p> <ul style="list-style-type: none"> • The implementation procedure, • The control procedure of the recordings, • The control procedure of the in compliant product <p>Which period is required for 1st and 6th position and please clarify last position.</p> | |
| 58. | <p>[R91] For any equipment containing software offered under commercial licensing model all software shall be provided with unlimited duration licenses Please clarify in connection with R17.</p> | All software licenses must be perpetual (lifetime licenses). |
| 59. | <p>2.10.6 technical assistance and support R[128] The bidder must describe in detail the methodology according to which the technical assistance and support activities will be conducted. Please clarify in which period.</p> | The period of necessary activities for technical assistance and support activities is established in requirement [R72] from the Technical Specifications. |
| 60. | <p>R[177] The vehicle shall be fully equipped in order to accommodate all the required components and hardware devices, including 220V and 12V sockets for supporting all the equipment. -should vehicle have 24v socket because most equipment work on 24v? -should we deliver separated mobile power generator for 220v?</p> | <p>The sockets of 220 V and 12 V will be used for connecting external equipment.</p> <p>The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory.</p> |
| 61. | <p>R[181] We believe this is a typo in the specification and maybe it should read 42°, this will match our standard specification of FOV 1.6° to 42° and will make things easier. Please clarify.</p> | <p>There is a typo in [R180] from the Technical Specifications. It shall be read "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 42° horizontal" instead of "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 45° horizontal".</p> |
| 62. | <p>R[228] The position deviation shall be less than 1 m.</p> <p>The accuracy of the optional GPS we are proposing is 3m, note that commercial</p> | <p>The Bidder can offer any type of GPS which complies with requirements from Technical Specification.</p> <p>Requirements in the Technical Specifications remain unchanged.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | GPS devices do have a limited accuracy. If required accuracy is needed an additional military GPS device needs to be considered and installed on the vehicle. Please clarify and please inform us do you calculate accuracy by RMS. | All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 63. | <p>R[235]</p> <p>The TETRA terminal shall provide following performances:</p> <ul style="list-style-type: none"> • Status: 100 alias messages; options: sent via one-touch or via menu; • Short Data Service: 100 predefined and user defined messages, inbox support for 20 messages, voice interaction (SDS can be sent and received during voice call); • Packet data: single slot (7.2 kbps gross, multi slot (up to 28.8 kbps gross); • Peripheral Equipment Interface (PEI): Interface protocol supporting AT commands; • Interfaces: RS232 (for PEI), USB, rugged accessory connector (GCAI); • Air interface encryption algorithms: TEA1; • Air interface encryption security classes: Class1 (clear), Class2 (SCK), Class3 (DCK and CCK); • Terminal has to be delivered with following licenses: TEA1, GPS, LIP, DMO SCK; • Air interface authentication: infrastructure initiated and made mutual by terminal; • User access control: PIN/PUK code access; • End to end encryption: enhanced E2E encryption with OTAR supported through optional hardware module, with full Tamper Protection; • Radio regulatory compliance: EN 303 035-1, EN 303 035-2, ETSI EN 300-394-1, ETSI EN 300-392-2; • Display: colour TFT, variable and configurable backlight minimum; | TETRA system is already available and is being used for voice communication. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <ul style="list-style-type: none"> • Buttons and Keypad: integrated backlit alphanumeric keypad, 4 way navigation key, menu and soft keys, emergency button with backlight; • Frequency bands: 380-400 MHz; • RF Channel Bandwidth: 25 kHz for all bands; • Transmitter RF Power: 3W for all bands, minimum; • RF Power Control: 4 steps of 5dB; • Receiver class A; • GPS simultaneous satellites: 12; • GPS mode of operation: autonomous or assisted; • GPS antenna: supports active antenna via FME male connector; • GPS sensitivity: -152 dbm / -182 dBW; • GPS accuracy: 5 meter (50% probable), 10 meter (95 % probable); • Phone book entries: 1000 persons, up to 6 numbers per entry; • Scan lists: 10 lists of 20 talkgroups; • Trunk mode (TMO) voice services: Group call (late entry, TMO/DMO mapping), Private call (half and full duplex, flexible dialling by list scroll), Telephony (full duplex, DTMF over dial); • Direct mode (DMO) voice services: group call (late entry, TMO/DMO mapping), private call, gateway and repeater compatibility; • Voice services (group and DMO communication): 1024 (TMO) & 128 (DMO) talkgroups min. • Terminals have to be installed in the vehicle with additional equipment (external loudspeakers, micro telephone combination for usage in vehicle), whilst antenna system with integrated GPS antenna has to fulfil frequency range 380-400 MHz and $VSWR \leq 1.5$ at the middle of range. • Terminal has to be delivered with complete hardware and latest version of the software for programming, as | |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>well as loading of keys.</p> <ul style="list-style-type: none"> • Access to the service menu of the terminal should be enabled. <p>Whether TETRA system is already available ?</p> | |
| 64. | <p>R[247]</p> <p>The software shall make possible the real time imaging of the pictures of the cameras according to the mode and configuration defined by the operator (separately or in the case of named fields of vision in a picture-fusion-picture in picture-format).</p> <p>FSM supports real time video display of both the IR and TV video simultaneously. Through "picture-in-picture" (TV image in IR video or vice versa) and "picture-fusion" (TV & IR image fusion) requested for "the case of named fields of vision??" are not supported in FSM.</p> <p>Please clarify when this requirement is needed.</p> | <p>These functionalities will be used in border operations.</p> <p>All requirements are minimal and mandatory.</p> |
| 65. | <p>R[250]</p> <p>It shall ensure the ongoing monitoring of previously definable coordinates (automatic tracing).</p> <p>This specification is not clear, what is meant with automatic tracing, is this automatic video tracking?</p> <p>If so, note that our system can be pointed to specific coordinates and assures ongoing monitoring of those coordinates. Software video tracking as part of the FSM Pro package is possible and optionally (at an additional cost) a hardware tracker can be integrated into the camera system. Please confirm the desired configuration, in case automatic video tracking is needed.</p> | <p>Yes, the Technical Specifications are referring to automatic video tracking.</p> <p>All requirements are minimal and mandatory.</p> |
| 66. | <p>R[252]</p> <p>It shall ensure the manual selection and naming of the targets.</p> <p>In FSM, targets will be indicated with its real GPS position on the map. A "manual selection and naming of targets" is not</p> | <p>All requirements of the Technical Specifications are minimal and mandatory. The TS remain unchanged.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | possible in FSM as we understand it. Please clarify this requirement. | |
| 67. | R[253] It shall ensure a warning upon appearance of the target (picture and voice on the monitor), and/or the tracing of the target. What is meant with "warning upon appearance of the target" is video motion detection + alarm generation required? Also please clarify what can be understood with 'tracing of the target'? | When a target appears to the monitor a warning signal should be emitted and/or the target should be traced on the screen. The warning signal should be audio and video. |
| 68. | R[254] It shall ensure the possibility of saving and exportability of the visual information marked with time-stamps and with a possibility of checking authenticity, and if needed by the operator the saving on individual shots. A standard format saving shall be made possible as a minimum in the case of video in H.264, in the case of still-shots and screen savings in JPEG format. With "saving and exportability of the visual information" do you mean video recording? What means exportability and "checking authenticity"? | The requirement "saving and exportability of the visual information" refers to image and video recording. The export of imaging shall be over any doubt regarding authenticity in case of using it in other legal purposes. The Bidder shall propose the best solution to ensure the requirement. |
| 69. | R[255] Without charging an extra fee the bidder takes the obligation of adapting the command software of the system to the Buyer's needs one time within the duration of the warranty time upon written requests of the Buyer (software updating), and also will take care of the upgrading of the map database applied during the warranty time as a minimum. Please clarify what is meant here. We can include one free FSM software upgrade during the warranty period, no problem on that. Upgrading the map database is not our responsibility. | The Buyer request for software updates will not contain new software features, others than ones required in the technical specifications, technical offer and design phase. |
| 70. | R[257] Display possibility on a digital map based upon DTA-50 (1:50000 size) suitable for displaying reconnaissance information and also used by the Police. Are these maps to be integrated in the | Yes, these maps will be integrated in the control software specified in R244-256. The digital maps and data will be provided by the care of beneficiary. Data and format of the maps will be established by MoI and Contractor in the |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | control software specified in R244-256? What is DTA-50? FSM requires a UTM, WGS-84 and either JPG or BMP map. | design phase (Standard vector and raster format of spatial data can be supported by MoI). |
| 71. | R[399] The bidder shall provide system operator training before the provisional acceptance. Is there already built facility where it should be placed and installed equipment and what is capacity of mentioned facility? | Yes, the facility exists and ensures necessary capacity for training. |
| 72. | Question 1 Ref, Annex II Technical Specifications In requirements R182 to R184 of the tender document "c4f_Technical Specifications (Annex II) & Technical Offer (Annex II)" you have specified the requirements of the Thermal camera to be installed in the mobile video surveillance system. Is it possible to offer a thermal camera which fully complies and has better performance in the field of detection, recognition/ identification ranges and complies with all the other thermal camera requirements except the WFOV, Digital Zoom and Optical Zoom? | Offered solutions will be assessed in detail by the Evaluation Committee, the Contracting Authority is not in a position to provide preliminary judgement. All offered products complying with the Technical Specifications will be accepted. All requirements are minimal and mandatory. Also, please see R12 from Technical Specifications. |
| 73. | Question 2 Ref. Special Conditions. Article 8 Some of the requested products are subject to the receipt of an Export License, emitted by the Contractor's Government. Therefore, the Contracting Authority will need to provide an International Import Certificate (IIC) directly to the Contractor. The ultimate responsibility to provide such IIC lies with the Contracting Authority. Consequently, if the Contractor is late in receiving any export license from its Government, due to the non-receipt or late receipt of the IIC from the Contracting Authority, then extensions are to be claimed in the Period of Execution. Please confirm that you will be able to provide such IIC to the Contractor? | VAT recovery and customs procedures will be in line with the Framework Agreement signed between the European Commission and the Republic of Serbia. Serbian national authorities will be dealing with the tax and customs exemptions requests of the Contractor. Further details will be communicated to the awarded tenderer after the signature of the contract. The Contractor shall design project implementation in a way leaving enough time for obtaining the necessary documents. |
| 74. | Question 4 Ref. Tender Form for a Supply Contract: Economic and Financial Capacity | Please follow the instruction given in Article 3 of the Tender Submission Form: |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | The Financial Annual Accounts for year 2012 are not available yet. Annual audited accounts are only available for the financial years 2011, 2010 and 2009. Therefore, is it allowed to consider and provide information for 2012 as "this year" and 2011 as "last year"? | "If annual accounts are not yet available for this year or last year, please provide your latest estimates, clearly identifying estimated figures in italics." |
| 75. | Question 5 Ref. Annex IV Budget Breakdown Please confirm that (a) the Contracting Authority will pay for the Training and Other Services, and that (b) the lump sum amount shall be part of the contract value. | Yes, the lump sum amount for training shall be part of the contract value. |
