# MINUTES OF PRE-PROPOSAL MEETING AND AMENDMENTS TO BIDDING DOCUMENTS (CORRIGENDUM No. 1)

## Request for Proposal
## No. SER/01/2011

### THE PROVISION OF SERVICES AND GOODS RELATED TO ELECTRONIC PARLIAMENT (E-PARLIAMENT) INFORMATION SYSTEM FOR THE NATIONAL ASSEMBLY OF SERBIA

The pre-proposal meeting was held in the premises of the OSCE Mission to Serbia on 9 March 2011.

The questions by representatives of potential bidders and the OSCE's answers are summarized in the table below.

In accordance with Article 9 "Amendments to Bidding Documents" of Section I of the Bidding Documents the OSCE would like to notify potential bidders of the amendments in the Bidding Documents as specified in the attached Corrigendum No. 1.

The clarifications and amendments shall be binding on the Bidders.

| No. | Reference | Question | Answer |
|---|---|---|---|
| 1 | | What is the budget for this project? | The budget cannot be disclosed. |
| 2 | NFR-9-M and T1/12 | - Is it in accordance with your technical requirements that parts of solution work exclusively on Windows?<br>- Is it in accordance with your technical requirements if parts of solution work on Linux, and parts on Windows platform?<br> - Is MS Windows acceptable? | NFR-9 states: ".....At minimum technology infrastructure such as Database and DMS/CMS engines are expected to be platform independent." T1/12 states: "SPCS must be able to work and perform smoothly on delivered hardware and operating system installed. On server side, it must be able to run on at least one of the industry accepted Linux platforms and MS Windows."<br><br>**It is mandatory that underlying technologies to be supplied, such as CMS/DMS and DBS are platform independent and able to work on Linux and MS Windows (platforms). DMS/CMS technology platform implementation must be on Linux operating servers. Requirement(s) allow that part of the solution is on one and only one platform (including MS Windows) but must be then integrated with portable/platform independent DMS/CMS and DBMS technologies.** |

| 3 | Section I – Instructions to Bidders, Article 10.2 and Article 10.3. | With reference to the requirement for all members of a joint venture/consortium to sign the Proposal, please specify why this is necessary, considering the fact that a Power of Attorney shall be submitted by which the Consortium's Lead Company is authorized to represent all partners of the joint venture/consortium, and sign all documents (including the Proposal) on their behalf? Moreover, in the case a joint venture/consortium consists of companies from different geographical regions/countries, the requirement for the Proposal to be signed by all companies will be time consuming and possibly will create difficulties in timely submission of the Proposal. | Power of Attorney shall be submitted but all members of joint venture/consortium shall sign the Proposal due to all members being jointly and severally liable. |
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| 4 | Section I – Instructions to Bidders, Article 7 | Please confirm that administrative and legal evidence such as registration, social security evidence, extracts from judicial records, etc. which are available only in the language of the country where the Bidder is established, shall be accompanied by translation in English. | All important documents required to establish compliance with the requirements specified in the Bidding Documents shall be translated into English. |
| 5 | Section II – Bidding Data Sheet, Article 10.4 | With reference to the requirements concerning the "at least 2 successful implementations" covering two specific areas [i.e. first and second bullet point under paragraph (ii)] - please specify whether the Bidders shall demonstrate at least 4 successful implementations (i.e. at least 2 per area) OR 2 successful implementations that cover both areas are sufficient? | The requirement is at least 2 successfully implemented projects per each area. |
| 6 | | Please confirm that the contracts/projects that have been successfully implemented but are still under the warranty period can be shown as the Bidder's experience. | Yes. |
| 7 | | With reference to the third bullet point under paragraph (ii), the Bidders shall demonstrate successful experience in implementing an e-parliament or similar system. Please advise if demonstration of required experience through the projects presented in response to the first and second bullet points of paragraph (ii) covers this requirement. | Yes. |
| 8 | | Fourth and fifth bullet point requires the Bidders to demonstrate adequate annual financial amount of activities relevant to the Services over the last 3 years and adequate working capital. Please advise if there is a minimum threshold imposed by the word "adequate". | The determination of adequacy of the Bidder's financial standing will be performed by the OSCE on the basis of evaluation of financial information provided by the Bidders or other sources, estimated value of the Services and other data as deemed relevant. |

