EUROPEAN UNION
DELEGATION TO THE REPUBLIC OF SERBIA

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CONTRACTING AUTHORITY'S CLARIFICATIONS

Project title: Establishment of Efficient System for Prevention and Suppression of Illegal Migrations on the Territory of the Republic of Serbia"

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No	Question	Answer
1.	Item 1.3.2.1 "80 pcs FC ports on SAN Brocade or respective": should we understand 8 instead of 80 ?	**No.** 80 pcs FC ports on SAN Brocade or respective is the requirement for the specified switch.
2.	Item 15.2 We understand from this requirement that no proprietary hardware is allowed, can you confirm?	**No.** Solely from the viewpoint of this particular requirement, the requirement is that the system shall be fully compliant with the specifications. It can be proprietary etc. as long as it is fully compliant with the specified requirements.
3.	Item 15.3 Could you provide us the quantity of records (Tenprints, palmprints and latents) to migrate from the existing system?	**No.** The exact quantity of all the database records to be migrated is to be discovered at the time of deployment. --- Further information: AFIS database should have capacity for 400,000 persons (TP), 20,000 persons with special status (TP) and 100,000 clues/traces (i.e. latents) and the performances of new AFIS system should be as it is stated in item 15.26. This dimensioning and performances refer to the new system after successful migration and for adding new data to the system. So, we should keep declared level of performances in the production use.

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4.	Item 15.7 "tenprint vs tenprint with auto-confirm": does this mean that the AFIS will decide that, above a certain threshold, the HIT is confirmed without human intervention, in a procedure commonly described as "lights out"?	The requested and specified compliant procedure for "tenprint vs tenprint with auto-confirm" is also known as a "lights out" function (at least by some of the vendors).
5.	Item 15.14 "Customizable AFIS workflow engine with support for case search and fingerprints matching". Can you confirm that "case search" stands for latent matching ?	**No (not exclusively).** This requirement means to have a customizable workflow engine to support processing of searches and matches. Case search means here generally e.g. the support of both fingerprint and latent searches (see Item 15.1 for specification of required searches).
6.	Item 15.14 "Storing of the workflow steps for persons, incidents, unsolved crimes, and transactions": Does this mean that the position in the workflow must be stored persistently in a database ?	**The system should operate as specified.** There must be capability to store workflow steps persistently in the database, e.g. not to loose the related workflow processing information with computer shutdown. The aim with storing the workflow steps as specified is e.g. to manage the workflow and to monitor the case states. If this abovementioned necessitates for the offered solution that the position in the workflow should be stored persistently then, yes, this means that such a feature is required.
7.	Item 15.17 We understand that interoperability is an important requirement for the Border Police. Can you confirm that it is required to provide a customer reference where a Prüm interface is already operational?	**This can be an option, but not the only possibility.** The system shall be capable of data exchange according to Prüm convention as a later upgradeable feature. This upgradeability shall be verifiable (viable alternatives: a customer reference, the features in the system specification, the features supported etc.).
8.	Item 15.18 "Forwarding and reversing biometric data searches": please kindly clarify the requirement.	Forwarding means capability of consolidating biometric data searches from multiple sources and transmitting the data to AFIS database. Reversing means extracting the biometric data from AFI database, so a reverse operation.

9.	Item 15.23 "Tracking tools": could you please clarify what there are?	Tools to perform tracking and trace AFIS latents in the database (as for instance existing latents in the database can have a status of being unidentified before starting the tracking).
10.	Item 20.1 "Inserting live mugshots made by digital camera": we understand from this requirement that a live preview during the portrait capture is requested, can you confirm?	**The functionality shall be as specified.** This requirement means that live mugshots made by digital camera (digital camera compliant with specification of Item 6) must be possible to be inserted as specified for the item 20. Mugshot is a photographic portrait.
11.	Item I-VII Course duration seems long: is this the duration of training that each participant must have, or is it the sum of all sessions?	Course duration of a specific training is the duration of training each participant in that specific training must have.
12.	Item I-VII Train the trainer: shall we assume that a team of trainers will take all training sessions sequentially, or shall we consider that the audiences are different and therefore we can run the training sessions in parallel?	Audiences are mostly not different. It is preferred to arrange all the training sessions sequentially, because there is a need that the same team of participants attend the multiple training programs.

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13.	Please clarify number of 10-print, palm and/or single fingerprint livescanners required the detail in Item 10 is not specific:
	
	Item 10> LiveScan Fingerprint Scanner, total qty 48 ; qty 10 + qty 38 required for items 20—23 AFIS/FIIS Stations
	
	But no reference is made to number of:-
	      10-print (4+4+2+roll) livescanners - realscan
	      Palm print livescanners - realscan
	      Single fingerprint Livescanners (as referred to in item 24.2)
		The numbers of items and their features shall be as specified.
		
		The number of LiveScan Fingerprint Scanners equals altogether 48 pcs. There shall be 10 pcs separate items and further 38 pcs of items required for items 20—23 (Item 20: 13 pcs, Item 23: 25 pcs), which are to be delivered to locations as specified in Table 0.12.
		
		The required number of 10-print and palm print livescanners shall be adequate to make the whole offer compliant with stated specification requirements. AFIS-related Item 15 AFIS and Items 20—23 require that a compliant quantity (i.e. quantities as specified for Item 10 LiveScan Fingerprint Scanners and Item 8 Flatbed Scanners) of compliant scanners (i.e. offered to support specified 10-print and palm print features and functionalities of AFIS-related items 15 and 20--23) is offered.
		
