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DELEGATION TO THE REPUBLIC OF SERBIA

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CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

Supply of Equipment for the Implementation of Hospital Information Systems in Serbia (HIS)

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NOTE TO TENDERERS

A CORRIGENDUM N.2 WILL BE SOON PUBLISHED ON THE EUROPEAID WEBSITE
at

<https://webgate.ec.europa.eu/europeaid/onlineservices/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=128559>

No	Question	Answer
1.	<p>Lot 2, Item 1: Workstation Regulations: Product must be compliant with WEEE and RoHS directives of EU</p> <p>WEEE and RoHS are not commonly followed by the manufacturers and this article will cause increase of the prices dramatically even if it doesn't raise the performance of the systems. Therefore we request you to remove this article.</p>	<p>WEEE (Waste Electrical and Electronic Equipment Directive) and RoHS (Restriction of Hazardous Substances Directive) are European Directives 2002/96/EC and 2002/95/EC respectively on waste and hazardous substances in electronic equipment. WEEE is currently mandatory in 25 EC countries (except Malta and UK), and RoHS is required to be enforced as a law in all member states.</p> <p>Therefore, this article shall not be removed and the offered product must be compliant with WEEE and RoHS directives of EU</p>
2.	<p>For "RB.FW – Remote building firewall" Item number 45 it is said that it has to have dedicated Ethernet interface for management. Does firewall which can be configured to have dedicated management interface can be regarded as equipment which fulfils required specification?</p>	<p>Yes, the firewall which can be configured to have dedicated management interface fulfils the required technical specification</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

3.	<p>For Items number 48 and 49 (Core/Distribution L3 switches) it is said that they have to support interface, processing and service modules. Can you explain what you mean by “service module”? What kind of functionalities does “service module” has to support?</p>	<p>The service module is the hardware card inserted in the empty switch slot, adding additional features to the switch usually for packet processing at the application layer.</p> <p>Please refer to the CORRIGENDUM 2</p>
4.	<p>Annex II + III: Technical Specifications and Offer, Page 33 of 40 Item No 58 Points 7 and 8 Requested licensing of the products is Microsoft Full Package Product or FPP with operating system architecture 32bit.</p> <p>At present, the only commercially available version of Microsoft Windows Server is Windows 2008 Server R2 which has only 64bit edition. Previous version (Windows 2008 Server) which have both 32bit and 64bit editions can not be purchased and only way to obtain license and installation is through other licensing programs.</p> <p><i>That's why we propose licensing through Microsoft Open License Program (OLP) because of the following benefits:</i></p> <ul style="list-style-type: none"> • <i>Downgrade rights (previous versions rights) - right to install Windows 2008 Server Standard 32bit software</i> • <i>Simpler processing of the order.</i> • <i>Significantly shorter delivery time compared to FPP.</i> • <i>Simple agreement and license tracing (tracking of agreements and licenses through web tool).</i> • <i>OLP allows transfer of licenses to different legal entities.</i> <p>Question: Is it possible to offer Server Operating System licenses through other Microsoft licensing programs different than FPP.</p>	<p>It is possible to offer the Server Operating System through a licensing program other than FPP, as long as it grants the following rights:</p> <ul style="list-style-type: none"> • Perpetual license for using the system • Transfer of the license to a different hospital (legal entity)