| 76. | (i) Article 36.6 of the General Conditions reads as follows: "If the Contracting Authority terminates the contract, it shall without prejudice to its other remedies under the contract, be entitled to recover from the Contractor any loss it has suffered up to the value of the supply unless otherwise provided for in the Special Conditions". The Special Conditions are silent in that respect. Is our understanding correct, that the entitlement of the Contracting Authority to request losses suffered up to the contract value is narrowed in all other cases under the contract apart from the case of termination by the Contracting Authority? | Please note that via Corrigendum number 1 to the Tender Dossier the contract forms, including the General Conditions have been changed. The Contracting Authority is not in a position to provide preliminary judgement. |
| 77. | (ii) Several provisions of the General Conditions stipulate the right of the Contracting Authority to request damages and losses in case of Contractor's failure to comply with obligations under the contract. In that respect we would have following questions: a) Would such failure by the Contractor hinder or interrupt the business operations of the Beneficiary, i.e. end customer or end user? b) Would such failure by the Contractor result in loss of profit and other indirect financial damages which could be claimed | Please see the answer to question nr 76 above. If necessary all such issues will be discussed between the Contracting Authority, the Contractor and the Beneficiary at the project launch. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | under the contract. If yes, to what extent? | |
| 78. | With reference to the Tender in subject, please note that nor the web address (https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome) indicated in the Instruction to Tenderers for the review of published clarifications can be reached, giving an “under maintenance” message by return. neither they seem to be uploaded on the second web address www.europa.rs . Please advise if the indicated addresses are still active or provide alternative means in order for Page Europe to review the above mentioned clarifications. | <p>Please note that both web addresses are functioning properly, there might be small and short unexpected interruptions, however, in these cases we recommend to try to reach the services a little later.</p> <p>On the first website you should put the number of the procedure in the search field and you will see all information related to the tender procedure.</p> <p>On the second website you should click on the tab 'Funding Opportunities' and you will see all information related to ongoing tender procedures of the Delegation of the European Union to the Republic of Serbia.</p> |
| 79. | Regarding R141 and R150, do you mean maximum authorized weight of 3.500 Kg, as it is required category “B” driver license to drive the vehicle? | <p>These VAN Vehicles will be operated by MoI authorized personnel who should comply with the Serbian legislation regarding driver's license.</p> <p>There is a typo in [R150] from the Technical Specifications. It shall be read “Total maximal authorized weight: 3.500 kg” instead of “Total maximal authorized weight: 5.300 kg”.</p> |
| 80. | Regarding R168, where do you want the independent heating system, for the driver cabinet or for the operators zone? Do you mean heating, cooling or both? | Heating system is for operator's zone. Heating and cooling functionalities are requested. |
| 81. | Regarding R257, what do you mean exactly, that GIS provided should be compatible with maps already in use by Serbian Police? | The GIS system will use existing maps of Serbia provided by MoI (Standard vector and raster format of spatial data can be supported by MoI) or create new ones if the proposed system cannot integrate the existing ones. |
| 82. | Document Selection and award criteria / 16. Selection criteria/ 3) Is it acceptable if the consortium or the subcontractor has completed a several projects in the last 3 years with total value which excide the financial proposal submitted for this tender? | The requirements under Article 16 3) of the Procurement Notice shall be followed. Please note that the tenderer (can be any one member of the consortium/JV or more) must have carried out at least 1 project with a value at least equal to the financial proposal, i.e. it must be at least one single project with a value at least equal to the financial proposal. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | | Offers will be assessed in detail by the Evaluation Committee, the Contracting Authority is not in a position to provide preliminary judgement. |
| 83. | Document Selection and award criteria / 19. Deadline for submission of tenders Due to the expected date for answer on all questions (18th of January), the new SCC and GCC and all requirements in the tender for which a lot of technical and financial calculations should be done, as well as all administrative work, we kindly ask you to consider the extension of deadline for submission of tender to 1st of March 2013. | Please regularly follow the websites mentioned in the Instructions to Tenderers to see if any corrigenda modifying the deadline for submission of tenders are published. |
| 84. | R43: The images from cameras shall be recorded locally for a 30 days' time period. Please confirm this is not referring to the camera function, as recording is not a function on the camera. | The proposed solution as such shall cover these requirements. |
| 85. | R44-R49: All Specifications required Please clarify does that mean that the Daylight camera, Thermal camera and Telemeter must have the same IP address and all be streamed at the same time. What is the preferred Transmission medium, 3G? What is the preferred recording medium, computer hard drive or standalone professional DVR? | The Bidder should propose optimal configuration for the MSS local network depending on the type of the equipment which will be installed inside the MSS (BVS and Workstation). BVS and Workstation should have address with an IP address. The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. |
| 86. | R51: The subsystem shall provide possibility for audio recording of operators in vehicle (comments on video records). Please confirm the audio recording should not be a part of Thermal camera, as recording is not a function on the camera. | Yes, the audio recording is not a part of Thermal camera. The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. |
| 87. | R180: Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 45° horizontal. Please confirm that the specification of 42° horizontal is the adequate one. | There is a typo in [R180] from the Technical Specifications. It shall be read "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 42° horizontal" instead of "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 45° horizontal". |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| 88. | R228: The position deviation shall be less than 1 m Please note that commercial GPS devices do have a limited accuracy. If required accuracy is needed an additional military GPS device needs to be considered and installed on the vehicle. Please clarify if this is the case here. | The Bidder can offer any type of GPS which complies with requirements from Technical Specification. Requirements in the Technical Specifications remain unchanged. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 89. | R246: The language of the software shall be Serbian Please confirm if English as a software language acceptable? | The language of management software should be Serbian. The language of any other software (OS, Office, etc.) can be English. |
| 90. | R247: The software shall make possible the real time imaging of the pictures of the cameras according to the mode and configuration defined by the operator (separately or in the case of named fields of vision in a picture-fusion – picture in picture – format) Please clarify when this requirement is needed? As we know “picture-in-picture” and “picture-fusion” are a part of thermography and it is not important in security applications. | Requirements in the Technical Specifications remain unchanged and it is mandatory. These functionalities will be used in border operations. |
| 91. | R250: It shall ensure the ongoing monitoring of previously definable coordinates (automatic tracing) This specification is not clear, what is meant with automatic tracing, is this automatic video tracking? | Yes, It is referring to automatic video tracking. |
| 92. | R252: It shall ensure the manual selection and naming of the targets What does it mean-manual selection? Please clarify this requirement. | Each target from the screen should have the capability to be pointed with the mouse/pointer device, name it and select it as a priority target. |
| 93. | R253: It shall ensure a warning upon appearance of the target (picture and voice on the monitor), and/or the tracing of the target What is meant with “warning upon appearance of the target” is video motion detection + alarm generation required? Also please clarify what can be understood with ‘tracing of the target’? | When a target appears to the monitor a warning signal should be emitted and/or the target should be traced on the screen. The warning signal should be audio and video. |
| 94. | R254: It shall ensure the possibility of | The requirement “saving and exportability |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>saving and exportability of the visual information marked with time-stamps and with a possibility of checking authenticity, and if needed by the operator the saving on individual shots. A standard format saving shall be made possible as a minimum in the case of video in H.264, in the case of still-shots and screen savings in JPEG format</p> <p>With "saving and exportability of the visual information" do you mean video recording? What means exportability and "checking authenticity"?</p> | <p>of the visual information" refers to image and video recording.</p> <p>The export of imaging shall be over any doubt regarding authenticity in case of using it in other legal purposes.</p> <p>The Bidder shall propose the best solution to insure the requirement.</p> |
| 95. | <p>R257: Display possibility on a digital map based upon DTA-50 (1:50000 size) suitable for displaying reconnaissance information and also used by the Police.</p> <p>Are these maps to be integrated in the control software specified in R244-256?</p> | <p>Yes, these maps will be integrated in the control software specified in R244-256.</p> |
| 96. | <p>R266: Dynamic range: 120db R268: 20-bit image processing</p> <p>Please clarify are those two technical specifications a must, because there is only one cameras manufacturer in EU with those technical specifications.</p> | <p>All requirements are minimal and mandatory.</p> <p>The Bidder can offer any type of camera which complies with requirements from Technical Specifications.</p> <p>Requirements in the Technical Specifications remain unchanged.</p> <p>All offered products complying with the Technical Specifications will be accepted.</p> <p>Also, please see R12 from Technical Specifications.</p> |
| 97. | <p>R141: It shall require a category "B" driver's license to drive it. R150: Total maximal authorized weight: 5.300 kg</p> <p>Please note that are two opposite required specifications for MSS. Please clarify this in detail. It is important for official project of MSS. Due to the Serbian law, for the vehicle of more than 3.500 kg the driver must have C driving license.</p> | <p>These VAN Vehicles will be operated by MoI authorized personnel who should comply with the Serbian legislation regarding driver's license.</p> <p>There is a typo in [R150] from the Technical Specifications.</p> <p>It shall be read "Total maximal authorized weight: 3.500 kg" instead of "Total maximal authorized weight: 5.300 kg".</p> |
| 98. | <p>R18: The antivirus software should be fully compatible with the existing solution. The manual update of the antivirus database should be available.</p> | <p>The antivirus software will be updated according MoI security policies.</p> <p>The antivirus software will be updated from the Update server of the MoI located in</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | How many times per year the software should be updated and should the software be updated only offline? | Belgrade for the fixed subsystem, and manually (for example from the USB flash memory) for the mobile subsystem. |
| 99. | R408: The Bidder shall certify all participating personnel after the completion of training courses. Does this mean the bidder shall provide a certificate which will confirm the participants has completed the training? If no, please specify in details. | Yes, the bidder shall provide a certificate which will confirm the participants has completed the training. |
| 100. | 1. In section Supply Procurement Notice, item 16. Selection criteria it is stated that tenderer shall have the following professional certificate: ISO 9001:2008(or equivalent) Quality Management Systems. Please, confirm that in the case of consortium it is sufficient that one member of consortium submit requested document? | Yes, it is sufficient if one member of the consortium/joint venture has quality management certificate requested under Article 16.2 of the Procurement Notice. |