		The number of single fingerprint scanners is 87 pcs (Item 24).

14.	Item 11, position 11.13 (1:1 fingerprint and 1:N fingerprint matching): Price of the fingerprint matching software depends on how many templates the solution should handle (thousands, millions whatever). Is possible to get any information on this?	As specified Item 11 shall be compatible with Item 15 (See Item 11.18). The fingerprint matching software in Item 11 should be compliant with features of AFIS (Item 15) in general and AFIS dimensioning features specified in 15.25 and 15.26.

15.	Question regarding "16. Facial Image Identification System (FUS), qty 1" , point 16.1.1) "Processing and searching all the standard image formats (JPEG, BMP, TIFF...) and poor quality photographs (CCTV etc.)*.	**The system should operate as specified for the whole Item 16 and with regards of point 16.1.1.**
		The FIIS system cornerstone is the ICAO/ISO 19794-5 standard (see Item 16.11) that 1) defines minimum gallery image quality requirements to enable standard-based image recognition; and 2) makes the capability for the full frontal *reliable recognition* necessary.
	Every Facial Image Identification System is fundamentally stochastic in nature, regardless of the algorithm it is based on. Therefore the performance of such system can only be precisely defined by probabilistic criteria. However the "ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER" does not define any such criteria whatsoever. Therefore we are posting the following question:	No explicit FIIS system rates of False Acceptance Rate (FAR) and False Rejection Rate (FRR) are specified. These rates depend in practice on environmental conditions etc, so a proof of compliance for any specified rate cannot be reliably verified or tested.
		A FIIS integrated to AFIS (see Item 15 and see Item 16.14) with optimized system setup for the illegal immigration purpose to minimize false biometric detections compliant with specifications shall be provided (a reachable level of FIIS+AFIS acceptance matching in system field tests has been 100% or very close to that, i.e. reliable recognition reached).
	For the requested system, what is the required probability of detection, quantified numerically and defined as the number of correct identifications from the total number of individual tests, together with the simultaneously allowed probability of false detection (Le. "false alarm"), quantified numerically and defined as the number of incorrect identifications from the total number of individual tests, for the given signal to noise ratio?	---
		Detailed reasons are stated below.
		An integrated/combined FIIS+AFIS system should be capable of generating ICAO/ISO 19794-5 compliant images of minimum gallery image quality (see specified Item 16.11) and be compliant with ANSI/NIST and ANSI/INCITS biometric data standards (see specified Item 16.9). ISO 19794-5 based facial recognition performance defines full frontal reliable recognition (see specified Item 16.12 and also ISO 19794-5 standard).
	Clearly the given signal to noise ratio has to be quantified numerically also as well as how it was defined.	The FIIS system rates of False Acceptance Rate (FAR) and False Rejection Rate (FRR) shall be optimized for the use of ICAO/ISO 19794-5 images and the indented use in illegal immigration services. No 100% system is available and no undisputable optimal setup can be determined – reasons: false detections take place, dependency exists on the use of product specific system features, lightning conditions, aging and changing of persons, viewing angle etc. FIIS alone is a trade-off system as in operational practice with very low FAR, FRR will increase, and vice versa. ***As a very indicative reference for a goal of setting thresholds to an offered system***, a lower FAR rate is preferred (less false accepts) – in some field tests (some external conditions unknown though) with FAR≤1.6 % from FIIS alone, a combined FIIS+AFIS biometric recognition of 100 % (very reliable recognition) has been reached.

16.	After reviewing the terms of contract (21.7) as well as performance guarantee text, we have reached an understanding that the timeframe in which guarantee is valid is **38 months and 15 days** from receiving provisional acceptance (the guarantee itself lasts 32 months + 30 days to issue final acceptance certificate + 45 days in which the performance guarantee is valid). Is that reasoning right?	**No.** In line with the relevant articles of the General Conditions (Article 11) and the performance guarantee the performance guarantee will be released at latest at the expiry of 18 months after the implementation period of the contract. The implementation period foreseen is 120 days as specified in Article 19 of the Special Conditions.
17.	We are local company, established in Republic of Serbia. We intend to submit the offer as a part of a consortium with our international partner. We intend to be a leader in this consortium. Furthermore, we have understood that being a leader means that we need to meet certain requirements in terms of number of employees, yearly turnover, to have specific references etc. Is it possible for us to be a leader in this consortium with respect to the requirements?	The conditions of participation in the tender are determined in the Procurement Notice and in the Instructions to Tenderers, particularly in Article 3. Selection criteria are determined in the Procurement Notice. Please note that in line with the Article 16 of the Procurement Notice the selection criteria will applied to the consortium as a whole, in case of tenders submitted by a consortium.

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18.	I am writing you about an email we have received from the bank that is in charge of issuing tender guarantee. In the email, the bank states the following: *Having in mind that that the user's commercial bank is not listed in the guarantee text nor in the order, we believe that the attention should be drawn to this client that, in case the guarantee is to be approved, the isn't a possibility to identify the signature on the request for payment, as well as other issues that might arise between the bank in respect to citizens and users. Please, let you client check this.* Please, advise us on this matter. Thank you.	We took note of the remark of the bank. However, please request the bank to issue the tender guarantee in line with the instructions in the published template. This is the standard template of Tender guarantee the EU Delegation to Serbia uses in its tender procedures.