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

5.	<p>Technical Specifications and Offer, Page 34 of 40</p> <p>Item No 59: SRV.SQL – SQL Database Server Application</p> <p>All requested technical specifications can be supported (in full or partially) by both STANDARD and ENTERPRISE Editions of Microsoft SQL server 2008R2. Enterprise Edition is 4 times more expensive than Standard Edition (1 Processor license - Unlimited number of users).</p> <p>Question: Which Edition of SQL Server can be offered: standard or enterprise?</p>	<p>SQL standard edition fulfils the technical specifications and can therefore be offered.</p>
6.	<p>Annex I-III Technical specification</p> <p>On page 10 you state that in additional Appendixes we can find:</p> <p>Tables of quantities for specific equipment, software and installation activities for each Hospital with following tables and information:</p> <ul style="list-style-type: none"> • Passive network equipment distribution table • Active equipment distribution table and tables of the active network equipment locations according to the logical network diagrams • Workstations and peripherals distribution table • Logical network diagrams of targeted LAN networks for each hospital provided by the Beneficiary. <p>In tender dossier we did not find these documents.</p> <p>Are there any additional documents that we need to download?</p>	<p>These diagrams can be downloaded from the EUROPEAID website, under Corrigendum at https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofi=128559.</p>
7.	<p>For 43. CD.WAP - Indoor Wireless Access Point, there is request: Support for different powering options: 802.3af Ethernet Switch, power injectors or local power supply. Selected Access Points support this request, but local power supply or power injector have to be ordered in advance. Please, confirm that local power supply and power injector for Access Points aren't required in initial offer</p>	<p>Local power supply or power injector are not required in the initial offer, because network switches required in the technical specification should support 802.3af power distribution.</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

8.	For 44. CD.FW - Central location firewall there is request: 10/100 dedicated Ethernet interface for management. Please confirm that this dedicated interface is one of three Fast Ethernet interfaces which are requested for Central location Firewall	Yes, the management interface can be one of the three 10/100 Ethernet interfaces if it is possible to configure it for management purposes.
9.	For 45. RB.FW - Remote building firewall there is request: 10/100 dedicated Ethernet interface management. Please, confirm that this dedicated interface is one of eight 10/100 Ethernet interfaces which are requested for Remote Building Firewall	Yes, the management interface can be one of the eight 10/100 Ethernet interfaces if it is possible to configure it for management purposes. Please refer to the CORRIGENDUM 2
10.	For 51.A.SW-24 - Access switch with 24 Ethernet ports and 2 uplinks there is request: Support for redundant power supply. Please, confirm that this request refers only for connector for external power module, but not to external power module offered itself	Yes, only support for redundant power supply is requested. The redundant power supply itself, internal or external, is not required in the offer.
11.	For 52. A.SW. 48 - Access switch with 48 Ethernet ports and 4 uplinks there is request: Support for redundant power supply. Please, confirm that this request refers only for connector for external power module, but not to external power module offered itself.	Yes, only support for redundant power supply is requested. The redundant power supply itself, internal or external, is not required in the offer.
12.	For 53- A.SW-48 - Access switch with 20 Gigabit Ethernet ports and 4 uplinks there is request: Support for redundant power supply. Please, confirm that this request refers only for connector for external power module, but not to external power module offered itself.	Yes, only support for redundant power supply is requested. The redundant power supply itself, internal or external, is not required in the offer.

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

13.	<p>Annex II + III : Technical Specifications and Offer, Page 35 of 36</p> <p>Lot 2: Workstations and peripherals, OS Specification: Installed Operating system: Current version of MS Windows operating systems, with installed web browser with Java Script, CSS and PDF reader support, or equivalent</p> <p>Questions:</p> <ul style="list-style-type: none"> • What editions of current Windows operating system are acceptable (Starter, Home Basic, Home Premium, Professional)? • Are there any specific networking and security requirements regarding workstation OS? 	<p>The current version of the MS Windows operating system foreseen is its Professional edition</p> <p>The operating system should support participation in the Windows domain network.</p>
14.	<p>Question for Lot 2, item 2. Laser Printer A4:</p> <p>According to our research there are no European manufacturers of this product we ask to all Printer manufacturer and their answer are same all this level equipment origin is non Europe countries therefore please give derogation for this item.</p>	<p>Derogation from the rule of origin is not deemed necessary for this item. According to our research, at least two brands have EU origin.</p>
15.	<p>The Passive network equipment installation requirements paragraph under the <i>Annex II+III - Technical specification - HIS final</i>, refers to some diagrams used for installation. Could you provide us these diagrams, please?</p>	<p>These diagrams can be downloaded from the EUROPEAID website, under Corrigendum at https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=128559.</p>
16.	<p>The Additional information paragraph under the <i>Annex II+III - Technical specification - HIS final</i>, refers to some logical network diagrams of targeted LAN for each hospital. Could you provide us these diagrams, please?</p>	<p>These diagrams can be downloaded from the EUROPEAID website, under Corrigendum at https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=128559.</p>
17.	<p>In <i>Annex II+III - Technical specification - HIS final</i>, item 1st to 5th: “Rack closet xU”, please specify what are the dimensions (Width x Deep) for each rack?</p>	<p>Minimum width for all rack closets is 600mm. For free standing racks, minimum depth is 800mm. For wall mounting racks, minimum depth is 500mm.</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