| 101. | 2.In section Technical Specifications (Annex II), item R76 it is stated that the Bidder shall submit with the technical proposal a copy of the quality manual, signed by the legal representative of the Bidder. Please, confirm that in the case of consortium it is sufficient that one member of consortium submit requested document? | The quality manual can be prepared by any member of the consortium/joint venture but it shall be signed by the leader of the consortium/joint venture. |
| 102. | 3.In section Technical Offer (Annex III), item R414 it is stated that the Bidder should have authorized service centers in Serbia for the entire system. Does it mean that it should include authorized service for the offered vehicles? If the answer is affirmative, please explain is it necessary for the Bidder to have authorized service for vehicles or it mean that an authorized service exist on territory of R Serbia? | Yes, it should include authorized service for the offered vehicles. It means that an authorized service should exist in territory of Republic of Serbia for offered vehicles. |
| 103. | 4.In section Technical Offer (Annex III) it is specified that all workstations and servers shall be delivered with operation system, office suite software and antivirus software. Should be operating system, office suite software and antivirus software delivered with or without software assurance during warranty period? | All software should be delivered with software assurance in the implementation period. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| 104. | 5.Does this solution require a centralized environment with central location as management point for all servers and workstation on remote locations? | No. |
| 105. | 6.Does this solution require a Microsoft Active Directory environment as centralized solution, and how many servers will be domain controllers? | Servers and workstation will be part of existing domain of MoI. None of the servers provided by the Bidder will be domain controllers because in MoI network a sufficient number of domain controllers already exist. |
| 106. | 7.Does this solution require a Microsoft Active Directory environment with more than 1 forest root domain? | Microsoft Active Directory is not needed for this solution. |
| 107. | 8.If Microsoft Active Directory is not a solution, is each location a separate Workgroup environment? | Yes, only for MSS. |
| 108. | 9.Does this solution require a centralized Antivirus solution, with centralized management of antivirus clients? | The antivirus software will be updated from the Update server of the MoI located in Belgrade for the fixed subsystem, and manually (for example from the USB flash memory) for the mobile subsystem. |
| 109. | 10.Does Antivirus solution require an offline, manual antivirus definitions update? | The antivirus software will be updated according MoI security policies. In addition, please see the answer of question number 108. |
| 110. | 11.Which period must be covered for Antivirus solution licensing, and other specified software? | All software licenses must be perpetual (lifetime licenses). |
| 111. | Concerning ANNEX 11 p. 3.1. Technical Requirements - Article R 154-A standard vehicle has an alternator of 50 - 80 A. Is it necessary to have two separate alternators for charging during drive or one alternator, but two or three times more powerful, which will definitely ensure the necessary electricity for charging during driving will be sufficient? | Requirements in the Technical Specifications remain unchanged. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 112. | [R404] The Bidder shall demonstrate his experience in elaborating the electronic training documentation in the field of activity of the beneficiary or in similar fields of activity (border police, civil police or similar)... How will be demonstrated the experience | The bidder should provide with the restricted access (available for the Contracting Authority only) on-line the requested courses in order to demonstrate his experience. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | to comply this requirement? | |
| 113. | <p>[R403] The Bidder shall provide the training platform OS and DB independent (LMS-Learning Management System) together with the entire electronic training materials in standardized electronic format.... Is the electronic training a deliverable with hardware and software? Please specify the license model if the electronic training is a deliverable.</p> | <p>The eLearning system should be a deliverable with associated software licenses, hardware and communication. The licensing model should be server/processor based.</p> |
| 114. | <p>[R403] The Bidder shall provide the training platform OS and DB independent (LMS-Learning Management System) together with the entire electronic training materials in standardized electronic format compatible with SCORM international standard so that the beneficiary can re-use them throughout the entire life time of the products. What is the version for SCORM international standard to be used?</p> | <p>The platform should be able to play SCORM 2004 3rd Edition or newer content, using the conformance testing packages available at Advanced Distributed Learning (ADL).</p> |
| 115. | <p>[R292] Support for at least two six-core (up to 3.46 GHz) Intel Xeon series processors or equivalent. Since new generation of CPU is present, is it possible to offer system with equivalent or better SPECint rate, as Intel E5-2630? How many CPU's should be installed?</p> | <p>SPECint standard can be used in order to demonstrate processor performances. Every CPU that is equal or better in performance than the requested CPU will be accepted. Requirements in the Technical Specifications remain unchanged. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications.</p> <p>Two is minimum required CPU.</p> |
| 116. | <p>[R293] Support for a minimum of 256 GB of RAM with 16 GB DDR3 RDIMMs. What is minimum required installed memory? What is the minimum of supported LRDIMMs per server?</p> | <p>The amount of memory for the Server should be established by the Bidder in order to ensure optimal system functionality. Our recommendation is to provide a minimum of 64 GB.</p> |
| 117. | <p>[R295] Support for at least 16 2.5" hot-swap</p> | <p>The Bidder should offer a configuration which to ensure system functionality.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | SAS/SATA HDDs or solid-state drives. Because of the potential further upgrades, and flexibility, does server need to support 32 x 1.8" disk drive | All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 118. | [R296] At least 14 TB storage support on SAS HDDs. Beside already posted requirements for storage support, does server has to have support for PCI Express Flash | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 119. | [R298] At least 3 TB storage support on SSD HDDs. | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 120. | [R301] Optical drive. What kind of optical drive is required DVD or DVD-RW? | DVD-RW. The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. |
| 121. | [R302] At least 2 Gigabit Ethernet ports. For the flexibility of the system we suggest you to reconsider requirement for 2 Gigabit Ethernet since most of the servers newer generation have 4 integrated 1 Gb Eth. Ports | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 122. | [R303] Support for at least 4 PCI Expansion slots excluding RAID controllers. For the flexibility of the system we suggest you to reconsider requirement for 4 PCI Expansion slots since newer generation servers have more than 4 PCIe | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |

11SER01/01/41

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CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | 3.0 x8; | |
| 123. | R307] Support for internal USB ports (at least one must be present) for embedded hypervisor flash devices. Regarding USB ports, beside posted requirements for additional flexibility we are suggesting at least 2 | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 124. | [R309] 2 redundant hot-swap 675 W AC power supplies with 90%+ efficiency. Because new generations of servers have PS with higher W than you required, is it valid to offer more | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 125. | General Due to better security of system, should Trusted Platform Module (TPM) be included in configuration | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 126. | General Due to the high importance of system availability, should features that can provide predictive failure analysis and with this feature predict HW failure and provide proactive support be included? Which components have to be covered with predictive failure analysis? | The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 127. | [R26] [R92] With regards to the technical requirements, R92 specifies that a full list of equipments must be delivered. At the same time, R26 states that manufacturer authorization forms must be provided for the distribution of the registration and tracking of events application. As the list of equipments will include all hardware and software components of the system (including the registration and tracking of events application) please clarify exactly and specifically for which equipments on the equipment list will manufacturer authorization forms be required. | For all IT equipment and all types of cameras mentioned in the Technical Specifications the Bidder must provide manufacturer authorization forms. |
| 128. | System components R[1] Based on above principle the border | Topology of MoI intranet network is based on extended star in sense that all of police stations in one region (regular or BPS) are |

11SER01/01/41

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CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>surveillance system has two main components:</p> <ul style="list-style-type: none"> • Mobile surveillance subsystem between BCP ("green border") • Fixed surveillance subsystem for Border Crossing Point (BCP) <p>Does optical and construction infrastructure for subject locations exists ?</p> | <p>connected to regional regular Police department. Those Police departments are then connected to central location (CCC - Belgrade). Bandwidth available on these links is at least 2 Mbps.</p> <p>Cabling inside the BCP (from cameras to CCC-locally) must be realized in this project.</p> <p>Cabling between CCC-locally and CCC-Regional is out of the scope of this project.</p> <p>Cabling between CCC-Regional and CCC-Central is out of the scope of this project.</p> |
| 129. | <p>R[7]</p> <p>Mobile surveillance subsystem between BCP ("green border"):</p> <p>Mobile surveillance subsystem is equipped with day and night vision mobile system installed on VAN vehicle. The subsystem contains also a telemetric device which allows precise localization of the target even in fog, rain or snow conditions. The activities of cameras should be recorded. GIS capabilities should be installed, including North orientation. The digital maps will be provided by the care of beneficiary. An additional security camera provides physical security of the mobile team.</p> <p>It is already mentioned that software should be compatible with existing police software.</p> <p>- Please inform us which applicative software you already have and is it possible to make presentation of it.</p> <p>- The digital maps will be provided by the care of beneficiary-please clarify. Do you already have geographically referenced maps or we are going to provide it. If we have to provide maps, please inform us about projection: UTM or Gaus-Kruger ?</p> | <p>Software for unified monitoring controlling and viewing do not yet exist as integrated solution, so main goal of this project when it comes to fixed surveillance subsystem is to accomplish integrated software solution for managing entire fixed surveillance subsystem. It is necessary to achieve local monitoring and storing of video materials from local BCP and to assure transition of video signal to a remote location such as CCC-Regional and CCC-Central.</p> <p>Existing video surveillance donated by the EU consists of BOSCH video camera model SNBN-498-11P (that supports ONVIF standard). Software which is being used is BOSCH factory software.</p> <p>Yes, the digital maps will be provided by the care of beneficiary.</p> <p>Format of the maps will be established by MoI and Contractor in the design phase (Standard vector and raster format of spatial data can be supported by MoI).</p> |
| 130. | <p>R[17]</p> <p>The Bidder shall propose the systems for which he will offer licenses within the offer so that he would cover all the requirements from technical specifications. These licenses should be</p> | <p>All software licenses must be perpetual (lifetime licenses).</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>delivered for every product which need such a procedure. License for all software application (OS, antivirus etc.) should be available at least for the guarantee period. The Bidder has the entire responsibility (legal, financial, commercial etc.) for non-delivering a required license.</p> <p>Please clarify consistence R17 with R91</p> | |