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| 9 | | Eighth bullet point requires the Bidders to provide "documentary evidence establishing that it is registered, licensed, certified and otherwise permitted to perform Services in Serbia". We understand that a company established in any of the European Union Member States is eligible to tender and permitted to perform the Services in Serbia and as such no evidence are needed for submission. Please confirm. | There is no geographical restriction for participation in the tender. However, please note that the OSCE Mission to Serbia enjoys the VAT exemption arrangement which applies to the companies registered locally. |
| 10 | Section III – A Technical Proposal Submission Form | Technical Proposal Submission Form contains the following text: "*We represent and warrant that we are not participating, as Bidders, in more than one Proposal (other than as a sub-contractor, individual experts or in case of alternatives that have been permitted or requested) in this Request for Proposal.*"<br><br>Please provide explanation of this statement. Namely whether a Bidder could participate in more than one Proposal (e.g. as member of two or more consortia, as member in one consortium and as subcontractor in another, as subcontractor in more than two consortia, etc.)? | The Bidder is not allowed to participate in more than one Proposal as member of joint venture/consortium, but the Bidder can appear in another Proposal as a subcontractor. |
| 11 | | There are four pre-defined categories in the Company Profile table, field 1 "Type of Business". Please specify to which category of the ones stated in there a Société Anonyme (S.A) corresponds. | The list of categories is not exhaustive and serves as guidance to potential bidders, i.e. you may specify Société Anonyme (S.A). |
| 12 | Section III – B Qualification Information Form | Please advise which products field 3 "List of authorized products" in the Company Profile table refers to. Does it refer to the complete list of products (i.e. HW and SW, proprietary, COTS, etc.) which the Bidder is authorized to sell/provide services? | This field is meant to assist in determining the Bidder's profile. The Bidders shall list all main products relevant to the tender scope (including services) which they are authorized to provide. |
| 13 | | The Financial Information and Experience table includes field 3 "Contracts of similar scale / volume during the last five years". Please indicate a minimum value which should be considered as "similar scale/volume". | The budget cannot be disclosed. Therefore, please indicate the assignments of comparable volume and nature. |
| 14 | | The Technical Capacity and Information on Services/Goods table requires the Bidders to provide a description of core services/goods offered. Please confirm that this requirement refers to an indicative list of the Bidder's Services and Product portfolio without detailed descriptions per service/product. | Yes, this understanding is correct. |

