



EUROPEAN UNION
DELEGATION TO BOSNIA AND HERZEGOVINA

Finance, Contracts and Audit Section

Project: Upgrade of the existing Migration Information System – supply, Bosnia and Herzegovina (BiH)

Ref no.: NEAR/SJJ/2021/EA-OP/0060; EC/BIH/TEN/21/004

Subject: CLARIFICATION no. 1

Question 1:

Submission Date: 14/04/2021 11:44

Subject: Technical Specification of AFIS System Implementation, Part No3 "Introduction"

Description: "Also it is very important to note that during the year 2019 the improved version of ISM has been released into production environment and in this sense it is very important to take into account that the implementation of biometric module within the ISM should be done with the maximum possible integration". Question: will it be possible until submission date (21.05) to get acquainted with ISM description (User guide, similar)?

Answer 1:

Because some parts of the system are security sensitive, it is not possible, at this stage, to share any additional information related to the current ISM system. After the contract is signed with the successful bidder, the contractor will get all available documentation regarding the current ISM system. All information required for the preparation of the offer is provided in the tender documentation.

Question 2:

Submission Date: 15/04/2021 14:09

Subject: Technical Specifications Annex II+III.docx, Item 1.12, "Converged IT infrastructure platform", statement "Hyper-converged solution should support VMware vSphere or Microsoft Hyper-V Type-1 hypervisors".

Description: Please confirm that "Hyper-converged solution should support either VMware vSphere or Microsoft Hyper-V Type-1 hypervisors"! There is no such requirement that Hyper-converged solution should support both hypervisors.

Answer 2:

We confirm that "Hyper-converged solution should support either VMware vSphere **or** Microsoft Hyper-V Type-1 hypervisors".

Question 3:**Submission Date: 15/04/2021 16:17**

Subject: Technical Specifications Annex II+III.docx, Item 1.6 "Document reader", specification required "Adaptive Light Control".

Description: Specification required "Adaptive Light Control" relates to one particular manufacturer. Technology that manages unpredictable light conditions is called by different document reader manufacturers in different words. Is it possible to change particular requirement from "Adaptive Light Control" to "Technology that manages unpredictable light conditions" or similar?

Answer 3:

“Adaptive Light Control” term represents generic name of any technology that manages unpredictable light conditions such as ambient light and glares, especially when document reader is operating without the protective hood.

Question 4:**Submission Date: 15/04/2021 16:33**

Subject: Technical Specifications Annex II+III.docx, Item 1.6 "Document reader", specification required "Device native or Twain, PC/SC, BioAPI 2.0, AssureID".

Description: BioAPI support systems that perform biometric enrollment and verification. It can be applicable as requirement for fingerprint reader (item 1.5) and/or DSLR camera (item 1.11), but it hasn't be applicable for document readers.

Question: Why "Document reader" is requested to have BioAPI 2.0 support, while at the same time fingerprint reader and DSLR camera hasn't such a requirement?

Answer 4:

BioApi 2.0 support is related to the functionality of the device in case it is connected to a third party middleware with BioApi 2.0 environment.

Question 5:**Submission Date: 15/04/2021 16:44**

Subject: Technical Specifications Annex II+III.docx, Item 1.6 "Document reader", specification required "Device native or Twain, PC/SC, BioAPI 2.0, AssureID".

Description: There are requirements to have "Additional Authentication Options: •VIZ and non-ICAO document reading; • Automated verification based on document specific security features in VIZ, IR and UVA". At the same time there is requirement for "AssureID" that is commercial product and relates to the particular manufacturer.

Question: Why it is necessary to have two overlapping solutions?

Answer 5:

Please refer to changes introduced by Corrigendum no. 1.

Question 6:**Submission Date: 16/04/2021 09:39**

Subject: Technical Specifications Annex II+III.docx, Item 1.6 "Document reader", specification required "Supported Operating Systems: Windows 10, 8.1, 8, 7 (32/64 bit), 32/64 bit Server 2008 R2 and Server 2003 (2012), Linux, MacOS"

Description: Software – Preinstalled Operating System. Has to support integration with enterprise-class directory services MS Active Directory. **This requirement can be achieved only with Windows 10 Pro version.**

Question: Why it is required to support other Windows versions as well as Linux and MacOS?

