Republic of Serbia

MINISTRY OF FINANCE

Department for Contracting and Financing of EU Funded Programmes (CFCU)

Belgrade, 17/08/2016

CONTRACTING AUTHORITY'S CLARIFICATIONS no. 1

"Supply of equipment necessary for establishing the secondary/backup Treasury Data Centre"

Publication ref: EuropeAid/137122/IH/SUP/RS

No.	Question	Answer
1	In Annex II+III, point 1.1.is specified: „Storage system must meet the relevant requirements and be functional as a single unit (storage virtualization, or building solution from more different physical components is not allowed)." Question: **In this situation, such requests limit possible offers to one vendor, which is directly against the rule of fair bidding. Therefore, is it possible that offered storage system can built using feature of external virtualization of existing storage systems? External storage virtualization brings more features to existing system and has basic 3 year warranty since it is brand new, brand new model with latest technology.**	*Tenderers should strictly adhere to existing technical specifications.* *According to requirements contained in Annex II+III: Technical Specifications + Technical Offer of the Tender Dossier, all the requirements are presented as a minimum standard which the offered goods must meet. Tenderers are allowed to propose technical solutions that go above the minimum technical requirements defined.* *Pursuant to the section 4.3.4 of the PRAG, please note that the Contracting Authority cannot give a prior opinion on the assessment of the tender.*
2	In Annex II+III, point 1.9.is specified: „Communication subsystem consists of combinations of FC, FCoE and Ethernet ports. It is necessary that the system contains at least following configuration in total: o 8 ports 8Gbps FC for block access o 4 ports10Gbps Native FCoE for block access (TWINAX Copper) o 8 ports 10GbE TWINAX Copper ports for file access (CIFS/NFS) o It is necessary to provide cables and modules." Question: **Will you accept 4 ports**	*Ports were defined according to compatibility matrix according to beneficiary's existing equipment.* *Tenderers should strictly adhere to existing technical specifications.* *According to requirements contained in Annex II+III: Technical Specifications + Technical Offer of the Tender Dossier, all the requirements are presented as a minimum standard which the offered goods must meet. Tenderers are allowed to propose technical solutions that go above the minimum technical requirements defined.*

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	10Gbps FCO for block access with SFP+, since there is only naming difference for the same modules? **Will you accept 8 ports 10Gb ports for universal access, not only Twinax copper ports for file access (cifs/nfs)?**	*Pursuant to the section 4.3.4 of the PRAG, please note that the Contracting Authority cannot give a prior opinion on the assessment of the tender.*
3	In Annex II+III, point 1.12.is specified: „Memory (SSD/Flash) discs. The installed discs must have minimum 4 TB of nominally declared gross capacity. Bidder must offer at least 20 physical drives. This capacity implies drives used only for data, and it does not include possible drives used as cache drives, if such a technology is offered. All offered drives from this category must be the same. Additionally, system must have hot spare drives of the mentioned type." Question: **If offered solution uses different (advanced) technology instead of hot spare disks, will it be acceptable to offer hot spare space instead of hot spare disks?**	*Please refer to answer no. 1.*
4	In Annex II+III, point 1.13.is specified: „SAS discs. The installed drives with SAS 6Gbps must have minimum 84 TB of nominally declared gross capacity. All offered drives from this category must be the same, and the spinning velocity not less than 15.000 rpm. Additionally, system must have hot spare drives of the mentioned type." Question: **If bidder wants to offer faster disks such as SSD instead of SAS, will it be acceptable?**	*Please refer to answer no. 1.*
5	In Annex II+III, point 1.22.is specified: „Solution for replication cannot be based on the technology of external storage virtualization. It can be based on existing EMC RecoverPoint GEN5 platform or equivalent." Question: **Since this is a limiting factor of only one possible bidder (EMC), and not allowing fair competition according to the procurement law of Serbia, would you please consider solution for replication that is based on the technology of external storage virtualization and not only using EMC RecoverPoint GEN5 platform or**	*According to the conducted market research, there are at least three Partners and Vendors in EU that can fulfil requirements defined in technical specifications.* *Please refer to answer no. 1.*