18.	In <i>Annex II+III - Technical specification - HIS final</i> , item 44 and item 45 it is requested "Support for per-flow, policy-based QoS services, with support for LLQ and Traffic Policing". In order not to limit the competition would you accept alternative solutions?	Please refer to the CORRIGENDUM 2
19.	According to the <i>Annex II+III - Technical specification - HIS final, paragraph "Electrical and Environmental Specifications"</i> , operating temperature must range between +10°C and +40°C. The majority of printers on the market operate under temperature range +15°C – +30°C. In order not to limit the competition would you accept alternative solutions?	Yes, printers with the operating temperature range +15°C – +30°C would be accepted.
20.	According to <i>Annex II+III - Technical specification - HIS final</i> document section "Electrical and Environmental Specifications", operating temperature must range between +10°C and +40°C. The majority of servers on the market operate under temperature range +10°C – +35°C. In order not to limit the competition would you accept alternative solutions?	Yes, servers with the operating temperature range +10°C – +35°C would be accepted.
21.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.34: "SRV.SW - Server L3 switch with 24 Gigabit Ethernet ports and 4 uplinks", please specify if the switch should be delivered with redundant power supply	No, the switch should not be delivered with redundant power supply.
22.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.34: "SRV.SW - Server L3 switch with 24 Gigabit Ethernet ports and 4 uplinks", please specify if the switch should be delivered with IOS including BGPv4, IS-IS features	Yes, the switch should support BGPv4 and IS-IS features.
23.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.47: "CD.L3SW-12 – Core/Distribution L3 switch with 12 Gigabit SFP ports", please specify if the switch should be delivered with redundant power supply	No, the switch should not be delivered with redundant power supply.

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

24.	In <i>Annex II+III - Technical specification - HIS final</i> , Item no.47: “CD.L3SW-12 – Core/Distribution L3 switch with 12 Gigabit SFP ports”, please specify if the switch should be delivered with IOS including BGPv4, IS-IS features	Yes, the switch should support BGPv4 and IS-IS features.
25.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.51: “A.SW-24 – Access switch with 24 Ethernet ports and 2 uplinks”, please specify if the switch should be delivered with redundant power supply	Yes, the switch should be equipped with the redundant power supply.
26.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.42: “CD.WAP.CTRL – Campus Wireless Controller”, please specify if the controller should be equipped with hot pluggable redundant power supply	No, the controller should not be equipped with the redundant power supply.
27.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.42: “CD.WAP.CTRL – Campus Wireless Controller”, please specify if the controller should be equipped with SFP transceiver (number and type of transceivers).	If there are no UTP interfaces, but only SFP interfaces, than the controller should be equipped with at least one SFP transceiver type 1000BASE-T
28.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.43: “CD.WAP – Indoor Wireless Access Point”, please specify if the access points should be delivered with power injectors or local power supply	No, local power supply or power injector should not be delivered, because network switches required in the technical specification should support 802.3af power distribution.
29.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.48 and 49 is requested: “Support for Network Address Translation in hardware”. In order not to limit the competition, would you accept alternative solutions?	Please refer to the CORRIGENDUM 2
30.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.1: “Workstation PC”, please specify if the current version of installed MS Windows operating systems refers to Home or Professional edition?	The current version of the MS Windows operating system should be MS Windows Professional edition. Please refer to the answer to question 13.
31.	In <i>Annex II+III - Technical specification - HIS final</i> , item no.1 “Workstation PC”, is requested: “Chassis: Desktop chassis”. In order not to limit the competition, would you accept alternative solutions?	Workstation chassis maximum size acceptable is the size of a mini tower. Mini tower, desktop or small form factor chassis are acceptable. Midi or full tower chassis are not acceptable.

