

Questions and answers

E-business Competitiveness Improvement Programme, supply of equipment – phase I

1. Publication reference

EuropeAid/130833/D/SUP/HR

2. Procedure

Open

3. Programme

IPA

4. Financing

IPA 2007 HR 16 I PO 001 Regional Competitiveness Operational Programme 2007-2009 for Community Assistance under the IPA Regional Development Component in Croatia

5. Contracting authority

Central Finance and Contracting Agency

QUESTIONS	ANSWERS
<p>Date: 28.08.2011.</p> <p>1. Item number 1 – PC workstation</p> <p>a) “MS Windows 7 or equivalent” - Please specify the edition of MS operating system (Windows 7 Professional or Windows 7 Home)</p> <p>b) “Office suite MS Office 2010 or equivalent” - Please specify the edition of MS Office (<u>Office Business 2010</u>- includes Word 2010, Excel 2010, PowerPoint 2010, OneNote 2010 and Outlook 2010, or <u>Office Professional 2010</u> – includes Word 2010, Excel 2010, PowerPoint 2010, OneNote 2010, Outlook 2010, Access 2010 and Publisher 2010)</p>	<p>Date 15.09.2011.</p> <p>a) It is up to tenderer to specify parameters in accordance with the Technical Specifications (i.e. MS Windows 7 or equivalent).</p> <p>b) Office software suite must include at least text editor, calculation spreadsheet and presentation software – all suite components must be able to open/save documents in MS Office 2010 format (respectively *.docx, *.xlsx, *.ppsx).</p>
<p>Date: 28.08.2011.</p> <p>2. Item number 4, Office server with LCD monitor UPS</p> <p>a) “Disk capacity: configured RAID 1 of 1 TB capacity” - Please specify the effective space of the disc space when the same is implemented in RAID 1 system, RPM (7,2k, 10k, or 15k) and disc type (SATA or SAS)</p>	<p>Date 15.09.2011.</p> <p>a) Effective disc space implemented under RAID 1 must be at least 1TB. There are no specific requirements regarding RPM or disk type.</p>

<p>b) "Backup system with capacity adequate to automatic full system backup of the server, in native(non compressed) mode"</p> <ul style="list-style-type: none"> - Please specify the backup system, does it have to be physically separated from the server (backup storage) or it can be integrated in the server <p>c)"Software: MS Windows Server 2008 Standard or equivalent"</p> <ul style="list-style-type: none"> - MS Windows server 2008 Standard supports maximum of 32 GB of Ram and the requirement for the server is physical 36 GB of RAM. I suggest a replacement of MS Windows server Standard with MS Windows server 2008 Enterprise edition which supports 2 TB of RAM. 	<p>b) The tenderer is free to propose any solution which will be compliant to the requirement of automatic full system backup for the server, in native (non-compressed) mode.</p> <p>c) Please bear in mind that requirements in these Technical Specifications are presented as a minimum standard which the offered goods must meet. The OS must be 64 bit OS allowing for launching applications designed for MS Windows Server2008 Standard.</p>
<p>Date: 28.08.2011.</p> <p>3. Item number 5, Notebooks</p> <p>a) "Software: MS Windows or equivalent"</p> <ul style="list-style-type: none"> - Please specify the edition of MS operating system (Windows 7 Professional or Windows 7 Home) <p>b)"Office suite MS Office 2010 or equivalent"</p> <ul style="list-style-type: none"> - Please specify the edition of MS Office(Office Business 2010- includes Word 2010, Excel 2010, PowerPoint 2010, OneNote 2010 and Outlook 2010, or Office Professional 2010 – includes Word 2010, Excel 2010, PowerPoint 2010, OneNote 2010, Outlook 2010, Access 2010 and Publisher 2010) 	<p>Date 15.09.2011.</p> <p>a) It is up to tenderer to specify parameters in accordance with the Technical Specifications (i.e. MS Windows 7 or equivalent).</p> <p>b) Office software suite must include at least text editor, calculation spreadsheet and presentation software – all suite components must be able to open/save documents in MS Office 2010 format (respectively *.docx, *.xlsx, *.ppsx).</p>
<p>Date: 28.08.2011.</p> <p>4. Item number10, PBX Telephone exchange</p> <ul style="list-style-type: none"> - The type of incoming telephone lines (analogue, isdn, sip trunk) and where they terminate? <p>It is important because the type of central office depends on that.</p> <ul style="list-style-type: none"> - Is there a built structure cabling at the location i.e. is there a telephone infrastructure? 	<p>Date 15.09.2011.</p> <p>There is 1 incoming analogue telephone line. The cabling structure consists of the LAN cables (no separate telephone cabling).</p>
<p>Date: 28.08.2011.</p> <p>5. Item number 12, Data server system</p> <p>a) "The system must be composted of: 2 rack</p>	<p>Date 15.09.2011.</p> <p>a) As it is specified in the Technical Specifications, 2</p>