No.	Question	Answer
	equivalent.	
6	In Annex II+III, point 1.23.is specified: „Data replication must support simultaneous synchronous and asynchronous remote replication with existing storage EMC VNX8000." Question: **Since simultaneous replication of one volume or lun to be at the same time synchronous and asynchronous isn't physically possible, is it acceptable to offer solution which can externally virtualize existing storage and have synchronous or asynchnonous replication?**	*Please refer to answer no. 1.*
7	In Annex II+III, point 1.24.is specified: „Data replication must enable simultaneous synchronous and asynchronous local and remote replication, automatic switching from synchronous to asynchronous and vice versa, making local and remote copies, either according to the principle of manual make or according to time schedule defined in advance – according to the principle of whole copies, incremental changes and breakdown of conditions." Question: **It is requested to offer a solution which can perform automatic switching from synchronous to asynchronous and vice versa. According to best practices and technology limitations synchronous remote replication is used in disaster recovery scenarios where the primary site is near to the secondary site, while Asynchronous remote replication applies to backup and disaster recovery scenarios where the primary site is far from the secondary site. Since the distance between sites doesn't vary, is it acceptable to offer a solution where switchover from synchronous to asynchrnonous and vice versa could be manual?**	*Automatic switchover from synchronous to asynchronous and vice versa is extra feature and is requirement for beneficiary's plans for development.* *Please refer to answer no. 1.*
8	In Annex II+III, point 1.25.is specified: „The software and the solution for replication must integrate and enable non disrupted synchronous and asynchronous replication to the existing EMC VNX 8000 storage system. Additionally,	*Please refer to answer no. 5.*

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	Solution for replication, beside block based requirements, has to include license for replication on file (NAS) level with existing VNX8000 Unified storage system. Bidder can leverage existing replication technology that customer already has or offer its own replication solution that meet all requirements." Question: **To implement any other solution apart from existing (EMC), in technology sense, there has to be disruption in sync or async replication to the existing EMC VNX8000 storage. Will it be acceptable to offer solution which will currently alter replication but later re-sync data to offered storage?**	
9	In Annex II+III, point 2.1.is specified: „The system must provide at least 16x 10GE SFP+ interfaces" Question: **Dear, We strongly believe that 16x10GE SFP+ interfaces are over dimensioned which can limited and discriminate majority of the vendors on the local market. Is it acceptable to offer the system with at least 8x10GE SFP+ interfaces?**	*Please refer to answer no. 1.*
10	In Annex II+III, point 2.4.is specified: „Minimum L7 flow 20 Gb/s expandable with licensing unlock to 100 Gb/s (without adding additional hardware appliance / blade)" Question: **Taking into account that majority of ISPs on the local market has L7 flow bellow 20Gbps we strongly believe that requirements for only software upgrade to 100Gbps can limit and discriminate majority of the vendors. Is it acceptable to offer the system with L2 minimum flow of 20Gbps which can be expandable through software licenses or through adding additional hardware appliance/blade?**	*Please refer to answer no. 1.*
11	In Annex II+III, point 2.5.is specified: „System must include at least 5 and support for up to 25 independent virtual instances with full isolation of resources (CPU, Memory, SSL)"	*Please refer to answer no. 1.*