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

32.	<p>In Annex II+III - Technical specification - HIS final, item no. 35 to 37, is requested: "I/O ports: minimum 3xPCIe slots". If some cards are substituted through servers' main board integration and in order not to limit the competition, would you accept minimum 2xPCIe slots?</p>	<p>If some cards are substituted through servers' main board it is possible to offer 2 PCIe slots, but in the final configuration of the server at least one of the slots should be free and available for future card expansion.</p>
33.	<p>In Annex II+III - Technical specification - HIS final, item no. 4: "Smartcard reader", is requested: "MTBF: at least 500.000 hours". This limit seems to be not correlated with the typical life cycle of this type of products. Would you accept products with lower MTBF value?</p>	<p>The MTBF requirement expressed in number of hours should be ignored for this item. However the requirement of 100.000 insertion cycles is obligatory.</p>
34.	<p>In Annex II+III - Technical specification - HIS final, item SRV. Backup – backup Storage System is requested: "Support for minimum 128 high-available hosts (MS WIN, LINUX, VMware, Solaris, AIX, HP-UX)". In order to not limit the competition and qualify the best storage equipment in terms of quality, price, technical features and project requirements and taking into account that all the servers runs Windows as operating system, please accept changing the specification: in "Support for minimum 64 high-available hosts (MS WIN, Linux, VMware)".</p>	<p>Please refer to the CORRIGENDUM 2</p>
35.	<p>In Annex II+III - Technical specification - HIS final, item SRV. Backup – backup Storage System is requested: "6 x 1TB HDD SATA, expandability up to minimum 120 HDD". In order to not limit the competition and increase the performance of storage system and sequential host I/O by using SAS drives with bigger manageability, especially under load and also better pre-failure diagnostics and tuning capability than the SATA drives, without changing the total capacity, please accept changing the specification in "12 x 500GB HDD SAS, expandability up to minimum 120 HDD".</p>	<p>The backup storage system should support SATA and SAS hard disk drives. The minimal requested configuration is 6 x 1TB HDD SATA.</p> <p>However, if Tenderers offer a configuration with SAS drives, with a total installed capacity of 6 TB, this configuration will be accepted.</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

36.	<p>Regarding the SRV.APP, SRV.DB, SRV.GENERAL items: The minimum requested installed RAM memory is 8GB, 16GB and 16GB respectively. Please specify if for these items are acceptable servers with at least 8 DIMM slots with maximum support for at least 64GB of RAM, in order to give uniformity to all five types of requested servers and taking into account that 64GB RAM (maximum) is absolutely sufficient for supplying servers equipped with current versions of server's operating systems and Microsoft server applications.</p>	<p>SRV.APP, SRV.DB and SRV.GENERAL should support minimum 12 DIMM slots with maximum support for at least 96GB of RAM.</p> <p>SRV.INT and SRV.NMS should support minimum 8 DIMM slots with maximum support for at least 64GB of RAM</p>
37.	<p>For the CD.NMS item, in order to clarify the requirements and to meet your needs, please specify the exact number and type of equipment monitored, respectively:</p> <p>a) What is the exact number of workstations PC monitored with each of the 19 CD.NMS required?</p> <p>b) What is the exact number of servers monitored with each of the 19 CD.NMS required, servers equipped only with Microsoft operating system installed?</p> <p>c) What is the exact number of servers monitored with each of the 19 CD.NMS required, servers equipped with Microsoft operating system and Microsoft software applications (like Microsoft SQL Standard Edition)?</p>	<p>The network monitoring system should be capable of monitoring at least 300 devices and 300 network interfaces in general. If the offered system needs separate modules or licenses for monitoring of the specific devices than the following requirements must be taken into account:</p> <p>a) The network monitoring system must be capable of monitoring at least 250 workstation PCs</p> <p>b) The network monitoring system must be capable of monitoring at least 10 servers with Microsoft operating system</p> <p>c) The network monitoring system must be capable of monitoring at least 1 server with Microsoft SQL server application</p>
38.	<p>In document: 6 Annex II+III -Technical specification - HIS final, pages 11 and 12, items 14-16 and 6 A Appendix to Technical specification - HIS page 3, items 14-16, the UTP cable is requested. On the contrary, in document 6 A Appendix to Technical specification - HIS, pages 30-48, within LAN topologies, there are references to FTP cable. We kindly ask you to clarify what kind of cable is requested.</p>	<p>UTP cable is requested, as stated in table in Annex II+III</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

