



CLARIFICATIONS AND AMENDMENTS TO BIDDING DOCUMENTS (CORRIGENDUM No. 2)

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

In accordance with Article 8 “Clarification of Bidding Documents” and Article 9 “Amendments to Bidding Documents” of Section I of the Bidding Documents the OSCE would like to notify potential bidders of the following clarifications and amendments in the Bidding Documents as specified in the attached Corrigendum No. 2.

The clarifications and amendments shall be binding on the Bidders.

No.	Reference	Question	Answer
1	Electronic Voting	Is it mandatory for the electronic voting system to be a web based solution?	YES. It should be integral part of the eParliament web based system.
2		What are the specs of the existing MP workstations?	Currently, MPs do have workstation/console from the PHILIPS DCN system. In the plenary (including the speaker/chairman) model is LBB3546/00. System is managed via touch panel: NXT-CV10/PB: 10" Modero Table Top Touch Panel with Pushbuttons, connected via controller NI-3100 (AMX) connected with Philips CCUs via serial port using GRI (General Remote Interface - LBB3587) protocol.
3	Phasing out of the existing conference system	Will the existing parliament workstations be replaced along with the conference system in P3?	YES. It is planned to integrate functionality in the eParliament system and use functionality out of future notebook computers. During Phase 1 (Systems Requirements Assessment) it will be decided if external microphones/speakers will be installed and integrated with the end-state system (if yes, they are not required to be supplied through this RFP).
4	Features which should be available to the MPs on their workstations	Could you please clarify which e-voting features are required (e.g., request floor, voting)?	Please see list of F7 requirements. They will be elaborated and defined further during Phase 1 (Systems Requirements Assessment).

5		Is smartcard authentication also required to activate the hardware component of the conference system (e.g., delegate conference unit)? Or does it just apply to the workstations?	Smart card applies only to workstations. When workstations take over existing Phillips DCN system, they will be used for all the identification purposes in the final version of the system.
6	VAT	Please clarify the VAT exemption arrangement.	The OSCE Mission to Serbia is a diplomatic organization recognized with Serbian tax authorities as a VAT free organization. Therefore, a locally registered contractor will be tax exempt under the proposed contract. The Bidders not registered locally HAS to check with their tax authorities regarding the VAT exemption when working with OSCE Mission in Serbia. All Bidders shall specify the VAT amounts and the VAT-inclusive and VAT-exclusive prices in the relevant fields of Section IV-B "Summary of Costs". If an exemption of VAT does not apply, the prices including the VAT will be taken into account when evaluating the Financial Proposals. If a Bidder currently not registered locally BUT registered locally upon award will enjoy VAT exemption. Such Bidder shall confirm that it will be registered in Serbia and will be required to provide a confirmation of local registration as a condition precedent to effectiveness of contract.
7	Section V – Terms of Reference, page 32: "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." Page 39: "2. Price per 3 years of Commercial Warranty extension of the standard Warranty described in previous sections."	We understand that standard warranty, free of charge, extends 3 years after contract signature (final acceptance). We understand also that commercial warranty is provided after final acceptance against a price. Furthermore, we understand that the texts as above apply to commercial warranty. Please confirm our understanding Is commercial warranty requested for 2 or 3 years?	All the warranties and maintenance required must be included, by qualifying offers, for the period of 2 years after provisional acceptance is issued, which is estimated to be 3 years after contract is signed. This means that some items are required to be under longer warranty than 2 years. For example, servers will be installed in early project phase and warranty with subscribed maintenance (which includes extended warranty) will kick in at that point (estimated in June 2011). Also, please refer to the answer No. 15 in Clarification 1.
8	T1/17: "It is recommended that the history is stored in Database."	Since T1/17 is a mandatory requirement, will the recommendation as above be considered also as mandatory?	NO. Mandatory part of the requirement is that system must keep the history. If the history is stored in Database or on file store is up to the Bidder to propose. Accordingly, this particular part of part of the T1/17 requirement is not mandatory.

