

# Questions and Answers

Ref: BAH-ITB-01-2018 - Provision of Security Services

## Batch #1

In line with the paragraph 22 of the Invitation to Bid reference number BAH-ITB-01-2018, OSCE Mission to Bosnia and Herzegovina received the following request for clarification until 24 May 2018:

### Question #1

Which readers and cards are planned for the access system control? Is there any OSCE standard for this issue?

### Answer #1

Required types of card and applicable reader are as follows:

ID Cards specification:

CR 80 contactless chipcard NXP, DESFire EV1 4K, Blank white, no code applicated, ISO14443A / 13,56 MHz, transponder, 4 KB memory, 7 Byte, UID, AES Encryption

Stickers for ID cards:

Blank, PVC format ISO 7816 (credit card form), 86 /54 /0,3 mm (+/- 10%)

Glossy laminated, with a permanent adhesive foil on one side,

Has to be suitable for printing with re-transfer card printer

### Question #2

Does the OSCE have defined requirements for adjusting camera resolution in terms of recording whether all cameras recording in full resolution and under which parameters?

### Answer #2

Yes, all cameras have to record in their original resolution, a minimum of 4 MP, with a minimum of 20 fps at 30 days archived period.

### Question #3

What is meant by the legal approvals we need to provide?

### Answer #3

Legal approvals for requested works in accordance to domestic law, Issued by the Cantonal Ministry of Interior where the physical and technical services are to be provided. In RS, the same procedure is applicable, while approvals are to be issued by the Public Police/Security Center, at respective location.

**Question #4**

Is it possible to subcontract with more subcontractors for the intervention segment and whether we should submit original legal documents for subcontractors?

**Answer #4**

No part of technical protection of OSCE offices or any other security services will be subcontracted. Contractor/Agency is obliged to submit legal certificates and confirmation of employment for all technicians who will be engaged during the installation works.

With regard to the patrolling service, Contractor/Agency may be permitted to subcontract part of the work to other contractors; however such commercial arrangement shall not relieve Contractor of any of its obligations and responsibilities assumed. The terms of any subcontract shall be subject to and in conformity with the provisions of the contract as a result of his solicitation process. Subcontractor's personnel also must have valid certificates issued by the BiH Police Authorities (as stated above and comply with the Terms and Conditions of the main contract. Prior to engaging any subcontractor, OSCE must give written approval for such subcontracting arrangements. Maximum one subcontractor for this whole Agreement may be accepted by the OSCE.

**Question #5**

Whether the reflector supply is included for all locations?

**Answer #5**

Yes, the spot lights are to be delivered and installed at all OSCE locations.

**Question #6**

Could we get floor plan space for office in Sarajevo?

**Answer #6**

Yes, floor plan is attached to this document.

**Question #7**

Is there a cable and installation specification scope for the location in Sarajevo or we have to foresee for ourselves?

**Answer #7**

Service providers will have to install the whole system, including the cabling (communication, power or any other that may be required) and installation. Main connectors are located in the basement of the UNITIC building. Height of the floors is approximately 3.5 m. Floor dimensions are provided in floor plans, including external layout of the building and outdoor parking. Cabling and installation specification may be dependent on the type of equipment each individual bidder may offer and OSCE is not aware of it. Locations of equipment (for example location of the Monitoring Centre in UNITIC, access control system, locks on fire exit stairs, location of cameras in the corridors, location of cameras covering outdoor parking and other equipment) were indicated during the site visit.

Please, bear in mind that the wiring is extended to underground garage, as well as to outdoor parking.

**Question #8**

How many floors are planned for works in Sarajevo and whether four readers and two cameras are planned for each floor?

**Answer #8**

There are 6 upper floors (15,16,17,18,19, and 20), two (2) ground floors, underground garage and outdoor parking. We presented all facilities/premises to all interested agencies recently. Mentioned facilities/premises are to be equipped with alarm, access control system and video equipment.

**Question #9**

During the site visit tour the "anti pass back" option is mentioned. Does "anti pass back" option have to be active on the integration software?

**Answer #9**

Yes, the program of access control system must contain an anti-pass back option on all sites that are the subject of the tender.

**Question #10**

How many users are planned for the access system control?

**Answer #10**

The complete system should be configured for at least 500 access control users.

**Question #11**

What exactly should be covered by the Professional Liability Insurance required policy and to what amount?

**Answer #11**

The Professional Liability Insurance Policy covers professional – contractual liability to third parties, meaning that this policy covers all damages sustained by the OSCE, due to non-fulfilment of contractual obligations by Contractor/Agency. In other words, in the event of an adverse event and damage, or the technical failure, the service provider is obliged to compensate for the damage occurred.

Also, if the technical system worked properly, but mobile patrol did not reach OSCE location within requested time frame, the service provider is also obliged to compensate for the damage. During the last tender, six years ago, we requested on a 1,700,000 EUR liability for a damaging event and we expect to continue with a similar amount.

Regards

Procurement Office  
OSCE Mission to Bosnia and Herzegovina