

Call for tenders' details

Title: System Integrator for Communication and Information Systems Processing EU Classified Information

Start date: 19/07/2019

Time limit for receipt of tenders: 30/09/2019

Contracting authority: European Defence Agency (EDA)

Status: Closed

Call for tenders question list

| # | Submission date | Publication date | Question subject | Question | Answer |
|---|---------------------|---------------------|---|---|--|
| 1 | 19/08/2019 08:56 | 19/08/2019 15:41 | Tender Specifications 3.5.4.2. pagina 41, Scenario A, Fin Prop Form, PKI scenario 1. | Are we right in assuming that the total price shown should reflect the initial infrastructure of 20 clients? If not, please explain which scenario/configuration is binding here. | 19/08/2019 Indeed, the total price shown should reflect the initial infrastructure as described in section 1.3.1.1 and 1.3.1.2. The foreseen capacity/size of the systems is as follows: EU-S CIS: - 20 internal clients, this includes all the necessary physical equipment - 100 external clients without any physical equipment purchased by EDA EU-R CIS: - 100 internal clients, this includes physical equipment except user workstations (laptops) which will be shared with the EU Unclassified system of EDA - 200 external clients without any physical equipment purchased by EDA |

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| # | Submission date | Publication date | Question subject | Question | Answer |
|---|---------------------|---------------------|---|--|---|
| 2 | 19/08/2019 08:59 | 19/08/2019 15:43 | Fin Prop Form, Prices of key hardware products | Are we right in assuming that prices for one system each should be mentioned here? If not, please state the requested amount for each type of device. | 19/08/2019 You are right, the prices mentioned here are expected for one system each. |
| 3 | 19/08/2019 09:24 | 19/08/2019 15:50 | Tender Specifications 3.5.4.1. Technical Award Criteria, pagina 40, No. 1 | Are we right in assuming that the limitation of 3 pages mentioned in point 3.5.4.2. also applies to the concepts required in No. 1-3? If not, please specify the size restriction that applies here. | 19/08/2019 The limitation of 3 pages is only applicable to the 3 technical concepts described as Scenarios A, B and C on pages 41 and 42. |

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|---|---------------------|---------------------|--|--|---|
| 4 | 16/08/2019 14:17 | 19/08/2019 16:11 | Question about the call for tender / RFP document. | Why does the tender not include the term or any reference to cross domain solutions (CDS) which are an essential element to designing classified networks? | <p>19/08/2019</p> <p>General statement: The elements quoted in the call for tender are here to guide tenderers and help them understand our expectations but the architecture and design of the future systems are fully open and the respective work will be included in the specific contracts. The solutions mentioned in the Call for Tenders are indicative and do not limit the final selection of components in any way. Tenderers are free to use all or none of the listed components to elaborate their design. As said in the general comment, the implementation of a cross domain solutions can be envisaged, in particular in case of the planned EU Restricted system. Note that the EU Secret system should not be directly interconnected with another system with a different classification level. No exchange of data is foreseen with other systems at a different classification level. Nevertheless, a proper import-export mechanism should be implemented to allow, at least, the import of updates and signatures.</p> |

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|---|---------------------|---------------------|--|---|---|
| 5 | 16/08/2019 14:17 | 19/08/2019 16:31 | Question about the call for tender / RFP document. | Why are the following solutions/technologies not in scope for the tender: a. Data diode (unidirectional gateway) b. Security Gateway /High Assurance Data Guard (bi-directional security gateway that is not a firewall) to filter structured and unstructured data c. Data classification / Secure data labeling service d. Classified document registry e.Patch management solution for air-gapped or classified networks | 19/08/2019 a. As said in the general statement (Q4), the implementation of data diode can be part of the future system design. b. As said in the general statement, the implementation of security gateway can be part of the future system design. c. As said in the general statement, the implementation of data classification labeling service can be part of the future system design. d. As said in the general statement, the implementation of classified document registry can be part of the future system design. e. As said in the general statement, the implementation of patch management solution can be part of the future system design. |
| 6 | 16/08/2019 14:17 | 19/08/2019 16:32 | Question about the call for tender / RFP document. | Does EDA accept government information security approvals from NATO or EU Member States (e.g. NATO SECRET, German SECRET) for hardware / security appliances? | 19/08/2019 EDA is obliged to use equipment and vendors which have been approved and listed by the EU Council because we need to build systems processing EU (not national) classified information. In case a specific product category is not covered by the Council list, we are free to choose other products or vendors and in such a case a NATO or national certification would be considered an asset. |