9	T1/50: "All end-user manuals must be in Serbian Cyrillic".	Please specify whether this is an "M" or "O" requirement.	T1/50 is Mandatory requirement. It refers only to end-user manuals, not manuals for technical people (sys admin etc.)
10	Point System Evaluation for Key Professional Staff	Please provide us with a detailed point breakdown of the max 10 points for the qualification and competence of proposed key professional staff.	Please see attached Corrigendum No. 2. Please note that only optional requirements are earning points. Other Key Professional Staff requirements are mandatory, i.e. failure to meet any of these requirements will result in disqualification of the Proposal.
11		Could you please specify where the training session will take place? Should they take place at the premises of the Contracting Authority or of the Contractor or of the Beneficiary?	Training will be at beneficiary site (at NARS)
12		What is the meaning of the requirement " <i>images and documents can be displayed side-by-side</i> "?	User can open on screen document and if there are linked images, user should be able to see them on the screen simultaneously.
13		From networking infrastructure point of view, is it acceptable that the internet server has access to the internal database for content?	Documents are to be stored on File Store
14		Should we include in our solution including the financial offer provision of Firewalls?	NO
15		Should we include in our solution including the financial offer provision of load balancers?	YES
16		What is the meaning of " <i>The workflow component must provide the capability to merge duplicate or "like" documents and Notary receipts (an example)</i> ", especially for the term like?	Merge to be supported within workflows by integrated functionality or by calling word processor with the functionality. "Like" documents means documents which are not duplicate but could be merged in the single document, such as number of amendments to a law in one document or accepted amendments in the law.
17	F6/154	What is the meaning of " <i>Web based parliament games dedicated to school youth</i> "? What is expected under this requirement?	Optional requirement. Tender can chose to offer some interactive "Parliament Games" which are common in some Parliaments, for educational purposes. It is up to the Bidder to be creative and offer, based on experience and ability.
18		Can we assume that the complete primary site (Internet and Intranet) will be installed in the same data-center?	Assume 2 locations. One location will be for Intranet users and another one for Internet. As same technology will be implemented on both locations, Bidder should plan for each location to be back-up/disaster recovery for another location.

19		If we assume that the disaster site should be installed in a different building from the primary one, should we assume that the required servers supporting the disaster site are not in the scope of the tender.	They must be supplied as part of this tender. RFP specification is just for minimum, but it is Bidders' responsibility to supply HW for offered system to work. There are 2 set of servers and storage planned, both for production and back-up cross back-up.
20		What are the specifications of the disaster regarding performance? Should it be equal with the primary?	At minimum, will be used for Parliament Sessions management and legislative workflows.
21		Is it acceptable the internet and intranet servers have access to the same central storage infrastructure?	NO. 2 storages are requested, and they will be on different locations. They will be also back-up one for another.
22		Should we include in our solution the financial offer provision of network switches?	NO. Networking infrastructure is separate project/RFP
23		The presented minimum quantities on "Equipment and Software Delivery Table", on page 39 of Bidding document, describe the production environment only or includes also the equipment of disaster recovery site?	Production and DR. Equipment will be on 2 locations, also used as a back-up one for another.
24	<i>T1/1 Offered technology CMS platform must be globally recognized Enterprise Content Management System type software.</i>	We understand that the offered technology CMS should be globally recognized through independent authorities such as Gartner, aiim.org (ECM association), etc. Please confirm that our understanding is correct.	This is acceptable together with answer 33. Technology should be widely known and recognised.
25	<i>Accordingly platform must have at least 3 Public Sector international installations where at least 1 has more than 1000 users. Tenderer's is required to provide platform Vendor's issued confirmation about the 3 references as well as letter confirming platform Vendor's support of Tenderer for the purposes of NARS eParliament project.</i>	Following the previous question, we understand that in order to be proved the recognition of the platform, the installations should be from different companies / integrators internationally. Please also confirm.	YES
26	<i>Tenderer's is required to provide platform Vendor's issued confirmation about the 3 references as well as letter confirming platform Vendor's support of Tenderer for the purposes of NARS eParliament project.</i>	According to our understanding, the letter, confirming platform Vendor's support of Bidder, should specify that the support will be provided for the whole duration of the contract.	YES, and optionally after