| 15 | Section V – Terms of Reference, page 32 | The last bullet point of the Summary Section specifies the maintenance and support service for the software and hardware in the period of 2 years after final system acceptance which is estimated to be 3 years after contract is signed. Please clarify and elaborate in more detail on the exact timeframe / duration of the requested "maintenance and support period" and "warranty period" for the HW as well as for the SW infrastructure. | Maintenance which also assumes warranty, is procured as part of the project for the period ending 2 years, after Phase 3 is successfully completed (planned for March 1, 2012). This milestone is refer to as "provisional acceptance". Final acceptance of the system and closure of the contract is then 2 years after, which is **planned to be March 1, 2014.** |
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| 16 | Technical Specification – Overall Requirements: OR-1: Legislative Operations: | i.  Could you please specify the document formats that should be supported? | **Please see requirement T7/3.** Documents that will be created within the system as well as document templates must be **MS Windows 2003 and later** compatible (at minimum) |
| 17 | | ii.  In relation to the Serbian parliament XML schemes, could you please specify what kind of information these schemes should include? Only metadata or metadata and document body? Could you please provide us with some indicative / test xmls? | XML schemes for legislative documents will be proposed by the contractor during initial 2 months of the project as part of detail requirements definition. |
| 18 | Technical Specification – Overall Requirements: OR-2: Parliamentary Sessions. | i.  This will include continues communication with MPs and other interested and authorized parties, through SMS, eMail, phones etc. Does the project include software / modules for connection to GSM providers for sending SMSs? | Up to the point of utilizing any existing web interface of mobile providers in Serbia. |
| 19 | | ii.  The Sessions module will include complete sessions scenario creating and management, using pre-prepared templates. Which is the file format of the templates that should be supported? | Scenario templates are consisting of template work flows and document elements same as any other template (see answer no.16) |
| 20 | | iii.  Is there a need for migration of old documents? | System should enable NARS to migrate old documents on their own. In the testing phase some amount of documents should be successfully migrated. |
| 21 | Other | Digital signatures: We assume that procurement of digital signatures / certificates is out of the scope of the project. Could you please confirm? If not, please elaborate further on this issue. | eParliament system must have functionality enabling verification of public certificates. Accordingly, it is **not in the scope** of the project to implement NARS internal digital signature infrastructure. |
| 22 | Other | Could you please clarify whether the provision of VPN client equipment is in the scope of the project? | **CONFIRMED.** There is a separate procurement which will provide VPN infrastructure (SW/HW including clients). |
| 23 | Other | Is there a need for integration with any fax server? | **NO.** |
| 24 | T1/1 | Is Open source software acceptable? | **YES.** |
| 25 | T1/2 | Please confirm that 600 concurrent licenses mean that the Intranet portal will be accessed by 600 internal named users and public web site should support usage of unlimited number of users. | **600 concurrent licenses** means 600 concurrent licenses (for Intranet functionality). It is acceptable if **1000 named licenses** are offered instead of 600 concurrent as long as named license is not limited to access from one application/instance at any point of time. |

| | | | Public functionality must allow for unlimited number of users. |
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| 26 | T1/13: SPCS must operate with at least following standard Database engines: ORACLE and MS SQL and MUST work with open source engine as well. It is recommended to be installed with appropriate open source database engine. | Please confirm that to satisfy this mandatory requirement it would be enough to offer solution that is compatible with one of the mentioned Database engines. | Underlying technology supplied and implemented (CMS/DMS) **must be database independent**. Accordingly if technology supplied is not able to work with different database engines it is not compliant with this requirement. |
| 27 | T1/16 SPCS must store all content on file store (storage, HDD), not in database. All content must be encrypted, where encryption and decryption must be done automatically | Please confirm that in order to satisfy this requirement it would be enough to provide a file system interface with WebDAV protocol. | **NO.** **T1/16 states that SPCS must store all content on file store**. This is relevant for CMS/DMS technology platform supplied and relevant NARS legislative workflows documents management. |
| 28 | T1/18: Data storage must be centralized on NARS central servers. It must support cluster mode of work which will provide high availability and reliability of data. | What is the required high availability level? What is the acceptable down time? | Intranet functionality is expected to be up and running **99.999%** of time. This excludes planned system upgrades and maintenance intervals. Intranet functionality is expected to be up and running **99.95%** of time. |
| 29 | T1/21: It is required that SPCS supports OCR for the entire NARS Notary team | What is the required usage regarding OCR? Should each user be able to do OCR or the system automatically should perform OCR? How many people are in the notary team? | OCR will be used in the NARS notary only. **There will be up to 10 employees using up to 4 OCR licenses.** |
| 30 | T1/37: Copy/paste features must be provided. These features must be secured and available only to those with appropriate levels of security. Copy/paste functions must be available to move, copy, and/or delete pages or highlighted excerpts from one document to another or from one file to another. This applies | Please clarify this requirement | **Intranet users must have capability to copy and paste** parts of, or entire documents, as they are dealing with them through workflows. It is required that they can perform these operations on those documents for which they are authorized to do so. |