Answer 6:

„Preinstalled Operating System has to support integration with enterprise-class directory services MS Active Directory“. This requirement can be achieved with more than one Operating system. Regardless which Operating system will be delivered with the PC, requirement for Document reader OS support remain unchanged because of the following:

Within the devices lifetime, it is possible that end-user may decide to relocate the purchased document readers to support completely different locations, processes and IT configurations potentially using Linux or MacOS (either within the same Ministry or in other Ministries). In this respect, neither the devices nor the SDK shall represent the limiting factor for such flexibility.

Question 7:**Submission Date: 16/04/2021 09:55**

Subject: Technical Specifications Annex II+III.docx, Item 1.6 "Document reader", specification required "RFID functions: Dual-Antenna RFID, Single Step Reading OCR & RFID"

Description: Manufacturers required functionality "Single Step Reading OCR & RFID" provide with "Single-Antenna RFID" as well as "Dual-Antenna RFID".

Question: if the required functionality can be achieved with different technical solutions why it is requested for only one particular solution "Dual-Antenna RFID"? This requirement limits those manufacturers who provide necessary functionality with "Single-Antenna RFID".

Answer 7:

Please refer to changes introduced by Corrigendum no. 1.

Question 8:**Submission Date: 16/04/2021 10:13**

Subject: c4b Instructions to tenderers

Description: Clause 4.1, "Unless otherwise provided in the contract or below, all goods purchased under the contract must originate in a Member State of the European Union or in a country or territory of the regions covered and/or authorised by the specific instruments applicable to the programme specified in clause 3.1 above". While the clause 3.1. adds additional two provisions - "Participation is also open to international organisations" and "All supplies under this contract must originate in one or more of these

countries". When all provisions are taken into the context, it may appear that supplies may originate in any country of the world, since participation is open also to "international organizations".

Question: Please clarify if indeed all goods must originate from IPA II program beneficiary countries as defined in Annex I of the Regulation (EU) No 231/2014 of 11 March 2014. If not, please provide reference to the exhaustive list of eligible source countries for the purpose of this tender.

Answer 8:

All supplies under this contract must originate in one or more of the following countries:

- Member States of the European Union:

Austria, Belgium, Bulgaria, Czech Republic, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom (1).

(1) The United Kingdom ceased to be an EU Member State on the 31 of January 2020. Pursuant to the Withdrawal Agreement concluded between the EU and the UK, references to the eligibility of 'Member States' for participation in programmes under the current 2014-2020 MFF and the EDFs also cover the United Kingdom (Article 127(6), Article 137 and Article 152(1) Withdrawal Agreement).

- Eligible country or territory as defined under the Regulation (EU) No 236/2014 establishing common rules and procedures for the implementation of the Union's instruments for external action (CIR) for the applicable instrument under which the contract is financed:

Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, Turkey, Republic of North Macedonia, Iceland, Lichtenstein, Norway, Algeria, Armenia, Azerbaijan, Belarus, Egypt, Georgia, Israel, Jordan, Lebanon, Libya, Republic of Moldova, Morocco, occupied Palestinian territory (oPt), Syria, Tunisia, Ukraine.

** This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.*

Question 9:

Submission Date: 16/04/2021 10:19

Subject: c4b Instructions to tenderers

Description: Clause 8.1, tenderers will be bound by their tenders for a period of 90 days from the deadline for the submission of tenders. At the same time, according to the Additional information about the contract notice, section 10, tenders must remain valid for a period of 3 months after the deadline for submission of tenders. According to Instructions to tenderers, section 2, deadline for the submission of tenders is set at 21 May, 2021.

Question: Please clarify the validity date that must be indicated by tenderers: a) 21 August, 2021 - as the date 3 calendar months ahead of the deadline b) 16 August, 2021 - as calculated adding 90 calendar days to 21 May, 2021

Answer 9:

The tenderers will be bound by their tenders until 19th August 2021.