27	<i>F6/83, Audio or video broadcast of meetings F6/84, Audio or video webcast of meetings F6/88, Audio or video broadcast of plenary meetings F6/89, Audio or video webcast of plenary meetings</i>	Please confirm that the successful Bidder must only provide audio / video players for webcasting which will be integrated with the web portal and not the appropriate hardware to support video /audio webcast	If Bidder chose to include in offer those, answer is YES (optional requirements).
28	<i>F6/112 Capacity to broadcast or webcast live meetings of any parliamentary body as well as parliamentary events and programs</i>	Please specify if the term "capacity" refers to the hardware which is part of this tender. If not, please explain where does this term refer to?	Term "capacity" means that software is provides required functionality.
29		Do you have NTP server?	NO.
30		Is application which you planning to install on virtual environment certificated to run on that?	Only application(s) to be installed are those per this RFP. It is up to Bidder to ensure that they are adequate.
31		Are you planning to synchronise time of BIOS of servers with some external sources?	To be defined during Phase 1.
32		Did you plan file level backup or image level backup? Is backup LAN based? Did you plan Disk to Disk backup? Did you plan to use type backup solution? How often you want to do backup? How many times you want to keep backups? How many data you plan to backup (GB)?	Disk to Disk back-up, LAN based, daily (see NFR-5-M). All the eParliament data. Back-up solution to be supplied within this RFP. It is Bidder's responsibility to provide all necessary system and other software
33		Do you have some software for monitoring the systems and application? Which protocol are you prefer to use for monitoring?	No. TBD by Bidder
34		Did you plan de-duplication?	data deduplication is not defined as requirement of this RFP. It is up to Bidder include.
35		Do you have Microsoft Active Directory infrastructure?	NO
36		Do you have Microsoft SQL 2005 or 2008 server in production?	Assume NOT, existing SQL is for current voting system.
37		Do you have DHCP service?	Assume NOT
38		How many network card you plan to connect to external network switch?	Only uplink ports of the blade LAN switches will be connected directly to network switch.
39		Is planed no SPOF configuration of network?	All key active components in network have certain level of redundancy.
40		Is there a requirement for centralised Anti-virus? Do you have already in place centralised Antivirus?	NOT of this RFP

41		Is on firewall all port unrestricted?	Inner firewall will protect the data center from the rest of the LAN.
42		Which is the latency between locations?	There is a 1Gbps fibre optic link between two sites which will be dedicated for servers' interconnection. This bandwidth can be extended with link aggregation technology. In future, a 10GbE link between sites will be available.
43		Do you have free port on existing network switch?	YES
44		Do you plan encryption of network traffic in management VLAN?	NO
45		Did you plan authentication and authorisation of user over network?	YES
46		Did you plan to use separate port group for DMZ VLAN-s and for that NIC card?	There is currently no need for DMZ on the inner firewall.
47		Are there any other storage system technical requirements (mandatory or optional) besides those listed above (on the page 11 of the 'Minutes of Pre-Proposal Meeting SER-01-2011.doc' document)?	NO
48		Is it allowed to offer different hardware architecture (i.e. FC storage ports and FC blade switches instead of iSCSI) which provides the same performance and functionality?	Please see 'Minutes of Pre-Proposal Meeting SER-01-2011.doc'
49		Are there any requirements regarding antivirus software? If no, who will provide antivirus protection?	Another RFP
50		Regarding off-site backup, are backup devices (tape libraries, media etc.) are also need to be part of the offer?	NO
51		Do 2 offered blade enclosures need to be installed on the same location or should we install it on two mentioned locations?	They will be temporarily installed on the same location for testing purposes. Before going live, the second blade enclosure will be installed on other location.
52		Do 6 offered servers need to be installed in one or two chassis? How exactly (number of servers per chassis)?	3 servers per site. Listed servers are minimum requirement, it is Bidder's responsibility to define necessary HW for their offered solution to work properly.
53		Does localised hardware user manuals need to be translations of factory manuals or is preferred to write customised versions for daily customer use?	Only end-user documentation must be in Serbian. Technical documentation can be in English. End-user documentation must be for the actual system implemented.
54		Who supplies firewalls pictured on page 45 of the pdf file?	Another RFP
55		Should we offer workstations and thin clients or not?	NOT part of this RFP

56		In GTR T1/10, it is said that recommended Workflow Management functionality is to be in English language, but it is tagged that this requirement (T1/10) is Mandatory. Please clarify if this requirement is recommended or mandatory.	It can be in Serbian or English.
57		In GTR T1/13 is said: "It is recommended to be installed with appropriate open source DataBase engine". Requirement is marked as Mandatory, so can you clarify if this is a mandatory or recommended requirement?	T1/13 is mandatory (portability to Oracle and MS SQL). Installation in NARS on open source DataBase in recommended but not mandatory. In any case, Bidder will provide DataBase engine licenses for engine to be installed on.
58	<i>Min installed system storage of 5.4TB with min 15K SAS or FC drives</i>	<i>When talking about capacity, is it nominal or usable capacity? I.e. 5.4TB nominally can be provided with 9 disks of 600GB or 18 disks of 300GB, but usable space (what can be presented to host servers) is less than that and depends of disk format, RAID levels, number of hot spare disks, etc.</i>	NOMINAL. It is recommended to have 450GB disks or smaller.
59	Min 4 (four) copper GbE iSCSI ports <i>Min support for 4 (four) 10GBs iSCSI ports</i>	First, we see here that what is required is 4 (four) 1GbE iSCSI ports and support for 4 10GbE iSCSI ports. Does it mean that 1GbE ports must be installed, and 10GbE ports may not be present, but there must an option (via additional I/O modules or some other way) to be added later?	1GbE ports installed and 10GbE supported that can be added.
60		is it acceptable to offer storage system with 4 (four) 10GbE iSCSI ports without having 1GbE ports? Since 10GbE ports are more performant than 1GbE ports, can such configuration be considered satisfactory to both upper requirements?	NO.
61	<i>Min 1GB of 48h battery-backed cache memory</i>	There are several methods of protecting cache consistency in the case of power failure, including battery-backed cache vaulting to battery-backed vault disks, or battery-free cache backup with super capacitors and non-volatile memory. Please confirm that these methods are also acceptable since they provide cache protection, unrelated to duration of power failure.	YES. Minimum requirement is to ensure cache memory protection, in case of power failure, for 48 hours.
62		In the tender specifications, you specify the hw architecture. Will be acceptable for the Bidder to propose an alternative architecture (i.e. not 100% what it is specified in the tender specifications), which nevertheless will guarantee the performance requirements of the system?	Bidder is in any case responsible to propose HW architecture on which offered system will work and perform satisfactory. Provided HW requirements are only the minimum.