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| | to Intranet/CMS functionality | | |
| 31 | T2/5: Desktop scanning must work from web browser user side, on the same way and without limits for all the NARS users of SPCS | As discussed on the clarification meeting please confirm if this requirement has been withdrawn. | **YES.** This requirement is withdrawn as requirement T2/6 is covering the expected specification. Accordingly to T2/6 every NARS users (notary or non-notary) must be able to import scanned document to a point in relevant workflow or in a folder (as authorized). |
| 32 | T3/9 | What are the MS Office versions that should be supported? | **2003 and higher** |
| 33 | T6/18: It is recommended that remote users have the capability to download workflow tasks and associated files | Please explain this and provide example if possible. | **This requirement is relevant for Intranet functionality users.** Those users must be able to download documents directly from workflows in groups and per item as they are showing in particular steps of the workflow. |
| 34 | T7/9: SPCS supports linking object with geographical distribution (on different geographical locations) or with logical distribution (in different repositories) | Please explain this and provide example if possible. | **Intranet/Internet content can have links in workflows or on web sites to content which could be stored in a different location**. For example, video/audio on demand can be stored and managed by 3rd party provider. For this case, user must be able to have links of that content in relevant documents/work flows. One use would be when user is reviewing amendments, it has immediate access to video/audio objects describing previous amendment discussions, which are physically located with 3rd party. |
| 35 | T9/4: Reminder recording on to the working calendar defines if reminder is recorded in to the system working calendar | Please explain this and provide example if possible | **Every NARS user can enter REMINDER for anybody for whom it is authorized to do so**. This entry is considered to be in working calendar as common user (non-admin) should not have access to the system (main) calendar (managed by the eParliament System). Any such entry that complies with set business workflow rules, will become entry in the system calendar, managed by the system itself. NOTE: Actual implementation of the above can vary. |

| | | | Accordingly any reminder that is displayed also means that system itself recognizes such a reminder (as an event/action) in a workflow itself (for example). |
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| 36 | T12/4 and T12/5 | Please confirm that T12/4 refers only to the internal use by NARS, and by that NARS will have no restrictions on what agency can do with the software for internal use? | **YES.** |
| 37 | On Page 37 of the Bidding Documents it is stated that: "For all items supplied under the contract, the Contractor will be responsible for maintaining a complete stock of critical items as identified by the manufacturer. The critical stock will be held in a secure area close to the location of the equipment for which it is to be supplied, to enable the service engineer to effect immediate replacement of any failed part." | In the case that the hardware "manufacturer" provides the requisite hardware support services can we assume that the contractor will not be obliged to maintain a parts stock? (To do so would be a duplication of effort and services provided by the service company). | **YES.** Under "…..Contractor will be responsible for maintaining a complete stock….." it is the Contractor's obligation to ensure that stock exists which is usually HW supplier service. |
| 38 | **Multiple questions related to the HW requirements** | | **In accordance with Article 9 "Amendments to Bidding Documents" of Section I of the Bidding Documents the OSCE would like to notify potential bidders of the amendments in the Bidding Documents as specified in the attached Corrigendum No.1.** |
| 39 | On Page 48 of the Bidding Documents, in the section about Disaster Recovery, it is stated in the last paragraph: "As the network capacity between the primary and secondary (back-up) sites permits, …". | Please provide complete specifications for the "network capacity" and the type of network link between the primary & secondary sites. Most importantly, we need to know the type of network (1 GbE or 10GbE?) and network bandwidth available between the primary/secondary sites and the maximum network latency between the two sites. | Currently the primary and the secondary site are linked with fiber optic cable with multimode fibers. 1 GbE (1000Base-SX) link will be dedicated for interconnection between the server racks at both sites. In future, a fiber optic cable with singlemode fibers will be installed between the primary and the secondary site and 10 GbE (10GBase-LR) link will be avaialble for connection between the sites.