<p>servers, storage subsystem, UPS, rack cabinet” – Please specify the exact quantity:</p> <table border="1" data-bbox="153 293 786 470"> <thead> <tr> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Rack server</td> <td></td> </tr> <tr> <td>Storage subsystem</td> <td></td> </tr> <tr> <td>UPS</td> <td></td> </tr> <tr> <td>Rack cabinet</td> <td></td> </tr> </tbody> </table> <p>b)“Rack cabinet: transparent” –I suggest that the option “transparent” is removed from technical specifications because it is unnecessary and many producers have stopped using it</p> <p>c)“Software MS Windows Server 2008 R2 of equivalent – Please specify the edition of MS operating system. Regarding that the requirement for server is physical 96 GB of RAM I suggest MS Windows Server 2008 Enterprise edition.</p>	Description	Quantity	Rack server		Storage subsystem		UPS		Rack cabinet		<p>rack servers, 1 storage subsystem, 1 UPS and 1 rack cabinet are required.</p> <p>b) As specified in the Technical Specifications, the front door of the rack cabinet must be transparent.</p> <p>c) Operating system must allow launching applications designed for MS Windows Server2008 R2 Enterprise and support the installed 96GB RAM.</p>
Description	Quantity										
Rack server											
Storage subsystem											
UPS											
Rack cabinet											
<p>Date: 28.08.2011.</p> <p>6. Item number 13, Internet server with e-commerce software</p> <p>a) “Rack chassis allowing for connection of 6x3.5 “HDD” - Please specify the type of discs (SAS or SATA) and their capacity</p> <p>b) “Wireless router” –Please specify the type of the case (standard or rack)</p> <p>c) “Backup system with capacity adequate to automatic full system backup of the server, in native non-compresses) mode -Please specify the backup system, does it have to be physically separated from the server (backup storage) or it can be integrated in the server</p> <p>d) “Rack cabinet” -I suggest that the option transparent” is removed from the technical specifications because it is unnecessary and many producers have stopped using it</p>	<p>Date 15.09.2011.</p> <p>a) Effective disc space implemented under RAID 1 must be at least 1TB. There are no specific requirements regarding disk type.</p> <p>b) There are no specific requirements regarding the type of the case of the router.</p> <p>c) The tenderer is free to propose any solution which will be compliant to the requirement of automatic full system backup of the server, in native (non-compressed) mode.</p> <p>d) The front door of the rack cabinet must be transparent.</p>										

e) "Software (including licenses if necessary for 25 users, not time-limited)

-Please specify what does software refer to (operating system or e-commerce software)

f) "64 bit OS"

-Please specify which operating system and what edition is it about

g) Quantity

-Please specify:

Description	Quantity
Rack server	
Wireless router	
Backup system	
UPS	
Rack cabinet	
E-commerce software	

h) "E-commerce software"

1. Can you specify which types of which specific e-commerce/e-business services should be made available to the enterprises through business support centers /e.g. B2B services, B2G [government] services, only B2C services like web shop...)?
2. Does the Contracting Authority imply or prefer some certain type of database configuration (e.g. single central database vs. central database + 10 local databases on each location)?
3. Does the Contracting Authority imply or prefer some certain type of exposing e-commerce/e-business services to the public(e.g. via single Internet site or via multiple Internet sites) ?
4. Should ISP agreements (for Internet connection on each location) be also arranged and offered by the Tenderer?
5. Can you provide more detailed information about supporting of payment in Croatian kunas in e-commerce solution (question connected to this item: * Payment Geteway Integration (with PayPal))?
6. Does each of 10 support centers represents business subject of its own (with its own tax number and business account) or they are all doing business as a single business subject?