| 131. | <p>R[25] Registering and tracking events will take place using a software application by the bidder. It must have the following characteristics:</p> <ul style="list-style-type: none"> • Recording applications and assigning a unique identifier (ID) to each application. • The possibility of defining the categories of requests and scoping of solicitations in these categories. • The possibility to record any identification data of the applicant – includes the assignation of an incident to a person who reports the incident within the software application, the person who examines the incident (from any level), and the person who has reported an incident. • The possibility to record the description of the problem and to attach additional documents. The software application allows the possibility to attach any file types (doc, xls, jpg, xml etc.) as well as direct posting of screenshots from the applications. • The possibility of assigning an emergency criterion. The software application allows the classification of incidents according to their type, specified in the SLA, being able to issue e-mail notifications concerning the allocation of incidents to people involved in the incident. • The possibility of assigning incident codes in order to indicate the likely cause of the incident. The software | <p>The software application is referred to registering and tracking events that are related to incidents on the delivered system and not about border incidents.</p> <p>The mentioned requirements are related with Integrated Logistic Support.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>application assigns unique codes to each incident. It also allows the possibility to group the incidents by modules.</p> <ul style="list-style-type: none"> • The possibility of amending the respective incident, in case its real cause was not discovered at first. The software application allows you to change any condition of the incident once the registration has been completed. • The availability of a database with the support personnel whom you can assign to solve incidents. The software application contains default contact details of persons who may be considered eligible to be assigned or which could be allocated to an incident. • The automatic registration of the date and hour when a support request was received. • The possibility of defining quality and performance criteria (SLA) for solving different types of assistance requests. • The possibility of automatic warning when exceeding tax liability of some temporal thresholds for various types of assistance requests. • The possibility of defining the evolution support requests, if they pass through several levels of competence until their completion. • The possibility of escalating support requests. • The possibility of defining some custom reports using criteria such as: the type of incident, the level of urgency, the time to resolve the problem, and the location of where the person reported an incident, the module or function that caused the incident, the number of incidents that have not complied with the criteria of the SLA, etc. • To allow the direct access to the | |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>database at any time of the authorized personnel for the verification of the method in which the application handles incidents and to run performance reports for the guarantee services offered. The access will be based on read-only and it must not be conditioned on any of the operators or managers of the service.</p> <p>This requirement seems to be a general management software for reporting of incidents. The specified functionality has nothing to do with camera command & control and is not implemented in FSM. Therefore the characteristics required are not applicable for the FSM. Please confirm.</p> | |
| 132. | <p>R[51]</p> <p>The subsystem shall provide possibility for audio recording of operators in vehicle (comments on video records).</p> <p>Is audio recording referring to comments on video recordings from optical sensors or audio recording of cabin crew ?</p> | Just voice of the operator will be recorded on demand. |
| 133. | <p>R[58]</p> <p>All images shall be displayed simultaneously locally in Command and Control Center (CCC).</p> <p>Does CCC require video wall and which characteristics ?</p> | <p>The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory.</p> <p>Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted.</p> <p>Also, please see R12 from Technical Specifications.</p> |
| 134. | <p>R[59]</p> <p>All images should be displayed simultaneously in CCC from all 7 (seven) Regional Border Police Points (RBPP).</p> <p>In tender does you haven't stated locations of RBPP, its dispositions, which BCP belongs to which RBPP, is there passive infrastructure for data transmission from BCP to RBPP and from RBPP to CCC.</p> | <p>There are three levels of the Command and Control Center (CCC) depending on responsibility area.</p> <p>CCC-Locally: CCC from each 22 BCP responsible with the coordination of daily operation.</p> <p>CCC-Regional: CCC from each 7 Regional Border Police Points (RBPP).</p> <p>CCC-Central: CCC from Belgrade in HQ of Border Police Department.</p> <p>RBPP Hungary: BCP Horgoš. BCP Kelebija, BCP Bački Breg</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | | <p>RBPP Romania: BCP Vatin, BCP Kaluđerovo, BCP Srpska Crnja, BCP Kusjak, BCP Đerdap</p> <p>RBPP Bulgaria: BCP Mokranje, BCP Gradina</p> <p>RBPP Croatia: BCP Batrovci, BCP Šidrumski, BCP Bogojevo, BCP Bačka Palanka</p> <p>RBPP Bosnia and Herzegovina: BCP Sremska Rača- drumski, BCP Mali Zvornik- novi most, BCP Trbušnica, BCP Badovinci</p> <p>RBPP Montenegro: BCP Jabuka, BCP Gostun, BCP Špiljani</p> <p>RBPP Macedonia: BCP Preševo.</p> <p>Cabling inside the BCP (from cameras to CCC-locally) must be realized in this project.</p> <p>Cabling between CCC-locally and CCC-Regional is out of the scope of this project.</p> <p>Cabling between CCC-Regional and CCC-Central is out of the scope of this project.</p> |
| 135. | <p>R[72]</p> <p>The required services during the contractual period must ensure the expected results, at an appropriate quality level. The Bidder shall take into consideration and include in the financial proposal all needed services including but not limited to: engineering, design, delivery, car maintenance, integration, testing, commissioning and putting into operation.</p> <p>Is car maintenance needed until final acceptance ?</p> <p>Please clarify control period.</p> | <p>Yes, the car maintenance is needed until the final acceptance.</p> <p>Please see paragraph 2.6 Warranty requirements from the Technical Specification.</p> |
| 136. | <p>R[73]</p> <p>The Bidder shall provide a certificate of conformity, issued by a regulatory agency of recognized competence, for each equipment / category of equipments from the system.</p> <p>What institutions could issue this certificate and is it possible to be issued by the manufacturer?</p> | <p>Certificate of conformity can be international/EU recognized certificate issued by the manufacturer.</p> |
| 137. | R[77] | The technical offer shall include all these |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>The following work procedures must be included:</p> <ul style="list-style-type: none"> • The technical assistance, maintenance and support procedure, • The delivery procedure, • The acceptance procedure, • The meetings procedure, • The change management procedure, • The development procedure, • The analysis and design procedure, • The general analysis procedure, • The detailed analysis procedure, • The construction procedure, • The deliveries control procedure, • The software deliverables testing procedure, • The implementation procedure, • The control procedure of the recordings, • The control procedure of the in compliant product <p>Which periods is required for 1st and 6th position and please clarify last position</p> | <p>procedures.</p> <p>The period of necessary activities for 1st position is established in requirement [R72] from the Technical Specifications.</p> <p>The period of necessary activities for 6th position is during the implementation phase.</p> <p>Last position: The procedure used to validate and verify the product compliance and methodology of establishing product in compliance.</p> |
| 138. | <p>R[91]</p> <p>For any equipment containing software offered under commercial licensing model all software shall be provided with unlimited duration licenses.</p> <p>Please clarify in connection with R17.</p> | <p>All software licenses must be perpetual (lifetime licenses).</p> |
| 139. | <p>R[128]</p> <p>The Bidder must describe in detail the methodology according to which the technical assistance and support activities will be conducted.</p> <p>Please clarify in which period.</p> | <p>The period of necessary activities for technical assistance and support activities is established in requirement [R72] from the Technical Specifications.</p> |
| 140. | <p>R[177]</p> <p>The vehicle shall be fully equipped in order to accommodate all the required components and hardware devices, including 220V and 12V sockets for supporting all the equipment.</p> <p>- should vehicle have 24v socket because most equipment work on 24v ?</p> <p>- should we deliver separated mobile power generator for 220v ?</p> | <p>The sockets of 220 V and 12 V will be used for connecting external equipment.</p> <p>The Bidder should offer a configuration ensuring system functionality.</p> <p>All requirements are minimal and mandatory.</p> |
| 141. | <p>R[181]</p> | <p>There is a typo in [R180] from the</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>The thermal camera should be medium range camera.</p> <p>We believe this is a typo in the specification and maybe it should read 42°, this will match our standard specification of FOV 1.6° to 42° and will make things easier. Please clarify</p> | <p>Technical Specifications.</p> <p>It shall be read "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 42° horizontal" instead of "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 45° horizontal".</p> |
| 142. | <p>R[228]</p> <p>The position deviation shall be less than 1 m.</p> <p>The accuracy of the optional GPS we are proposing is 3m, note that commercial GPS devices do have a limited accuracy. If required accuracy is needed an additional military GPS device needs to be considered and installed on the vehicle. Please clarify and please inform us do you calculate accuracy by RMS.</p> | <p>The Bidder can offer any type of GPS which complies with requirements from Technical Specifications.</p> <p>Requirements in the Technical Specifications remain unchanged.</p> <p>All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications.</p> |
| 143. | <p>R[235]</p> <p>The TETRA terminal shall provide following performances:</p> <ul style="list-style-type: none"> • Status: 100 alias messages; options: sent via one-touch or via menu; • Short Data Service: 100 predefined and user defined messages, inbox support for 20 messages, voice interaction (SDS can be sent and received during voice call); • Packet data: single slot (7.2 kbps gross, multi slot (up to 28.8 kbps gross); • Peripheral Equipment Interface (PEI): Interface protocol supporting AT commands; • Interfaces: RS232 (for PEI), USB, rugged accessory connector (GCAI); • Air interface encryption algorithms: TEA1; • Air interface encryption security classes: Class1 (clear), Class2 (SCK), Class3 (DCK and CCK); • Terminal has to be delivered with following licenses: TEA1, GPS, LIP, DMO SCK; • Air interface authentication: | <p>TETRA system is already available and is being used for voice communication.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>infrastructure initiated and made mutual by terminal;</p> <ul style="list-style-type: none"> • User access control: PIN/PUK code access; • End to end encryption: enhanced E2E encryption with OTAR supported through optional hardware module, with full Tamper Protection; • Radio regulatory compliance: EN 303 035-1, EN 303 035-2, ETSI EN 300-394-1, ETSI EN 300-392-2; • Display: colour TFT, variable and configurable backlight minimum; • Buttons and Keypad: integrated backlit alphanumeric keypad, 4 way navigation key, menu and soft keys, emergency button with backlight; • Frequency bands: 380-400 MHz; • RF Channel Bandwidth: 25 kHz for all bands; • Transmitter RF Power: 3W for all bands, minimum; • RF Power Control: 4 steps of 5dB; • Receiver class A; • GPS simultaneous satellites: 12; • GPS mode of operation: autonomous or assisted; • GPS antenna: supports active antenna via FME male connector; • GPS sensitivity: -152 dbm / -182 dBW; • GPS accuracy: 5 meter (50% probable), 10 meter (95 % probable); • Phone book entries: 1000 persons, up to 6 numbers per entry; • Scan lists: 10 lists of 20 talkgroups; • Trunk mode (TMO) voice services: Group call (late entry, TMO/DMO mapping), Private call (half and full duplex, flexible dialling by list scroll), Telephony (full duplex, DTMF over dial); • Direct mode (DMO) voice services: group call (late entry, TMO/DMO mapping), private call, gateway and repeater compatibility; • Voice services (group and DMO | |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>communication): 1024 (TMO) & 128 (DMO) talkgroups min.</p> <ul style="list-style-type: none"> • Terminals have to be installed in the vehicle with additional equipment (external loudspeakers, micro telephone combination for usage in vehicle), whilst antenna system with integrated GPS antenna has to fulfil frequency range 380-400 MHz and $VSWR \leq 1.5$ at the middle of range. • Terminal has to be delivered with complete hardware and latest version of the software for programming, as well as loading of keys. • Access to the service menu of the terminal should be enabled. <p>Whether TETRA system is already available ?</p> | |