39.	<p>In document 6 A Appendix to Technical specification - HIS, page 3, in table „Passive network equipment distribution table" there is a discrepancy between the number of RJ-45 modules for installing in patch panels, item 10 (3931 pieces), and the number of RJ-45 modules for installing in surface mount boxes, item 22 (3547 pieces). The differences have arisen on locations Čačak (10, 0), Prokuplje (178, 148), Subotica (467, 367) and Orthopedic (244, 0). We kindly ask you to check if those differences are errors</p>	<p>Please refer to the CORRIGENDUM 2</p> <p>To correct the error in the technical specifications, changes in quantities of the following items and hospitals shall read as follows:</p> <ul style="list-style-type: none"> -for the Orthopaedic clinic, item no. 22, the quantity requested is 244, not 0. - for the Čačak hospital, item no. 22, the quantity requested is 10, not 0 - for the Prokuplje hospital, item no. 22, the quantity requested is 150, not 148. <p>Therefore, in the Annex II+III technical specification table, the total quantity for Item 22, is replaced to read 3,803, not 3,547</p> <p>In Subotica and Prokuplje hospitals, some of the existing lines should be repaired and appropriately terminated at the patch panels. This is the reason for the difference between the number of RJ-45 modules for installation in patch panels, item 10 (3,931 pieces), and the number of RJ-45 modules for installation in surface mount boxes, item 22 (now 3,803 pieces)</p>
40.	<p>It can be seen, from the given LAN topologies that the buildings have to be connected with an optical cable. In document 6 Annex II+III - Technical specification - HIS final, page 13, item 30, „Installation activities for 16 hospitals" it isn't mentioned that there is a need for digging the channels for optical cables. Our question is: are there conduit runs for optical cables on every location or did you, during the works specifications composing, omitted forming of conduit runs (channel digging and laying the PVC tubes) for optical cables? If this is the case, then you should add, in the specification of the materials, sufficient quantities of PVC tubes and revision shafts. Also, if there is a conduit run which belongs to Postal Service, "Telekom", the City or any other legal subject, who should acquire the permit for its using?</p>	<p>The situation in the hospitals related to optical cable installation is as follows:</p> <ol style="list-style-type: none"> 1. Oncology Institute of Serbia – no installation of optical cables 2. Institute for Orthopaedic-surgery "Banjica" – Installation in the plastic pathway inside the building 3. Institute for Rheumatology - Installation in the plastic pathway inside the building 4. Healthcare Centre "Bežanijska Kosa" - no installation of optical cables 5. Healthcare Centre "Zemun" – optical cables should be partially installed in the existing heating conduits. Digging of the channels is required for maximum 500m. 6. Healthcare Centre "Zvezdara" - optical cables should be partially installed in the existing heating conduits. Digging of the channels is required for maximum 400m. 7. General Hospital in Bor – Optical cables should be installed inside the buildings and over the air with the supporting cable in the length of maximum 400m. 8. General Hospital in Čuprija - no installation