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|---|---------------------|---------------------|--|---|--|
| 7 | 16/08/2019 14:17 | 19/08/2019 16:34 | Question about the call for tender / RFP document. | Why does the tender only put emphasis on the encryption of classified data exchanges between EDA and other domains and not the filtering / leakage protection of data between the HIGH domain and another HIGH or LOW domain? | 19/08/2019 As said in the general statement (see reply to question 4), the implementation of filtering and data leakage protection solutions can be part of the future system design. |
| 8 | 16/08/2019 14:17 | 19/08/2019 16:37 | Question about the call for tender / RFP document. | Does the classified EDA system need data from lower classified domains that it does not intend to share any data with? | 19/08/2019 Yes, some data like updates of appliances or antivirus signatures will have to be transferred from an unclassified system to the classified EDA system. Otherwise, as said in the general comment, the architecture and design of the systems is subject to further work. |
| 9 | 16/08/2019 14:17 | 19/08/2019 16:38 | Question about the call for tender / RFP document. | How would EDA procure TEMPEST equipment from a hardware supplier that is providing hardware that meets NATO Zone 1-3 SDIP 27 Level B Zone 2-3 SDIP 27 Level C but is not listed in the accredited TEMPEST companies? Upon checking the pre-approved vendors it becomes apparent that they do not provide all of the hardware listed in the tender as tempest versions? | 19/08/2019 All server-side equipment will be installed in a TEMPEST rack and therefore the equipment does not need to meet any TEMPEST criteria. User-side equipment must meet the criteria specified in the tender specifications, i.e. EU IASG 7-03 level A. |

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| 10 | 16/08/2019 14:17 | 19/08/2019 16:44 | Question about the call for tender / RFP document | What type of data formats will be shared between EDA classified systems and the systems it intends to connect to? | 19/08/2019 The full scope of this interconnection will be defined in a later stage as part of the system design. |
| 11 | 16/08/2019 14:17 | 19/08/2019 16:45 | Question about the call for tender / RFP document | What type of transfer protocols does EDA intend to use to shared data between the classified system and the systems it intends to connect with? | 19/08/2019 The technical solution for any interconnection will be defined in a later stage as part of the system design. |
| 12 | 16/08/2019 14:17 | 19/08/2019 16:46 | Question about the call for tender / RFP document | Does EDA intend to have a high availability / fail-over setup in terms of hardware? | 19/08/2019 As said in the general comment, the architecture and design of the future systems are fully open and subject to further work. |
| 13 | 16/08/2019 14:17 | 19/08/2019 16:49 | Question about the call for tender / RFP document | To ensure fair comparability, can EDA provide a form that lists all elements of supply chain security requirements for equipment and material used in it's classified system? | 19/08/2019 The description of the security of supply chain is subject to competition and EDA does not have any specific checklist. The objective of this requirement is to ensure that equipment delivered to EDA cannot be tampered with during delivery or that any unauthorised manipulation with the equipment would be detected. The same applied to spare parts or maintenance activities. |

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| 14 | 16/08/2019 14:17 | 19/08/2019 16:50 | Questions about the call for tender / RFP document | Does EDA intend to use printers across multiple domains/ classified systems in order to reduce its printer hardware and work more economical? If yes, how does EDA intend to inspect print jobs to prevent that classified / sensitive data is not transferred or printed when it should not? | 19/08/2019 No, the classified systems must use dedicated printer hardware and there might be a requirement (subject to physical layout/position of the equipment, to be determined during the system design) to encrypt the communication link to the printers. |
| 15 | 21/08/2019 16:03 | 22/08/2019 10:29 | EN-Tender Specifications.pdf 2.2 Criteria relating to the team delivering the service, page 36 et seq., and 1.4.2 Conflict of interest requirements | For the selection of CVs for the requested profiles is it possible to use the same CV for different profiles, if the criteria for the profiles are met and the conflict of interest requirements are fulfilled? | 22/08/2019 The contractor must be able to cover all 14 profiles with 14 different team members. |
| 16 | 21/08/2019 16:02 | 22/08/2019 10:32 | EN-Tender Specifications.pdf 1.3.1.1, page 8 and 9 The EU-S CIS project should include the following features: ... -- HSM ... | In the list for EU-approved cryptographic products no HSM is listed for EU SECRET. Could you please specify which HSM products are allowed to use up to EU SECRET? | 22/08/2019 EDA is obliged to use equipment and vendors which have been approved and listed by the EU Council because we need to build systems processing EU (not national) classified information. In case a specific product category is not covered by the Council list, we are free to choose other products or vendors and in such a case a NATO or national certification would be considered an asset. Hardware Security Module are products not covered by the Council list and therefore, tenderers are free to choose the model that best fits the needs. |