| 144. | <p>R[247]</p> <p>The software shall make possible the real time imaging of the pictures of the cameras according to the mode and configuration defined by the operator (separately or in the case of named fields of vision in a picture-fusion – picture in picture – format).</p> <p>FSM supports real time video display of both the IR and TV video simultaneously. Though “Picture-in-picture” (TV image in IR video or vice versa) and “picture-fusion” (TV & IR image fusion) requested for “the case of named fields of vision??” are not supported in FSM.</p> <p>Please clarify when this requirement is needed.</p> | <p>These functionalities will be used in border operations.</p> <p>All requirements are minimal and mandatory.</p> |
| 145. | <p>R[250]</p> <p>It shall ensure the ongoing monitoring of previously definable coordinates (automatic tracing).</p> <p>This specification is not clear, what is meant with automatic tracing, is this automatic video tracking?</p> <p>If so, note that our system can be pointed to specific coordinates and assures ongoing monitoring of those coordinates. Software video tracking as part of the FSM Pro package is possible and</p> | <p>Yes, It is referring to automatic video tracking.</p> <p>All requirements are minimal and mandatory.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>optionally (at an additional cost) a hardware video tracker can be integrated into the camera system.</p> <p>Please confirm the desired configuration, in case automatic video tracking is needed.</p> | |
| 146. | <p>R[252]</p> <p>It shall ensure the manual selection and naming of the targets.</p> <p>In FSM, targets will be indicated with its real GPS position on the map. A “manual selection and naming of targets” is not possible in FSM as we understand it. Please clarify this requirement.</p> | <p>All requirements are minimal and mandatory.</p> |
| 147. | <p>R[253]</p> <p>It shall ensure a warning upon appearance of the target (picture and voice on the monitor), and/or the tracing of the target.</p> <p>What is meant with “warning upon appearance of the target” is video motion detection + alarm generation required? Also please clarify what can be understood with ‘tracing of the target’?</p> | <p>When a target appears to the monitor a warning signal should be emitted and/or the target should be traced on the screen. The warning signal should be audio and video.</p> |
| 148. | <p>R[254]</p> <p>It shall ensure the possibility of saving and exportability of the visual information marked with time-stamps and with a possibility of checking authenticity, and if needed by the operator the saving on individual shots. A standard format saving shall be made possible as a minimum in the case of video in H.264, in the case of still-shots and screen savings in JPEG format.</p> <p>With “saving and exportability of the visual information” do you mean video recording? What means exportability and “checking authenticity”?</p> | <p>The requirement “saving and exportability of the visual information” refers to image and video recording.</p> <p>The export of imaging shall be over any doubt regarding authenticity in case of using it in other legal purposes.</p> <p>The Bidder shall propose the best solution to comply with the requirements.</p> |
| 149. | <p>R[255]</p> <p>Without charging an extra fee the bidder takes the obligation of adapting the command software of the system to the Buyer's needs one time within the duration of the warranty time upon written requests of the Buyer (software updating), and also will take care of the upgrading of the map database applied during the warranty time as a minimum.</p> | <p>The Buyer request for software updates will not contain new software features, others than ones required in the technical specifications, technical offer and design phase.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | Please clarify what is meant here. We can include one free FSM software upgrade during the warranty period, no problem on that. Upgrading the map database is not XXX responsibility. | |
| 150. | R[257] Display possibility on a digital map based upon DTA-50 (1:50000 size) suitable for displaying reconnaissance information and also used by the Police. Are these maps to be integrated in the control software specified in R244-256? What is DTA-50? FSM requires a UTM, WGS-84 and either JPG or BMP map. | Yes, these maps will be integrated in the control software specified in R244-256. The digital maps and data will be provided by the care of beneficiary. Data and format of the maps will be established by MoI and Contractor in the design phase (Standard vector and raster format of spatial data can be supported by MoI). |
| 151. | R[399] The Bidder shall provide system operator training before the provisional acceptance. Is there already built facility where it should be placed and installed equipment and what is capacity of mentioned facility ? | Yes, the facility exists and ensures necessary capacity for training. |
| 152. | [Article 31, Special Conditions] Q1: Please provide the template for provisional acceptance (Annex C11). | The standard provisional acceptance certificate is available on the below website: http://ec.europa.eu/europeaid/prag/annexes.do?group=C |
| 153. | [Article 3.1, General Conditions] Q1: Please provide documents from Annex V. | Please note that the documents forming Annex V of the contract are listed in Article 4 of the Draft Contract, namely: Legal Entity Form, Bank Account Form, prefinancing guarantee and performance guarantee. The first two documents shall be provided by the Tenderer (as per the relevant article of the Instructions to Tenderers), the samples for the latter two are part of the tender dossier. |
| 154. | [Article 7.1, General Conditions] Q1: What exactly documents will be provided? | The awarded tenderer will be informed in due course of the documents available. |
| 155. | [R73] Q1: Please clarify when is expected these certificates to be provided? | The Certificate of Conformity will be provided when the equipment will be delivered. |
| 156. | [R77] Q1: Usually listed work procedures are confidential and cannot be spread outside the company. Is it enough a declaration that these procedures are available to be | All requirements are minimal and mandatory. Also, please see R78 from Technical Specifications. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | submitted? | |
| 157. | [R78] Q1: Please confirm that this requirement is related to the listed in [R79] documents. | Yes, it is confirmed. |
| 158. | [R402] Q1: Please specify required video conference capacity of the training platform. | The videoconferencing module should be able to sustain at least 23 concurrent users. The solution should offer the tutor the possibility to use drawing instruments, share pictures/presentations/documents or parts of his/her desktop. |
| 159. | 1. Concerning ANNEX II p. 4.1. Technical Requirements - Article R 268, R 267 - Is it possible to eliminate the 20-bit image processor requirement in accordance with the technical specification, since this condition is met only by the products of a single manufacturer (BOSCH). This requirement limits competition and creates a privileged position just for one manufacturer, which is contrary to the principle of free competition. | Many manufacturers are compliant with those requirements. Requirements in the Technical Specifications remain unchanged. Offered solutions will be assessed in detail by the Evaluation Committee, the Contracting Authority is not in a position to provide preliminary judgement. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 160. | 2. Concerning ANNEX II p. 2.1. Technical Requirements - Article R 22 - Regarding providing 10 years manufacturers' guarantee for availability of spare parts and accessories. Will it be possible the bidder to declare that on a single company statement or it is obligatory to provide such declarations from each supplier of equipment that is used? | As written in the Technical Specification the Bidder shall provide the manufacturer's guarantee. |
| 161. | 3. Concerning ANNEX II p. 3.2. Technical Requirements - Article R 180 - Regarding the requirements for day camera of the multisensor device: With the so defined fixed values for focal length of 3.5mm to 91mm and using standard matrix sizes, the requirement of a horizontal field of view - less than 1.6 0 horizontal and up to at least 45 0 horizontal could not be achieved. Following chart shows the results for the narrow and wide angular field with several standard size matrixes with ideal objective distortion and one with 5 and 10% distortion. A standard formula is used; | There is a typo in [R180] from the Technical Specifications. It shall be read "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 42° horizontal" instead of "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 45° horizontal". |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>$\alpha = 2 \arctg d/2f$. where d - size of matrix used horizontally or vertically, f - focal length of the lens, a - the resulting field respectively, horizontally or vertically.</p> <p>ANNEX Table</p> <p>We believe that there is a mistake in the specified values of the fields of view of the day cameras or in their corresponding focal lengths.</p> <p>Would you give proper clarification on this requirement?</p> | |
| 162. | <p>Van vehicle</p> <p>Does the driver's cabin need to be physically separated from the compartment cabin where the equipment will be installed?</p> <p>If yes, what kind of partition should it be?</p> <p>Is there any special material required?</p> <p>Should it be transparent or opaque?</p> | <p>There are no requirements in this respect.</p> <p>The Bidder should decide if driver's area and working area needs to be divided by a partition wall.</p> <p>This should result after the system design phase.</p> |
| 163. | What is the budget value of the tender? | The available budget is not published in case of supply procedures. |
| 164. | Can the period of the implementation of task be shorter than 12 months? | Yes, the implementation period is maximum 12 months from the commencement date. However, details on delivery shall be agreed upon in advance with the Beneficiary and the Contracting Authority. |
| 165. | <p>1. In the vehicles requirements we can find the following requirements:</p> <p>Item Number : [R141] It shall require a category "B" driver's license to drive it.</p> <p>Item Number : [R150] Total maximal authorized weight: 5.300 kg</p> <p>As far as we know, this is incompatible with the B drivers' licence?</p> <p>B Drivers' licence:</p> <p>Motor vehicles with a maximum authorised mass</p> <p><http://en.wikipedia.org/wiki/Gross_comb</p> | <p>These VAN Vehicles will be operated by MoI authorized personnel who should comply with the Serbian legislation regarding driver's license.</p> <p>There is a typo in [R150] from the Technical Specifications. It shall be read "Total maximal authorized weight: 3.500 kg" instead of "Total maximal authorized weight: 5.300 kg".</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>ination_mass> not exceeding 3500 kg and designed and constructed for the carriage of no more than eight passengers in addition to the driver; motor vehicles in this category may be combined with a trailer having a maximum authorised mass which does not exceed 750 kg.</p> <p>We suppose that the R150 wants to put 3.500 kg, so please, we need your explanation.</p> | |
| 166. | 2. We need explanation regarding Item Number : [R257] : What did you mean exactly under this request ? That GIS should be compatible with maps that have already Serbian Police? Please, advice. | The GIS system will use existing maps of Serbia provided by MoI (Standard vector and raster format of spatial data can be supported by MoI) or create new ones if the proposed system cannot integrate the existing ones. |
| 167. | 3. Regarding Item Number [R168] we need explanation : where do you want the independent heating system? For the cabinet, or for the operators zone? Do you mean heating or cooling? | Heating system is for operator's zone. Heating and cooling functionalities are requested. |
| 168. | Document Selection and award criteria / 16. Selection criteria/ 3) Is it acceptable if the consortium or the subcontractor has completed a several projects in the last 3 years with total value which excide the financial proposal submitted for this tender? | <p>The requirements under Article 16 3) of the Procurement Notice shall be followed. Please note that the tenderer (can be any one member of the consortium/JV or more) must have carried out at least 1 project with a value at least equal to the financial proposal, i.e. it must be at least one single project with a value at least equal to the financial proposal.</p> <p>Offers will be assessed in detail by the Evaluation Committee, the Contracting Authority is not in a position to provide preliminary judgement.</p> |
| 169. | Document Selection and award criteria / 19. Deadline for submission of tenders Due to the expected date for answer on all questions (18th of January), the new SCC and GCC and all requirements in the tender for which a lot of technical and financial calculations should be done, as well as all administrative work, we kindly ask you to consider the extension of deadline for submission of tender to 1st of March 2013. | The deadline for submission of tenders has been extended in the form of corrigenda published on the EuropeAid website and in the Official Journal of the European Union. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| 170. | R43: The images from cameras shall be recorded locally for a 30 days' time period. Please confirm this is not referring to the camera function, as recording is not a function on the camera. | The proposed solution shall cover these requirements. |