The Plenary room network segment will have redundant 10 GbE (10GBase-SR) |

| | | | uplinks to the central switch at the primary site, while all other network segments have 1 GbE uplinks. |
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| 40 | On Page 28 of the bidding documents it is stated that: "Phase 2 – Implementation of NARS eParliament System with functionality to be activated by September 1, 2011 (Go live Date)." | We find the available time from early May 2011 to 1st September 2011 too short, taking also into account the summer vacations that fall in this period. What would be the impact in the technical evaluation of the bid if 1st September is shifted to a later point in time? | Phase 2 milestone **changed from September 1, 2011 to October 1, 2011**. Implementation of NARS eParliament System with functionality to be activated by October 1, 2011 is considered to be Go Live Date.<br><br>Accordingly, wherever in the documentation September 1, 2011 exists, it should read October 1, 2011 instead. During the assessment phase, NARS can accept that some functionality is moved to Phase 3. Nevertheless, October 1st is the planned and committed go-live date for the initial set of functionality. On this date NARS will have 1st electronic session.<br><br>If offer include plan where planned completion of Phase 2 is after October 1st, 2011, such offer will be considered non-qualifying automatically. |
| 41 | | Are there any penalties if the milestone of 1st September is not achieved? | **Refer to question No. 40** (September 1st changed to October 1st)**.**<br><br>**Penalties are as per the contract provisions.** |
| 42 | Other | What is the existing e-mail platform in NARS? | RedHat Enterprise Linux 4ES Dovecot Mail server (For Webmail: APACHE Web Server and SqirrelMail Webmail) |
| 43 | Other | Please provide us with detailed specifications of the workstations, screens and audio conference system currently installed at the parliament and most importantly the control unit which the provided solution must interface with. | Workstations will be supplied by the separate procurement. They will be standard 11" screen notebooks with tablet functions.<br><br>Conferencing system in use is PHILIPS DCN. Phase 2 of the project will integrate with the existing system by exchanging data on the database level at minimum. Database used for the current system is MS SQL based.<br><br>In Phase 3, new system will replace front-end function (MPs interface) of PHILIPS system. |
| 44 | Other | Should the bidder provide operating system licenses for all the desktops in NARS? | **NO.**<br><br>Workstations supply is not part of this |

| | | | tender. |
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| 45 | Section II-Bidding Data Sheet; ITB Article No. 10.4 (iv) | Is it allowed that a leader of consortium to be a foreign company and partner/subcontractor to be a local company? | **YES** |

# Corrigendum No.1

**1. Page 39, RFP Bidding Documents SER 01-2011:  Equipment and Software Delivery Table**

Item V:  Uninterruptable Power Supply (UPS), 2 pieces is dropped from the supply requirement.

## Equipment and Software Delivery Table

| No. | Item | NARS | Total |
|---|---|---|---|
| I | 19" Rack Enclosure | 2 | **2** |
| II | 19" Blade Server Enclosure | 2 | **2** |
| III | Blade Servers | $6^{(1)}$ | **6** |
| IV | Storage System | $2^{(1)}$ | **2** |
| V | ~~Uninterruptible Power Supply (UPS)~~ | 0 | **0** |
| VI | SPCS with eParliament functionality implementation | $1^{(1)(2)\ (3)\ (4)}$ | $\mathbf{1}^{(1)(2)\ (3)\ (4)}$ |

(1) with appropriate training included, as defined in this ToR;

(2) with appropriate licensing model, as defined in this ToR

(3) with 2 printed and 2 electronic (CDs) set of complete user manuals in Serbian language

(4) with entire user interface in Serbian language for Intranet and Internet and English option for Internet

**NOTE: UPSs are no longer required to be supplied as part of the RFP**

**2. Phase 2 is planned to be completed on October 1, 2011 instead of September 1, 2011. Accordingly, wherever milestone September 1, 2011 exists it should read October 1, 2011.**

*3.    Following is the modified technical specification for the HW (Rack Enclosure, Server Enclosure, Servers and Storage)*

**Page 43, RFP Bidding Documents SER 01-2011:**

**19" Rack Enclosure, qty 2**

> 19" server rack enclosure, min 42U, min 900mm deep, min 600mm wide, delivered with all consumables and accessories needed for 19" blade server enclosure and Storage System installation, operation and maintenance