e) It is required for any software offered (no matter if this is OS or e-commerce software) that if any licences are necessary, they must be delivered for at least 25 users and not time-limited.

f) The bidder is free to offer any 64bit Operating System as long as it will allow using and proper functioning of the offered internet server hosting e-commerce solution for 25 users and without time limits.

g) 10 sets of the Internet server with e-commerce software must be delivered. Each set must include: 1 rack server, 1 wireless router, 1 backup system, 1 UPS, 1 rack cabinet and software. Please refer to the Technical Specification for detailed requirements.

h)

1. The requested e-commerce software should support B2C activities;
2. There is no central location. Each of 10 requested sets of the Internet servers must work separately and independently in separate locations;
3. The offered equipment must be ready to expose e-commerce services from single Internet site (at each delivery location). However, the internet connection is not a part of this tender. The functionalities of the offered equipment will be tested in the intranet configuration.
4. No ISP arrangements are required;
5. Since Payment Gateway integration is required the offered solution must provide all necessary mechanisms of currency conversion (from/to EURO and USD);
6. Each of the 10 support centers will work independently. The offered solution must allow for full configuration and running (with all requested functionalities) multiple web-shops.

<p>Since certain b2B/B2C services (e.g. web shop) involve on line paying for purchased goods or services this is important for e.g. arranging online credit/debit processing with card processors and banks.</p>	<p>The aim of the requested system is to provide each location with fully functional solution allowing for running training programmes for SMEs (covering installation, configuration and administration of the web-shop) with possibility of hosting e-commerce services for SMEs (depending on the resources available). Arranging online card processing is not required but the offered solution must allow for such arrangements without any upgrades or installation additional modules.</p>
<p>Date: 28.08.2011.</p> <p>7. Item number 17, Network Switch</p> <p>a) 10x10/100 fast Ethernet ports –Please quote the number of ports</p>	<p>Date: 15.09.2011.</p> <p>As it is specified in the Technical Specifications, 10 ports are required.</p>
<p>Date: 05.09.2011.</p> <p>8. We would like to request you to clarify and do some changes for the some points concerning the subject tender for the best competition.</p> <p>According to the research and experiences, there is no any manufacturer which produce the products which specified in following items in the EU countries. Therefore, we kindly request you to derogate these items form the rule of origin:</p> <p>Item 2: Colour desktop printer Item 3: Network black and white printer Item 7. Multifunctional colour laser printer Item 8: Colour network laser printer Item 9: A3 scanner with ADF Item 16: External DD Item 17: Network Switch</p>	<p>Date: 15.09.2011.</p> <p>For each of the items listed above there are at least 3 different products of eligible origin, hence derogation from the rule of origin can not be authorized.</p> <p>Please note that the eligible origin is not limited to EU countries but also to other countries listed in the Council Regulation (EC) N° 1085/2006 - OJ L 210/82 of 31 June 2006. For indicative list of eligible countries, please refer to Annex A2 of the Practical guide to contract procedures for EU external actions available at: http://ec.europa.eu/europeaid/work/procedures/implementation/general/documents/a2_b_eligibilityprogrammes2007_2013_edf_en.doc</p>
<p>Date: 05.09.2011.</p> <p>9. Regarding Item 13 – “Internet server with e-commerce software”, you ask for “Backup system with capacity adequate to automatic full system backup of the server, in native (non-compressed) mode”, but you don’t have requirements for hard drives for the server. Please clarify the quantity, type and size of the required hard drives for each server item 13?</p>	<p>Date: 15.09.2011.</p> <p>Effective disc space implemented under RAID 1 must be at least 1TB. There are no specific requirements regarding the type, size of quantity of disks as long as requested 1TB effective space under RAID 1 is achieved.</p>