| 171. | R44-R49: All Specifications required Please clarify does that mean that the Daylight camera, Thermal camera and Telemeter must have the same IP address and all be streamed at the same time. What is the preferred Transmission medium, 3G? What is the preferred recording medium, computer hard drive or standalone professional DVR? | The Bidder should propose optimal configuration for the MSS local network depending on the type of the equipment which will be installed inside the MSS (BVS and Workstation). BVS and Workstation should have address with an IP address. The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. |
| 172. | R51: The subsystem shall provide possibility for audio recording of operators in vehicle (comments on video records). Please confirm the audio recording should not be a part of Thermal camera, as recording is not a function on the camera. | Yes, the audio recording is not a part of Thermal camera. The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. |
| 173. | R180: Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 45° horizontal. Please confirm that the specification of 42° horizontal is the adequate one. | There is a typo in [R180] from the Technical Specifications. It shall be read "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 42° horizontal" instead of "Field of view: Optical Narrow Field of View less than 1.6° horizontal up to at least 45° horizontal". |
| 174. | R228: The position deviation shall be less than 1 m Please note that commercial GPS devices do have a limited accuracy. If required accuracy is needed an additional military GPS device needs to be considered and installed on the vehicle. Please clarify if this is the case here. | The Bidder can offer any type of GPS which complies with requirements from Technical Specification. Requirements in the Technical Specifications remain unchanged. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 175. | R246: The language of the software shall be Serbian Please confirm is English as a software language acceptable? | The language of management software should be Serbian. The language of any other software (OS, Office, etc.) can be English. |
| 176. | R247: The software shall make possible | Requirements in the Technical |

11SER01/01/41

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CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | the real time imaging of the pictures of the cameras according to the mode and configuration defined by the operator (separately or in the case of named fields of vision in a picture-fusion – picture in picture – format) Please clarify when this requirement is needed? As we know “picture-in-picture” and “picture-fusion” are a part of thermography and it is not important in security applications. | Specifications remain unchanged and it is mandatory. These functionalities will be used in border operations. |
| 177. | R250: It shall ensure the ongoing monitoring of previously definable coordinates (automatic tracing) This specification is not clear, what is meant with automatic tracing, is this automatic video tracking? | Yes, It is referring to automatic video tracking. |
| 178. | R252: It shall ensure the manual selection and naming of the targets What does it mean-manual selection? Please clarify this requirement. | Each target from the screen should have the capability to be pointed with the mouse/pointer device, name it and select it as a priority target. |
| 179. | R253: It shall ensure a warning upon appearance of the target (picture and voice on the monitor), and/or the tracing of the target What is meant with “warning upon appearance of the target” is video motion detection + alarm generation required? Also please clarify what can be understood with ‘tracing of the target’? | When a target appears to the monitor a warning signal should be emitted and/or the target should be traced on the screen. The warning signal should be audio and video. |
| 180. | R254: It shall ensure the possibility of saving and exportability of the visual information marked with time-stamps and with a possibility of checking authenticity, and if needed by the operator the saving on individual shots. A standard format saving shall be made possible as a minimum in the case of video in H.264, in the case of still-shots and screen savings in JPEG format With “saving and exportability of the visual information” do you mean video recording? What means exportability and “checking authenticity”? | The requirement “saving and exportability of the visual information” refers to image and video recording. The export of imaging shall be over any doubt regarding authenticity in case of using it in other legal purposes. The Bidder shall propose the best solution to comply with the requirements. |
| 181. | R257: Display possibility on a digital map based upon DTA-50 (1:50000 size) | Yes, these maps will be integrated in the control software specified in R244-256. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>suitable for displaying reconnaissance information and also used by the Police.</p> <p>Are these maps to be integrated in the control software specified in R244-256?</p> | |
| 182. | <p>R266: Dynamic range: 120db R268: 20-bit image processing</p> <p>Please clarify are those two technical specifications a must, because there is only one cameras manufacturer in EU with those technical specifications.</p> | <p>All requirements are minimal and mandatory.</p> <p>The Bidder can offer any type of camera which complies with the requirements imposed by the Technical Specifications.</p> <p>Requirements in the Technical Specifications remain unchanged.</p> <p>All offered products complying with the Technical Specifications will be accepted.</p> <p>Also, please see R12 from Technical Specifications.</p> |
| 183. | <p>R141: It shall require a category "B" driver's license to drive it. R150: Total maximal authorized weight: 5.300 kg</p> <p>Please note that are two opposite required specifications for MSS. Please clarify this in detail. It is important for official project of MSS. Due to the Serbian law, for the vehicle of more than 3.500 kg the driver must have C driving license.</p> | <p>These VAN Vehicles will be operated by MoI authorized personnel who should comply with the Serbian legislation regarding driver's license.</p> <p>There is a typo in [R150] from the Technical Specifications. It shall be read "Total maximal authorized weight: 3.500 kg" instead of "Total maximal authorized weight: 5.300 kg".</p> |
| 184. | <p>Question 1 Ref. Annex II Technical Specifications In requirements R182to R184 of the tender document "c4f_Technical Specifications (Annex II) & Technical Offer (Annex III)" you have specified the requirements of the Thermal camera to be installed in the mobile video surveillance system.</p> <p>Is it possible to offer a thermal camera which fully complies and has better performance in the field of detection, recognition/ identification ranges and complies with all the other thermal camera requirements except the WFOV, Digital Zoom and Optical Zoom?</p> | <p>Offered solutions will be assessed in detail by the Evaluation Committee, the Contracting Authority is not in a position to provide preliminary judgement. All offered products complying with the Technical Specifications will be accepted.</p> <p>All requirements are minimal and mandatory.</p> <p>Also, please see R12 from Technical Specifications.</p> |
| 185. | <p>Question 2 Ref. Special Conditions. Article 8 Some of the requested products are subject</p> | <p>VAT recovery and customs procedures will be in line with the Framework Agreement signed between the European Commission</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>to the receipt of an Export License, emitted by the Contractor's Government. Therefore, the Contracting Authority will need to provide an International Import Certificate (IIC) directly to the Contractor. The ultimate responsibility to provide such IIC lies with the Contracting Authority. Consequently, if the Contractor is late in receiving any export license from its Government, due to the non-receipt or late receipt of the IIC from the Contracting Authority, then extensions are to be claimed in the Period of Execution. Please confirm that you will be able to provide such IIC to the Contractor?</p> | <p>and the Republic of Serbia. Serbia national authorities will be dealing with the tax and customs exemptions requests of the Contractor. Further details will be communicated to the awarded tenderer after the signature of the contract.</p> <p>The Contractor shall design project implementation in a way leaving enough time for obtaining the necessary documents.</p> |
| 186. | <p>Question 3 Ref. Special Conditions. Article 10 Any goods delivered have to comply with the origin requirement, in line with the EU Customs Code or relevant international agreement applicable. Certificates of Origin are to be provided. However, up to which extent does the Contractor need to provide Certificates of Origin? For the complete "Mobile surveillance subsystem" as a whole, or for the subsystems of the Mobile surveillance system. The latter, which subsystems ?</p> | <p>The Contractor shall provide the Certificates of Origin for all the equipment listed in Table no 1 and Table no 2 of the Technical Specifications (Structure for one FSS and for one MSS).</p> <p>For system comprising of more than one item, origin of each of them shall be specified and Certificates of Origin shall also be provided for each of them.</p> |
| 187. | <p>Question 4 Ref. Tender Form for a Supply Contract: Economic and Financial Capacity The Financial Annual Accounts for year 2012 are not available yet. Annual audited accounts are only available for the financial years 2011, 2010 and 2009. Therefore, is it allowed to consider and provide information for 2012 as "this year" and 2011 as "last year"?</p> | <p>Please follow the instruction given in Article 3 of the Tender Submission Form:</p> <p>"If annual accounts are not yet available for this year or last year, please provide your latest estimates, clearly identifying estimated figures in italics."</p> |
| 188. | <p>Question 5 Ref. Annex IV Budget Breakdown Please confirm that (a) the Contracting Authority will pay for the Training and Other Services, and that (b) the lump sum amount shall be part of the contract value.</p> | <p>Yes, the lump sum amount for training shall be part of the contract value.</p> |
| 189. | <p>1-Requirement: The software should be compatible with existing MoI software application => XXX Questions : What are</p> | <p>Software for unified monitoring controlling and viewing do not yet exist as integrated solution, so main goal of this project when</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | the existing applications (description of application and interfaces) ? | it comes to fixed surveillance subsystem is to accomplish integrated software solution for managing entire fixed surveillance subsystem. It is necessary to achieve local monitoring and storing of video materials from local BCP and to assure transition of video signal to a remote location such as CCC-Regional and CCC-Central. |
| 190. | 2- Requirement: camera manufacturer independent (in order to connect existing IP cameras)=> What are the existing cameras (reference)? | Existing video surveillance donated by the EU consists of BOSCH video camera model SNBN-498-11P (that supports ONVIF standard). Software which is being used is BOSCH factory software. |
| 191. | 3- Requirement: local image recording on each location : We consider a centralized recording (if necessary with back-up) is a more up-to date, flexible and maintainable approach. Is it acceptable? | All requirements are minimal and mandatory. The image shall be recorded on each 22 locations. |
| 192. | 4- Requirement: encrypted transmission and storage of authorization and image data,=> XXX Questions: Please give the level of encryption, or the applicable norm if any. | The level of encryption will be defined on the design phase according to MoI existing security policies. |
| 193. | 5- Requirement: All images shall be displayed simultaneously locally in Command and Control Center (CCC). If we understand well, it means that all 369 cameras, should be displayed in the CCC, in this case, please see question 6. | There are three levels of the Command and Control Center (CCC) depending on responsibility area. CCC-Locally: CCC from each 22 BCP responsible with the coordination of daily operation. CCC-Regional: CCC from each 7 Regional Border Police Points (RBPP). CCC-Central: CCC from Belgrade in HQ of Border Police Department. The image shall be displayed and recorded on each 22 locations. All cameras from competence area shall be displayed in CCC-Regional on demand. All cameras shall be displayed in CCC-Central from Belgrade on demand. |
| 194. | 6- Please give the number of work position (screens).Same question for the regional Border Points (number of work positions for display). | Every workstation display images on one display, but software for video management must provide option of displaying more than one video stream on one display. |