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| 17 | 21/08/2019 16:02 | 22/08/2019 10:35 | EN-Tender Specifications.pdf 3.5.4.2, page 4x Hardware costs shall include as a minimum: - Servers / workstations; - Hardware Security Modules; - Backup Devices; - Backup Media. | In the requirements for Scenario A EDA requests the costs for a minimum set of hardware items. These include Hardware Security Modules. 1. Is the bidder allowed to provide a solution for the PKI scenario without the usage of a HSM? 2. Is a HSM required for all classification levels? | 22/08/2019 1. No, the solution proposed for Scenario A must include a HSM. 2. This is not a requirement. Tenderers are invited to justify the choices made. |
| 18 | 05/09/2019 11:57 | 10/09/2019 12:32 | Evidence refers to selection criterion 2.3 | As regards the evidence that need to be provided under for Selection criterion 2.3 and more specific the relevant Annex 4.9, our understanding is that this form is applicable and need to be signed only by the Consortium leader in case of a Joint offer. Can you please confirm our understanding? | 10/09/2019 EDA confirms that the annex 4.9 need to be signed only by the Consortium leader in case of a Joint tender. Please note that the consortium leader is, by this declaration, engaged that all other members of the consortium fully comply with the security selection criteria and could be held responsible if such requirement was not fulfilled by one of the partner or sub-contractor |
| 19 | 10/09/2019 12:24 | 10/09/2019 18:19 | Tender Closing date | Due to the complexity of the requirements in connection with a thin personnel cover during the current vacation period, we ask for an extension of two weeks; also to obtain all necessary information from the required manufacturers, which also suffer from thin personnel covers. | 10/09/2019 The deadline for the receipt of tenders ("Receipt Time Limit") is extended to 30/09/2019, at 10h00 (Brussels time). See Corrigendum No 1 to the Tender specifications. |

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| 20 | 09/09/2019 17:59 | 10/09/2019 18:22 | Submission deadline | Due to the broad scope of services requested and in order to prepare and submit the best possible offer to EDA, we would like to kindly request an extension of the submission deadline by three (3) weeks. | 10/09/2019 The deadline for the receipt of tenders ("Receipt Time Limit") is extended to 30/09/2019, at 10h00 (Brussels time). See Corrigendum No 1 to the Tender specifications. |
| 21 | 24/09/2019 17:00 | 25/09/2019 13:07 | EN-Fin Prop Form - tab Uplifts | Uplifts/discounts should be offered in relation to the price list of the respective manufacturer. Not all manufacturers offer such a price list. Please describe on which basis the Uplifts/Discounts should be offered in such cases. | 25/09/2019 The uplift is a margin that the selected contractor will be allowed to apply to any purchases made within this framework contract. It is a matter of transparency between the contractor and EDA. The contractor is obliged to respect this uplift and not to exceed it. EDA may decide to request, for verification purposes, a proof of the price negotiated between the manufacturer and the contractor, e.g. in the form of a copy of the manufacturer's offer to the contractor. |

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| 22 | 24/09/2019 17:01 | 25/09/2019 13:09 | EN-Fin Prop Form - tab Uplifts | A comprehensive uplift/discount for all product groups is to be offered for each manufacturer mentioned. However, manufacturers offer very different discount rates depending on the product group (hardware/software/maintenance/other services). We ask you to further break down the discount rates for the manufacturers in order to better reflect the product groups (hardware/software/maintenance/other services). | 25/09/2019 As explained in the previous question, the uplift is a margin that the contractor is allowed to apply on any purchased items within this framework contract. As mentioned, manufacturers offer very different discount rates depending on the product group but the maximum uplifts agreed in the Framework contract will apply to all products from these groups. |
| 23 | 24/09/2019 17:02 | 25/09/2019 13:29 | EN-Fin Prop Form - tab Uplifts | The formula in cell D24 is incorrect. For a correct result, it must be [=D23*(1+D22)]. We ask for appropriate correction. | 25/09/2019 Please refer to the updated financial table – “Financial proposal template 25.09.2019” (corrigendum number 2). |
| 24 | 24/09/2019 17:03 | 25/09/2019 13:29 | EN-Fin Prop Form - tab B-Daily rates | The formulas in cells G30 to G33 are incorrect. For a correct result, the part [/100] at the end of each formula must be removed. We ask for appropriate correction. | 25/09/2019 Please refer to the updated financial table – “Financial proposal template 25.09.2019” (corrigendum number 2). |

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