Corrigendum No. 2

- **Implementation Manager Profile (max 4.5 points)**

An Implementation Manager who has a proven track record of managing large integrated software implementations, and who has the following skills in particular, shall manage the project team and the project implementation:

1. Qualifications and Skills:
 - University degree in Information Technology, a numeric or similar discipline (MUST)
 - Superior negotiation and reporting skills (MUST)
 - Excellent English language skills (MUST), Serbian language skills an asset (3 points)
2. General :
 - Strong background in implementing enterprise level Document Management, Content Management and Web applications (MUST)
 - Experience in implementing systems in government public sector (MUST)
3. Specific Professional Experience:
 - At least 5 years' experience with the implementation of enterprise Document and Content Management systems(s) (MUST) (preferably of the proposed eParliament technology and applications (1 point))
 - At least 1 year experience with the design/implementation of an eParliament or central eGovernment system (with comparable functionality to the proposed eParliament system) (MUST)
 - Project management experience in at least 2 implementations that are comparable to this requirement in financial volume, numbers of staff and time frame (MUST)
 - Working experience in Eastern Europe or similar political and cultural environment would be an asset, particularly in EU accession countries (0.5 points)

- **Technical Lead (max 3 points)**

1. Qualifications and Skills:
 - University degree in Information Technology, a numeric or similar discipline (MUST)
 - Good English language skills (MUST), Serbian language skills an asset (1 point)
2. General Professional Experience:
 - Strong background in implementing enterprise Document Management and Content Management Systems for internal (Intranet) and external (Internet) users. (MUST)
3. Specific Professional Experience:
 - At least 3 years' experience with the software to be implemented (MUST)
 - Project management experience in at least 2 successful implementations that are similar to this requirement (CMS/DMS) including hands-on implementation experience of a major component of the proposed solution (MUST)
 - Preference will be given to technical experience in designing/implementing an eParliament system (1.5 points)
 - Working experience in Eastern Europe or similar political and cultural environment would be an asset, particularly in EU accession countries (0.5 points)

- **Business Analyst (max 2.5 points)**

This profile will be responsible for guarantying that the following activities are performed satisfactory: assessment, customisation, user and customisation training and post-implementation support, and shall in particular assist the NARS staff in taking over system administration functions, all from NARS business point of view. For these tasks, the following set of skills and experience is required:

1. Qualifications and Skills:

- University degree in Information Technology, a numeric similar discipline, Law, Economics, Business or relevant social sciences (**MUST**)
- Experience system analysis and defining business requirements using formal methodologies (i.e. UML) (**MUST**)
- Deep knowledge and professional skills of all functions and options of the offered software, including ability to configure all customisable features of the software to support all and propagate optimised NARS business processes. (**MUST**)
- English language skills (**MUST**), Serbian language skills an asset (0.5 points)

2. General Professional Experience:

- Strong background in Information Technology (**MUST**)
- Strong background in Public Administration operations (**MUST**)
- Preferable experience and knowledge of Parliament processes and best practices (1.5 points)

3. Specific Professional Experience:

- At least 3 years experience of preparing detail requirements for implementation of similar software (**MUST**)
- At least 5 years experience of implementation of projects using comparable technology(**MUST**)
- At least 5 years IT project experience in a public administration environment(**MUST**)
- Working experience in Eastern Europe or similar political and cultural environment would be an asset, particularly in EU accession countries (0.5 points)