| 195. | 7- What is the difference between the work position type 2 and 3, can you | Only difference between workstation for operations type 2 and workstation for |

11SER01/01/41

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CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | describe? | operations type 3 is in size of the display as described in Technical Specification. Please see requirements [R315]-[R350]. |
| 196. | 8- What is foreseen for cameras installation? Is it part of the tender? Is it Bracket on existing support? Is it poles? What is their recommended size? | Camera installation on BCPs is part of Bidders obligations. It is recommended to install cameras on existing poles where possible or on BCPs buildings. There is no recommended size for poles. Please see paragraph 2.8 Delivery conditions from the Technical Specification. |
| 197. | 9- What is foreseen for camera energy? Is it part of the tender? What is the average distance from cameras to stabilized energy? | For every indoor camera only PoE power supply is needed, however for every outdoor camera besides PoE power supply it is necessary to provide AC or DC power supply for camera case housing (heater, glass defrost etc.). The average distance from cameras to stabilized energy does not exceeds standard lengths for PoE capability. |
| 198. | 10 –Are all civil work (poles installation on a concrete basement) and digging works part of the tender? | Every civil work needed for adequate installation of cameras on BCPs is part of this project and needs to be done by the care of the Bidder. It is recommended to install cameras on existing poles where possible or on BCPs buildings. Please see paragraph 2.8 Delivery conditions from the Technical Specifications. |
| 199. | 11- Requirement: The cameras shall be wired to CCC. The local network shall be built by the Supplier according with ANSI/TIA/EIA 568-B standard, with PoE capabilities for cameras and switches.=> XXX Questions: What is the local network? Does this local network include cabling? Is it dedicated to video? What is the interface between local network and other networks? | Please see paragraph 2.8 Delivery conditions from the Technical Specification. Cabling inside the BCP (from cameras to CCC-locally) must be realized in this project. Cabling between CCC-locally and CCC-Regional is out of the scope of this project. Cabling between CCC-Regional and CCC-Central is out of the scope of this project. Topology of MoI intranet network is based on extended star in sense that all of police |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | | stations in one region (regular or BPS) are connected to regional regular Police department. Those Police departments are then connected to central location (CCC - Belgrade).Bandwidth available on these links is at least 2 Mbps. |
| 200. | 12- What is foreseen for cameras connection to network (last mile)? Is it part of the tender? What is the average distance from cameras to network access point? Is there an imposed technology (optic fiber, cable?) | <p>Average cable length between camera position and workstation on every BCP does not exceed standard regulations for network cabling and it could be estimated on 50 to 60 meters for outdoor cameras and around 30 meters for indoor cameras.</p> <p>The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications.</p> |
| 201. | 13- What is the telecom support between local sites and regional Border points and CCC? is it an existing network ? Is it part of the tender? What are the technology and the available bandwidth? | <p>Topology of MoI intranet network is based on extended star in sense that all of police stations in one region (regular or BPS) are connected to regional regular Police department. Those Police departments are then connected to central location (CCC - Belgrade).Bandwidth available on these links is at least 2 Mbps.</p> <p>Cabling inside the BCP (from cameras to CCC-locally) must be realized in this project. Cabling between CCC-locally and CCC-Regional is out of the scope of this project. Cabling between CCC-Regional and CCC-Central is out of the scope of this project.</p> |
| 202. | 14- We think that a web based architecture, with main servers located in/nearby the CCC and clients in regional and local is more up-to date, flexible and maintainable. Is it acceptable? | All requirements are minimal and mandatory. The Technical Specifications remain unchanged. |
| 203. | 1. Concerning the basic administrative tender requirements, please clarify is it allowed a manufacturer and direct | Please note that you should act in accordance with Article 3 and 23 of the Instructions to tenderers. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | participant in the procedure to offer equipment and supply another direct bidder in the same tender procedure. | |
| 204. | 2. Concerning ANNEX II p. 2.4. Technical Requirements - Article R 74 - Regarding RoHS, WEEE and CE standards, could you please confirm that a declaration from a certifying body that the equipment is in procedure of certification will be accepted? | No, it will not be accepted. |
| 205. | 3. Concerning ANNEX 11 p. 2.4. Technical Requirements - Article R 73 - Please, specify what type of certificate of conformity is needed and to which directives, standards or regulations it should conform to? | Certificate of conformity can be international/EU recognized certificate issued by the manufacturer. |
| 206. | 4. Concerning ANNEX II p. 2.4. Technical Requirements - Article R 74 - Regarding RoHS, WEEE and CE standards, could please confirm that a manufacturer declaration confirming that the equipment complies with these standards is sufficient. | Certificate of conformity can be international/EU recognized certificate issued by the manufacturer. |
| 207. | 1. In the tender's technical specifications at item R141, is written "/? shall require a category "B" driver's license to drive it" and the R150 states that the "Total maximal authorized weight: 5.300 kg". These two requirements are not corresponding, because for a driving license category "B", the maximum authorized weight is 3.500 kg. 1.1 Please state which shall be the authorized weight for the car, or authorized driving license category. | These VAN Vehicles will be operated by MoI authorized personnel who should comply with the Serbian legislation regarding driver's license. There is a typo in [R150] from the Technical Specifications. It shall be read "Total maximal authorized weight: 3.500 kg" instead of "Total maximal authorized weight: 5.300 kg". |
| 208. | In the tender's technical specifications item R178 it is stated that "/!« additional two (2) sockets of 220V and 12V in the back side of the vehicle shall be installed". If we add this additional socket it is impossible to calculate the power balance for the battery. 2.1 Please specify if you still want to have installed these 2 sockets in the back side of the vehicle. | Yes. All requirements are minimal and mandatory. The sockets of 220 V and 12 V will be used for connecting external equipment. Please don't consider these sockets to calculate the power balance for the battery. |
| 209. | 3. In the tender's technical specifications item R 238 it is stated that | The Bidder should offer a configuration which to ensure system functionality. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>"The accumulator shall be Li-Ion technology or better/newest". Following our past experience, our point of view is that this new technology is not suitable for the mobile applications.</p> <p>3.1 Please state if you accept also, other kind of battery, with a robust construction, special assigned / used for mobile applications.</p> | <p>All requirements are minimal and mandatory.</p> <p>Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted.</p> <p>Also, please see R12 from Technical Specifications.</p> |
| 210. | <p>4. In the tender's technical specifications item R 247 it is stated that "The software shall make possible the real time imaging of the pictures of the cameras according to the mode and configuration defined by the operator (separately on the case of named fields of vision in a picture-fusion - picture in picture - format)</p> <p>4.1 Please state if you accept the performing of this functionality on a digital video recorder.</p> | <p>Requirement in the Technical Specifications remain unchanged.</p> <p>Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted.</p> <p>Also, please see R12 from Technical Specifications.</p> |
| 211. | <p>5. In the tender's technical specifications item R 248 it is stated that "It shall ensure the display of the side angle and location, angle data the coordinates, the direction data, and the measuring results provided by the laser meter related to the measure point from its own coordinates and also the calculation of the coordinates". Because usually, in our applications / projects, we are supporting the maps in MapInfo format, we need a few more details.</p> <p>5.1 Please specify who will deliver the requested map's data.</p> <p>5.2 Please specify what kind of data format should be provided for the maps.</p> | <p>Data and format of the maps will be established by MoI and Contractor in the design phase (Standard vector and raster format of spatial data can be supported by MoI).</p> |
| 212. | <p>6. In the tender's technical specifications item R 254 it is stated that "It shall ensure the possibility of saving and exportability of the visual information marked with time-stamps and with a possibility of checking authenticity, and if needed by the operator the saving on individual shots. A standard format saving shall be made possible as a minimum in the case of video in H.264, in the case of</p> | <p>The export of imaging shall be over any doubt regarding authenticity in case of using it in other legal purposes.</p> <p>The Bidder shall propose the best solution to insure the request.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | still-shots and screen savings in JPEG format". The expression "checking authenticity" it is not clear. 6.1 Please provide more details regarding the customer's requests/needs, for the authenticity checking. | |
| 213. | 7. In the tender's technical specifications item R 255 it is stated that "Without charging an extra fee the bidder takes the obligation of adapting the command software of the system to the Buyer's needs one time within the duration of the warranty time upon written requests of the Buyer (software updating), and also will take care of the upgrading of the map database applied during the warranty time as a minimum". We understand that during the warranty period, the bidder should provide minimum l(one) free cost upgrading for the command software, and minimum l(one) free cost upgrading for the map database. | Yes, it is confirmed. |
| 214. | 5. In the tender's technical specifications item R 257 it is stated that "Display possibility on a digital map based upon DTA-50 (1:50000 size) suitable for displaying reconnaissance information and also used by the Police". Because usually, in our applications / projects, we are supporting the maps in MapInfo format, we need a few more details. 5.1 Please specify who will deliver the requested map's data. 5.2 Please specify what kind of data format should be provided for the maps. | The digital maps and data will be provided by the care of beneficiary. Data and format of the maps will be established by MoI and Contractor in the design phase (Standard vector and raster format of spatial data can be supported by MoI). |
| 215. | 6. Are the CE/conformity declarations enough to prove that the ROHS and WEEE standards are applied and respected? | Certificate of conformity can be international/EU recognized certificate issued by the manufacturer. |
| 216. | 7. Is the partial reception mentioned at item R108 (from ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER) similar with the provisional acceptance from the Draft Contract? | Yes, the partial reception (partial provisional acceptance) from the Technical Specifications is similar with provisional acceptance from the Draft Contract. |
| 217. | 8. Regarding item R73 from ANNEX II + III: TECHNICAL SPECIFICATIONS | Certificate of conformity can be international/EU recognized certificate |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | <p>+ TECHNICAL OFFER, that states that "the Bidder shall provide a certificate of conformity, issued by a regulatory agency of recognized competence, for each equipment / category of equipments from the system", can you please specify what exactly is requested?</p> <p>11.1 Is the Declaration of Conformity issued by the producer enough to cover this request?</p> | issued by the manufacturer. |
| 218. | 12. Item R32 from ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER states that the representatives of MoI will be invited at the first car installation. Does this issue refer to the car integration at the producer's location, or does it refer to the installation on the first site (at the beneficiary's location). | The request is referring to the car integration in the location proposed by the tenderer and accepted by the MoI. Location to be agreed after the signature of the contract with the Contractor. |