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

	<p>of optical cables</p> <ol style="list-style-type: none">9. General Hospital in Čačak - no installation of optical cables10. General Hospital in Kikinda - Optical cables should be installed over the air with the supporting cable in the length of maximum 500m and digging of the channels is required for maximum 500m.11. General Hospital in Kruševac - optical cables should be partially installed in the existing heating conduits and inside the building. Digging of the channels is required for maximum 300m.12. General Hospital in Pančevo - optical cables should be partially installed in the existing heating conduits, partially over the air with the supporting cable in the length of maximum 400m, and digging of the channels is required for maximum 600m.13. General Hospital in Prokuplje - Optical cables should be installed over the air with the supporting cable in the length of maximum 100m14. General Hospital in Pirot - Installation in the plastic pathway inside the building15. General Hospital in Sombor - optical cables should be partially installed in the existing heating conduits and digging of the channels is required for maximum 100m.16. General Hospital in Subotica - optical cables should be partially installed in the existing heating conduits and digging of the channels is required for maximum 200m.17. General Hospital in Smederevo - optical cables should be partially installed in the existing heating conduits and digging of the channels is required for maximum 300m.18. General Hospital in Paraćin - optical cables should be installed in the new channels, and digging of the channels is required for maximum 1,200m.19. University Children's Hospital - no installation of optical cables <p>The tenderers should calculate all necessary costs for the installation of optical fibres (digging works, PVC tubes, etc.) and other installation activities and include them under item 30, "Installation activities".</p> <p>In case that the conduit run which belongs to the Postal Service, Telecom provider, local municipality or any other legal subject is necessary, the Beneficiary should acquire the</p>
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CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

		relevant necessary permits for its use.
41.	<p>In your request under article 58. SRV.OS - Server Operating System, LOT 1, it is requested that type of license must be FPP (Full Package Product). The term FPP comes from Microsoft terminology for licensing their products, which means that license is delivered within box where installation medium and product key is. It is very important to appoint that from July 22 of year 2009 Microsoft Windows Server 2008 R2 is available only in 64bit edition, without any possibility to acquire Windows Server 2008 32 bit through FPP way of licensing. From that date, Microsoft Windows Server 2008 32 bit edition is not available to purchase through the channel of distribution that Microsoft made for the Republic of Serbia. The other and only way to get licensed Windows Server 2008 32bit edition is to offer and order OLP (Open License Product) type of license, where the license is delivered via e-mail and needed installation mediums & license keys are accessed through Microsoft Web portal. With OLP type of license, you are allowed to use earlier versions of acquired software (for example: Microsoft Windows Server 2003 R2 32 bit edition). Also, licenses are transferable under the quantities ordered and under the same organization (for example Ministry of Health). As explained, we are kindly asking you to allow us to give valid offer, by changing prerequisites from <u>FPP license</u> to <u>OLP license</u>, or to allow the bidder to choose the appropriate way of licensing.</p>	Please refer to the answer to question 4.
42.	<p>Lot2, Item 1 - Workstation PC: Installed Operating system: Current version of MS Windows operating systems, with installed web browser with Java Script, CSS and PDF reader support, or equivalent is requested. Please clarify if any operating system with installed web browser with Java Script, CSS and PDF reader support is acceptable</p>	<p>No, the current version of MS Windows Professional edition operating system is the acceptable one. Please, also refer to the answer to question number 13.</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