**Page 43/44, RFP Bidding Documents SER 01-2011:**

**19" Blade Server Enclosure, qty 2**

- Min supported full capacity of 16 half-height server blades or 8 full-height server blades
- Max 10U height
- Must support redundant management channels of the blade server enclosure (system)
- Must have redundant hot swap power supplies, providing sufficient power for full enclosure capacity
- Must have redundant hot-plug cooling fans providing sufficient cooling for full enclosure capacity
- Must be installable in standard 19" server rack enclosure, min. 42U high, min 900mm deep, min 600mm wide

- Must have redundant 10GbE blade LAN switches each one supporting such capacity for min 1 (one) copper 10GbE internal connection for each blade server at full enclosure capacity, and min 2 external 10GbE (10GBase-SR) connections towards network "core"
- Must have redundant 1GbE blade LAN switches each one supporting such capacity for min 1 (one) 1GbE internal connection for each blade server at full enclosure capacity and min 4 external 1GbE (1000Base-T) connections toward network "core"

*Page 46, RFP Bidding Documents SER 01-2011:*

**Storage System, qty 2**

- Min support for iSCSI SAN
- Redundant and hot swappable HDDs, controllers, power supplies and fans without single point of failure
- Min 1GB of 48h battery-backed cache memory
- Min support for RAID 1, 5, 6 and 10
- Min capacity for 12 SAS or FC hot swappable HDDs
- Min system expandability of up to 120 SAS or FC HDDs
- Min installed system storage of 5.4TB with min 15K SAS or FC drives
- Min support for MS Windows 2003 and later, various Linux operating systems and visualization software offered with Item servers supported
- Min 4 (four) copper GbE iSCSI ports
- Min support for 4 (four) 10GBs iSCSI ports

- Centralised management and monitoring software

*Page 46, RFP Bidding Documents SER 01-2011:*

***Blade Servers, qty 6***
- Fitted inside 19" blade server enclosure

- Min 2 (two) installed processors, based on min 1GHz of blade motherboard bus frequency, with min 4 (four) cores running at min 2.33GHz, with quantity of L2 Cache appropriate for chosen type of processor

- Min 16GB installed RAM memory, support for up to 128 GB

- Min 146GB, 15K RPM SAS (Serial-Attach SCSI), 3Gbps 2.5-in Hot Plug HDD, or 120GB equivalent SSD (Solid-state drive), min qty 2, installed in RAID 1 configuration with appropriate RAID 1 controller

- GbE network controller with min 4 (four) GbE ports with min iSCSI and TOE support

- 10GbE network controller with min 2 (two) copper 10GbE port and support for 19" blade server enclosure blade 10GbE LAN switch

- Min support for various Linux operating systems

- Software for virtualisation with the following specifications and sufficient licenses for qty 6 Blade Servers fitted in 1 blade enclosure (with total of qty 24 processor cores):

- Virtualisation based on x86 platform

- High availability – possibility to restart the virtual machine on another physical server in case of failure of the virtual machine on the first physical server

- Fault tolerance – virtual machine continue working on a second server without pause or restart in case of failure of the virtual machine on the first physical server

- Real time migration of virtual machines between physical servers without restart of virtual machines

- Real time migration of virtual machines between storage systems without restart of virtual machines

- Dynamic resource management – automatic migration of virtual machines between physical servers for optimal performance

- Integrated central management and monitoring of virtual network resources

- Back up of virtual machines

- Management Console for virtualisation software with support for the central management of virtual machines from one location

*Page 46, RFP Bidding Documents SER 01-2011:*

**Uninterruptible Power Supply (UPS), qty 2**

REMOVED FROM THE RFP. NO UPS is required for supply.

4. Software – RFP Bidding Documents SER 01-2011, Page 37.: **Item Virtualization Software added.**

The software to be supplied, maintained and supported within this contract can be classified as follows (where and if relevant):

- Operating system software – servers
- Operating system software – workstations
- Database software - servers
- Database software – clients
- Application software – SPCS/eParliament
- Storage operating system software
- Storage management software
- Application and Web Servers
- Hardware specific software and drivers
- Backup Software
- **Virtualization Software**
- Other software as per Bidders proposal, including any software required for Bidder to fully comply with the requirements