| 219. | 13. For some of the requested procedures and methodologies there is clearly mentioned that they need to be submitted with the proposal, but for some of them there is no express specification of when to be submitted. In consequence, those which don't have the express request to be submitted along with the tender documents have to be submitted after the tender is submitted? Please clarify. | <p>The Bidder must prove complying with all requirements from the Technical Specifications.</p> <p>All offers will be assessed in detail by the Evaluation Committee and it is important that the offers submitted are complete.</p> |
| 220. | <p>[R404]</p> <p>The Bidder shall demonstrate his experience in elaborating the electronic training documentation in the field of activity of the beneficiary or in similar fields of activity (border police, civil police or similar)...</p> <p>How will be demonstrated the experience to comply this requirement?</p> | The bidder should provide with the restricted access (available for the Contracting Authority only) on-line the requested courses in order to demonstrate his experience. |
| 221. | <p>[R403]</p> <p>The Bidder shall provide the training platform OS and DB independent (LMS-Learning Management System) together with the entire electronic training materials in standardized electronic format..</p> <p>Is the electronic training a deliverable with</p> | <p>The eLearning system should be a deliverable with associated software licenses, hardware and communication.</p> <p>The licensing model should be server/processor based.</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | hardware and software? Please specify the license model if the electronic training is a deliverable. | |
| 222. | [R292] Support for at least two six-core (up to 3.46 GHz) Intel Xeon series processors or equivalent. Since new generation of CPU is present, is it possible to offer system with equivalent or better SPECint rate, as Intel E5-2630? How many CPU's should be installed? | SPECint standard can be used in order to demonstrate processor performances. Every CPU that is equal or better in performance than the requested CPU will be accepted. Requirement in the Technical Specifications remain unchanged. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. Two is minimum required CPU. |
| 223. | [R293] Support for a minimum of 256 GB of RAM with 16 GB DDR3 RDIMMs. What is minimum required installed memory? What is the minimum of supported LRDIMMs per server? | The amount of memory for the Server should be established by the Bidder in order to ensure optimal system functionality. Our recommendation is to provide a minimum of 64 GB. |
| 224. | [R295] Support for at least 16 2.5" hot-swap SAS/SATA HDDs or solid-state drives. Because of the potential further upgrades, and flexibility, does server need to support 32 x 1.8" disk drive bays? | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 225. | [R296] At least 14 TB storage support on SAS HDDs. Beside already posted requirements for storage support, does server has to have support for PCI Express Flash Drives | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 226. | [R298] At least 3 TB storage support on SSD HDDs. | The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | Does this functionality need to be included in server by default. | mandatory. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 227. | [R301] Optical drive. What kind of optical drive is required DVD or DVD-RW? | DVD-RW. The Bidder should offer a configuration which to ensure system functionality. All requirements are minimal and mandatory. |
| 228. | [R302] At least 2 Gigabit Ethernet ports. For the flexibility of the system we suggest you to reconsider requirement for 2 Gigabit Ethernet since most of the servers newer generation have 4 integrated 1 Gb Eth. ports | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 229. | [R303] Support for at least 4 PCI Expansion slots excluding RAID controllers. For the flexibility of the system we suggest you to reconsider requirement for 4 PCI Expansion slots since newer generation servers have more than 4 PCIe 3.0 x8; | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 230. | [R307] Support for internal USB ports (at least one must be present) for embedded hypervisor flash devices. Regarding USB ports, beside posted requirements for additional flexibility we are suggesting at least 2 internal USB ports? | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 231. | [R309] 2 redundant hot-swap 675 W AC power supplies with 90%+ efficiency. Because new generations of servers have PS with higher W than you required, is it valid to offer more powerful power supply? | All requirements are minimal and mandatory. The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |
| 232. | General Due to the high importance of system availability, should features that can provide predictive failure analysis and with this feature predict HW failure and | The Bidder should offer a configuration which to ensure system functionality. Also, please see R12 and R13 from Technical Specifications. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | provide proactive support be included? Which components have to be covered with predictive failure analysis? | |
| 233. | Question 1: Please specify if the eLearning system is to be provided as a service for the duration of the contract or as a deliverable with associated software licenses, hardware and communication. | The eLearning system should be a deliverable with associated software licenses, hardware and communication. |
| 234. | Question 2: If it should be a deliverable please specify if open source can be used or not and if the licensing model should be user based or server/processor based. | The open source is not accepted. The licensing model should be server/processor based. |
| 235. | Question 3: Please specify which version of SCORM should be used. (see R403) | The platform should be able to play SCORM 2004 3rd Edition or newer content, using the conformance testing packages available at Advanced Distributed Learning (ADL). |
| 236. | Question 4: Please specify how should be demonstrated the experience in development of interactive courses. (see R404) | The bidder should provide with the restricted access (available for the Contracting Authority only) on-line the requested courses in order to demonstrate his experience. |
| 237. | Question 5: Please specify what the definition of "highly interactive" courses is. (see R404) | For example, the courses should comprise either 3D models of specific equipment, animations of such equipment or layered views of components. It should also include training and simulation courses in the usage of specific equipment/systems in the form of serious gaming. |
| 238. | Q: Due to the high importance and implications of the border crossing point equipment, please consider the operating temperature of the surveillance equipment. Some of the referenced BCPs (Annex 1) are in the open and the temperature inside during the winter months will clearly be lower than 10 degrees Celsius. Therefore, please confirm that the operating temperature of indoor equipment is the same as for the outdoor equipment to ensure system reliability | Requirements in the Technical Specifications remain unchanged. Offered solutions will be assessed in detail by the Evaluation Committee. All offered products complying with the Technical Specifications will be accepted. Also, please see R12 from Technical Specifications. |
| 239. | Q: Regarding the software requirements, please confirm if the Supplier is to provide a fully custom developed, integrated and | The software components for Mobile Surveillance Software (MSS) included into the offer must be interconnected, |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | self-managing software system as part of the technical and financial offer. The provided specifications point to various systems and sub-systems but fail to mention if these components are to be integrated or coordinated in any way. | coordinated and managed by an application designed for this purpose (the application must be supplied in its entirety to the MoI), as specified in the Technical Specifications. The application must integrate the imaging, surveillance, GIS/maps, as well as targeting components required. |
| 240. | Q: Regarding the Technical capacity of tender, the similar projects that the tenderer has to provide in the fields related to the tender please confirm us if the similar project has to be implemented in the field of state border enforcement or even projects with private clients are admitted. | The requirements regarding the technical capacity of the tenderer are defined under Article 16.3 of the Procurement Notice. Offers will be assessed in detail by the Evaluation Committee |
| 241. | Q: In the ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER we have found some requirements regarding positioning system (GIS/GPS) component for the mobile surveillance system please confirm us that the similar projects that the tenderer has to provide in the fields related to the tender for the mobile surveillance systems don't have to include a positioning system (GIS/GPS) component. | The requirements regarding the technical capacity of the tenderer are defined under Article 16.3 of the Procurement Notice. Offers will be assessed in detail by the Evaluation Committee |
| 242. | <p>While we do understand that the term for receiving answers to these questions ends 10 days before the deadline for presenting the bids (January 29, 2012) and since we expect additional questions to arise after receiving the answers, we hereby kindly ask you to consider the possibility to:</p> <p>Delay the deadline for asking questions by 14 (fourteen) days, i.e. to extend the term until January 22, 2013.</p> <p>Delay the deadline to present the bids for the tender, also by 14 (fourteen) days, i.e. to February 12, 2013.</p> <p>While we very much appreciate your kind understanding, we sincerely believe that, by granting a positive answer to the requests above, the European Commission will significantly improve the chances of all bidders to present optimal offers.</p> | The deadline for submission of tenders has been extended in the form of corrigenda published on the EuropeAid website and in the Official Journal of the European Union. |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| 243. | <p>Annex II, R 73: The Bidder shall provide a Certificate of Conformity, issued by a regulatory agency of recognized competence, for each equipment / category of equipments from the system. Our company maintain a Quality Management System, in accordance with DIN ISO 9001 / DIN ISO 9100. Each system delivered will be accompanied by a Quality Inspection Certificate (Certificate of Conformity), issued by the Quality Assurance. To our knowledge, we do not have a special agency for such quality checks of this type of equipment in Germany. All surveillance equipment supplied in the past - also for European tenders - have been supplied and accepted with such a document.</p> <p>Please confirm that the Quality Inspection Certificate will be accepted.</p> | <p>Certificate of conformity can be international/EU recognized certificate issued by the manufacturer.</p> |
| 244. | <p>Is it allowed to deliver a system which also includes Sony cameras (no EU product)? Regarding the project these cameras are worth less than 240.000 €.</p> | <p>Offered solutions will be assessed in detail by the Evaluation Committee, the Contracting Authority is not in a position to provide preliminary judgement.</p> <p>Please note the rules on the origin of the items to be supplied are explained in detail in Article 4 of the Instructions to Tenderers and in any corrigenda published on the relevant EuropeAid website and in the Official Journal of the European Union.</p> |
| 245. | <p>Special Conditions, origin Is it allowed that equipment have Origin from Israel ?</p> | <p>Offered solutions will be assessed in detail by the Evaluation Committee, the Contracting Authority is not in a position to provide preliminary judgement.</p> <p>Please note the rules on the origin of the items to be supplied are explained in detail in Article 4 of the Instructions to Tenderers and in any corrigenda published on the relevant EuropeAid website and in the Official Journal of the European Union.</p> |
| 246. | <p>It's requested that ALL equipment delivered must originate from EU states. Some of the items from technical</p> | <p>Offered solutions will be assessed in detail by the Evaluation Committee, the Contracting Authority is not in a position to</p> |

CONTRACTING AUTHORITY'S CLARIFICATIONS Nr 4

| No | Question | Answer |
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| | specification are not available on the market with requested origin and specification. Is it possible to offer equipment with other origin then requested for items: - 3.7 External hard disk - 3.10 Camera 360° for system security - 4.19 Switch 24 ports - 4.21 UPS | provide preliminary judgement. Please note the rules on the origin of the items to be supplied are explained in detail in Article 4 of the Instructions to Tenderers and in any corrigenda published on the relevant EuropeAid website and in the Official Journal of the European Union. |
| 247. | I send you our request for extension for the offer submission date for the tender Establishment of stationary and mobile video surveillance system for State border protection and surveillance (11SER01/01/41) with Publication reference: EuropeAid/133145/C/SUP/RS. | The deadline for submission of tenders has been extended in the form of corrigenda published on the EuropeAid website and in the Official Journal of the European Union. |