43.	<p>Draft Contract, Page 3: It is stated that the time limits for delivery shall be 240 days for LOT1 and LOT2. Since the equipment and installation for LOT2 is not so complex as for LOT1, is it acceptable to finish the delivery and installation earlier? Does the Provisional Acceptance for LOT2 depends on finishing the LAN upgrade specified in LOT 1?</p>	<p>Provisional acceptance will be performed simultaneously, both for Lot 1 and Lot 2at any single location.</p>
44.	<p>Annex II - Technical Specification, Page 7: Connecting all Workstations and peripherals appropriately and connecting the network is requested. Please clarify what "connecting the network" means. Is physical connection of workstations to network socket sufficient or additional setting is required? If yes, please clarify what additional setting is required</p>	<p>Physical connection to the network and appropriate configuration of the basic IP parameters in order to provide connectivity to other workstation and servers is required.</p>
45.	<p>Item 46, CD.NMS - Network Management System, LOT 1: Support for minimum 3000 monitors or sensors is requested. Please clarify the meaning of monitors and sensors. Are they parts of said 300 devices (for example temperature sensors) or they are additional devices? What management/control protocols should be supported?</p>	<p>Monitors or sensors are software agents that monitor single or multiple variables, for example processor temperature or processor utilisation. This means that singles device can be monitored by multiple monitors, for example 10 monitors per device in average. Usually NMS systems are licensed based on number of devices monitored or number of sensors (monitors), thus both criteria are provided. SNMP protocol as well as Syslog protocol should be supported, the latter for receipt of log messages.</p>
46.	<p>Items 1-29, LOT1: Various Passive equipment necessary for LAN upgrade is requested. Please clarify if Certificate of Origin must be provided for all of these items? If yes, please clarify what COO should be provided for Item 29.</p>	<p>Please refer to the CORRIGENDUM 2</p>
47.	<p>In regards with the Annex II, Technical Specification, Page 3 of the tender documentation, you referred to network equipment groups: "firewalls, access points, network switches and wireless controllers" demanding that each group must be produced by the same manufacturer.</p> <p>Considering our experience and numerous certified network specialists, we can confirm that only one manufacturer can supply the requested specification. Since the Delegation of the ED is suppose to sustain the fair competition, please be so</p>	<p>Active networking equipment is divided into 5 categories (switches, access points, firewalls,...). Technical specifications on page 3 specify that one category of networking equipment must be from a single manufacturer (e.g. switches). However, that does not mean that ALL networking equipment must come from the same manufacturer. The equipment of different categories can originate from different vendors (e.g. access points and controller can be from one while firewalls can come from another vendor, switches from a third one and so on).</p> <p>Please refer to the CORRIGENDUM 2</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

	<p>kind to adjust the specified technical specification annexes so other manufacturers can also participate in the tender procedure.</p>	
<p>48.</p>	<p>Considering the fact that the documentation provided for this tender raised many requests for clarification and the assumption that your clarification may raise some additional questions, would you please be so kind to provide an extension to the deadline for the Submission of tender and for request for any clarifications from the Contracting Authority</p>	<p>Please refer to the CORRIGENDUM 2</p>
<p>49.</p>	<p>Regarding our recent market research we would like you to clarify some points mentioned below: Question for Lot 2, item 1. Workstation PC:</p> <p>"Installed Operating system: Current version of MS Windows operating systems, with installed web browser with Java Script, CSS and PDF reader support, or equivalent"</p> <p>In this item; we understood that Windows 7 or equivalent operating should be proposed. As well known that, limited versions such as windows 7 starter or Home versions can be proposed with the best price for competition because they are cheaper. On the other hand, these versions are restricting users from a lot of advantages of operating systems such as working with domain, multimedia limitations, etc.</p> <p>Please clarify us about which windows 7 editions should be proposed if we choose to propose windows Operating system</p>	<p>Please refer to the answer to question no. 13.</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

50.	<p>Question for Lot 2, item 1. Laser Printer A4;</p> <p>According to our research, (we contact with all printer manufacturers) we found out that the manufacturing plants/bands of printers in this scale and near this scale moved to far east, because of this there is no printer manufacturer for this specs in Europe . We kindly request for give derogation tor this one and future tenders</p>	Please refer to the answer to question no. 14.
51.	<p>Question for Lot 2, item4. Smartcard reader</p> <p>In order to let us offer our product and increase the competition please remove below specification •Stability: must provide vertical card insertion and standing base included</p>	Please refer to the CORRIGENDUM 2