No.	Question	Answer
	Question: **Instead of providing at least 5 with ability to be upgrade to 25 independent virtual instances, can bidder provide 8 independent virtual instances with full isolation of resources?**	
12	In Annex II+III, point 2.8.is specified: „Web Application Firewall Throughput must support 13 Gb/s in Basic Mode (positive model) and be upgradeable to 29 Gbps" Question: **We strongly believe that requirements for Web Application Firewall of 13Gbps with ability to be upgraded to 29Gbps are guided by one single vendor and cannot be fulfil by majority of the vendors on the local market, due to we are asking to cancel this requirements in this bidding process?**	*Please refer to answers no. 1 and no. 5.*
13	In Annex II+III, point 2.47.is specified: „VRRP protocol, active-active, active-backup configuration" Question: **We strongly believe that requirements for VRRP Protocol, Active-Active, Active-backup configuration are guided by one single vendor and cannot be fulfil by majority of the vendors on the local market, due to we are asking to cancel this requirements in this bidding process?**	*Please refer to answers no. 1 and no. 5.*
14	In Annex II+III, point 2.59.is specified: „Import and export SSL certificates in PEM and PKCS # 12 format" Question: **We strongly believe that requirements for Importing and exporting SSL certificates in PEM and PKCS# L2 format are guided by one single vendor and cannot be fulfil by majority of the vendors on the local market, due to we are asking to cancel this requirements in this bidding process?**	*Please refer to answers no. 1 and no. 5.*
15	In Annex II+III, point 3.3.is specified: "The system must have 8 x 1GbE Tx, 2 × 10GbE SR and 4 x 1GbE SX interfaces all with built in bypasses. It is necessary to provide cables and modules." Question: **We strongly believe that**	*Please refer to answers no. 1 and no. 5.*

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	requirements that all interfaces on the system shall have bypass functionality is guided by one single vendor and cannot be fulfil by majority of the vendors on the local market, due to we are asking to cancel this requirements in this bidding process?	
16	In Annex II+III, point 3.5.is specified: "The system must support 10 Gbps of real inspected traffic and at least 220.000 connections per second" Question: **We strongly believe that requirements of at least 220.000 connections per second cannot be fulfil by majority of the vendors on the local market, due to we are asking to reduce this requirement in this bidding process?**	*Please refer to answers no. 1 and no. 5.*
17	In Annex II+III, point 3.6.is specified: "The system must support 10 million simultaneous sessions (concurrent sessions) and the maximum delay of less than 150 micro seconds" Question: **We strongly believe that requirements of "10 million simultaneous sessions (concurrent sessions) and the maximum delay of less than 150 micro seconds" cannot be fulfil by majority of the vendors on the local market, due to we are asking to reduce this requirement in this bidding process?**	*Please refer to answers no. 1 and no. 5.*
18	In Annex II+III, point 3.8.is specified: "The system must provide (without additional devices and software) web application protection, application control, IP Reputation and SSL traffic inspection." Question: **We strongly believe that requirements of "SSL Traffic Inspection" cannot be fulfil by majority of the vendors on the local market, due to we are asking to cancel this requirement in this bidding process?**	*Please refer to answers no. 1 and no. 5.*
19	Taking into account information from the Technical Specifications document of this supply project in a good faith with the sincere belief that the IT staff of the Treasury that wrote this Technical Specifications document did not know how to write such a document to be in line	*Please refer to answer no. 1.*

No.	Question	Answer
	with PRAG rather than writing it to prevent fair competition and pointing to the equipment with non-EU origin thus causing irregularities in the procedure, would you reconsider changing the specifications of this supply project without affecting generously given project provisional acceptance deadline so that it is not preventing fair competition, not pointing to the equipment with non-EU origin and not causing irregularities in the procedure?	
20	EU financed IPA 2010 project with Pub.Ref. EuropeAid/123314/C/SER/multi titled "Preparation of Terms of Reference and Technical Specifications for the IPA 2010 project component `Support to e-Government development`'" established Serbian e-Gov Infrastructure ("e-Infrastructure") that became operational and available to Serbian public administration on January 2012. Taking into account the information from the Technical Specifications document of this supply project that the location of the secondary data centre is Novi Sad, information about the well-known rule of minimum 100 km air distance needed between two data centres, information that no risk assessment has been done for secondary location, as well as information on fully obsolete nature of the secondary data centre in times of cloud computing, it is clear that, for the effective Treasury data backup and security, it does not matter whether Treasury uses separate location in Novi Sad (aerial distance 72km) or already established Serbian e-Infrastructure location only 3km of aerial distance away placed in the secure specialized data centre facility of the Serbian national state-owned telco provider. Would you reconsider changing the specifications of this supply project without affecting generously given project provisional acceptance deadline, and in order that already established Serbian e-Infrastructure is upgraded and updated so it can serve not only the humble need of the Treasury but the vast needs of the entire Serbian public administration?	*Please refer to answer no. 1.*