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

52.	<p>Annex tl - Technical Specification, Page 3: It is requested that all network switches, firewalls, wireless controllers and access points should be from the same manufacturer,</p> <p>We kindly ask you to clarify if every single required specification segment must be fulfilled. If yes, we certify that, according to our extensive market research, <u>only one</u> manufacturer can comply with this request.</p> <p>We sincerely believe that our <i>10</i> year experience as an Allied Telesis distributor gives us competence to conclude the analysis attached here within, and evaluate that this technical specification is too specific and therefore forcefully violate Article 2.6 of the Practical Guide to Contract procedures for EU external actions, which states that Technical Specification may not be too specific and therefore limiting competition.</p> <p>Please be so kind to address this issue and amend the technical request for network equipment so other manufacturers can comply as well, otherwise we will be highly encouraged to stand to defend our rights as a potential bidder in accordance to the Practical Guide to Contract procedures for EU external actions</p>	<p>Please refer to ANSWER 47 and CORRIGENDUM 2</p>
53.	<p>What does it mean: quantity of 19 Network Management Systems? Is it written by mistake? If not, please explain what exactly did you mean by this</p>	<p>There are 19 hospitals participating in this project. A network management system should be installed in each of these 19 hospitals in order to monitor and manage network devices and workstations in every hospital</p>
54.	<p>Does the idea of technical solution anticipate that 19 NMS servers would be used, one of which would be central (so called Core Server), and remaining 18 - remote servers?</p>	<p>No. According to the project, at this stage there is no connection between hospitals. Each NMS server is independent and located inside the hospital network, managing only the devices inside its hospital.</p>
55.	<p>Is it, as an integral part of the proposal, needed to offer the servers to install NMS application?</p>	<p>Item number 40 (SRV.NMS) is the physical server which should receive the necessary installation of the NMS application with operating system. Item number 46 (CD.NMS) requires the NMS application and the necessary operating system and does not include the server.</p>

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

56.	If the NMS servers would be provided by the investor, it is necessary to ensure the appropriate server performances (CPU, RAM, HDD...).	The NMS server should be provided as item no. 40, in accordance to the requirement for item 40 of the technical specifications
57.	In tender part B, annex 6 there is item 40 - SRV.NMS - Network Management Server with quantity of 31. Should some (or all) of servers be used for Network Management System? Why did you need 31 server?	19 servers will be located in the 19 hospitals participating in the project. The remaining servers should be delivered to the Ministry of Health location, and will use their NMS system independently.
58.	What are the exact locations where Network Management servers for Network Management System should be installed? (there are 20 locations listed, and 19 NMSs)	Please refer to the answer to question no. 57.
59.	Please specify dimensions for racks for items 1,2,3,4,5 in Lot 1	Please refer to the answer to question no. 17.
60.	<p>In the detailed technical specifications, Lot 2: Workstations and peripherals, Item No. 1 technical specification of the required workstation you require minimum 250W Power supply.</p> <p>Given that a minimum 250 W Power Supply would result in a solution that consumes more power without any added effectiveness, and limits competition to only a few vendors, please confirm that a power supply of min 240 W will meet the requirements of this tender. In our experience, required workstations with stated technical specifications consume less power than the requested power supply, and are working just as effective. Please confirm that you will accept an offer for the required workstation with Power Supply with minimum 240W</p>	Yes, the power supply of a minimum of 240 W is accepted.

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

61.	<p>In tender specification in Lot 1. item no. 38. "SRV.BACKUP - Backup Storage System" you specified that offered storage must have support for minimum 128 high-available hosts (MS WIN, LINUX, VMware, Solaris, AIX, HP-UX).</p> <p>According to our assumptions that on each location „SRV.BACKUP - Backup Storage System" will be connected with max 4 servers (max 8 high-available hosts) with Microsoft Windows or Linux OS, is it necessary that storage must support minimum 128 high-available hosts (MS WIN, LINUX, VMware, Solaris, AIX, HP-UX)? Would it be acceptable to offer storage with support 32 or 64 high-available hosts (Microsoft Windows Server 2008 IA32, x64, IA64 (Standard, Enterprise, Datacenter), Microsoft Windows Server 2008 R2 x64, Microsoft Windows 2003 SPI, SP2, and R2 and 2003 R2 IA32, x64. Red Hat Linux (32/64), SuSE SLES (32/64), Microsoft Windows Server 2008 x64 Hyper-V, VMware, Citrix XenServer HP Enterprise Edition, Solaris 10 (x86))?</p>	<p>Please refer to the CORRIGENDUM 2</p>
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