No.	Question	Answer
21	EU financed IPA 2010 project with Pub.Ref. EuropeAid/123314/C/SER/multi titled "Preparation of Terms of Reference and Technical Specifications for the IPA 2010 project component `Support to e-Government development`", started on May 2010, have established Serbian e-Gov Infrastructure ("e-Infrastructure") that became operational and available to Serbian public administration on January 2012. Taking into account the information from the Tender Dossier of the project that established Serbian e-Infrastructure and information from the Technical Specifications document of this supply project, it is clear that, more than 6 years after the Serbian e-Infrastructure project started, you are buying completely the same items, despite major changes in IT in these 6 years and despite that all specified in this project already exists and is available to the Treasury. Would you reconsider changing the specifications of this supply project in order that already established Serbian e-Infrastructure is upgraded and updated so it can serve not only the humble need of the Treasury but the vast needs of the entire Serbian public administration?	*Please refer to answer no. 1.*
22	EU financed IPA 2010 project with Pub.Ref. EuropeAid/123314/C/SER/multi titled "Preparation of Terms of Reference and Technical Specifications for the IPA 2010 project component `Support to e-Government development`" established Serbian e-Gov Infrastructure ("e-Infrastructure") that became operational and available to Serbian public administration on January 2012. Taking into account the information that Treasury does not use any of the resources of already established Serbian e-Infrastructure, as well as the information from Instruction to Tenderers document of this supply project and information available on the Treasury web site about finished IT related public procurement, it is clear that Treasury both already uses some viable and credible backup and/or redundancy solution and is simply not in any rush and/or hurry. Would you reconsider changing the specifications of this supply project in order that already	*Please refer to answer no. 1.*

No.	Question	Answer
	established Serbian e-Infrastructure is upgraded and updated so it can serve not only the humble need of the Treasury but the vast needs of the entire Serbian public administration?	
23	EU financed IPA 2010 project with Pub.Ref. EuropeAid/123314/C/SER/multi titled "Preparation of Terms of Reference and Technical Specifications for the IPA 2010 project component `Support to e-Government development`'" established Serbian e-Gov Infrastructure ("e-Infrastructure") that became operational and available to Serbian public administration on January 2012. Taking into account the information that Treasury does not use any of the resources of already established Serbian e-Infrastructure, as well as the information from Instruction to Tenderers document of this supply project it is clear that secondary/backup Treasury Data Centre will not be operational before July 2017. Would you reconsider changing the specifications of this supply project without affecting generously given project provisional acceptance deadline, and in order that already established Serbian e-Infrastructure is upgraded and updated so it can serve not only the humble need of the Treasury but the vast needs of the entire Serbian public administration?	*Please refer to answer no. 1.*
24	Since the offer is provided in EUR currency, please provide us the information which exchange rate will be calculated in case of invoicing by the company awarded with the contract (in case it is Resident of Republic of Serbia)?	*According to Article 26 of the Special Conditions, payments shall be made in euros.* *No exchange rate will be applied.*
25	Please define in which exchange rate Tender guarantee will be payable in case that bid is submitted by company which is Resident of Republic of Serbia?	*According to Article 11 of the Contract Notice, tenderers must provide a tender guarantee of EUR 30,500 when submitting their tender.* *No exchange rate will be applied.*