Question 10:

Submission Date: 16/04/2021 10:20

Subject: Technical Specification of AFIS System Implementation

Description: Section 8.1 prescribes that ISM is already at the central location and integration with new AFIS solution must be implemented in that location. At the same time, it continues with ".. in a future upgrade, there will be a Disaster Recovery site for the AFIS system in Banja Luka site.."

Question: Please confirm that the scope of current tender does not include any goods or works related to the above mentioned "future upgrade" and tenderers must scope deployment only into the central site, describing how the proposed system could be expanded into Disaster Recovery site should customer choose to order it separately in the future.

Answer 10:

The Disaster Recovery site is not included but the delivered system must be ready to be upgraded to the Disaster Recovery site through a separate project.

Question 11:

Submission Date: 16/04/2021 10:22

Subject: Technical Specification of AFIS System Implementation

Description: Section 8.2 from describes requirements for fingerprint processing. At the same time, it also requests that "Offered AFIS system must also have possibility, through future upgrade, to enable additional checking (matching) using the taken photo."

Question: Please confirm that the proposal as scoped within this tender for offered AFIS system must include only live fingerprint modality. Any future upgrades may involve face, latent fingerprint or other modalities, but these should not be included into the hardware, license or works sizing for the purpose of this proposal. Instead, tenderers must explain, how offered system could be expanded through the future upgrade with additional modalities, at least face, should customer choose to order it separately in the future.

Answer 11:

Offered AFIS have to be open in terms of future upgrade to enable additional checking (matching) using the taken photo.

These should not be included into the hardware, license or works sizing for the purpose of this tender.

Question 12:

Submission Date: 16/04/2021 10:27

Subject: Technical Specification of AFIS System Implementation

Description: Section 8.2, subsection "Verification 1: n", from Technical specifications AFIS System Implementation contains bulleted list of requirements that AFIS must implement.

Question:

- How requirement "AFIS database license must be durable" (separate requirement from perpetual license type included also in the list) should be interpreted and how tenderers should describe their conformance?

Answer:

Requirement should be interpreted as a perpetual license with no additional costs after system implementation.

Question:

- What is the aim of requirement of having proposed AFIS system to support Linux backend operating system, having that existing ISM is Windows based (such as customer should have knowledge of that platform) and tenderers should include in the scope of delivery all required hardware and software regardless of the platform deployed?

Answer:

This is not a limitation factor as many cross platform technologies for software development are available. Minimum technical requirements are given in the Technical Specification.

Question:

- How tenderers should implement requirement "The delivered AFIS system must have possibility to be installed and used on the hardware platform described in the Hardware Structure chapter"? Please note that there is no "Hardware Structure" chapter in the document and elsewhere in the document requirements specify that all hardware required for the deployment of solution should be delivered by the tenderer.

Answer: Please refer to changes introduced by Corrigendum no. 1.

Question:

- Requirements do not include the most important biometrics processing metrics False Acceptance Rate (FAR) and False Reject Rate (FRR) that form a critical equilibrium of any AFIS. These metrics are universally accepted way of measuring "quality" performance of the systems. Please specify target metrics for both FAR and FRR metrics that tenderers must satisfy.

Answer:

Please refer to changes introduced by Corrigendum no. 1.

Question 13:**Submission Date: 16/04/2021 10:31**

Subject: Technical Specification of AFIS System Implementation

Description: Section 8.3 contains bulleted list of requirements that must be considered for ISM Windows based application, including: • Support for Windows 8 operating system. Please note that Windows 8 is unsupported since January 12, 2016 which means that customers do not support even security updates.

Question:

In order to ensure reliable and safe operations, please confirm that you will not hold tenderers liable for any security or feature capability loss on Windows 8 platform or reconsider list of operating systems for newly developer application to include only versions that are supported by Microsoft.

Answer:

Windows 8 have to be kept as a requirement because of certain number of PCs still using it. Tenderers will not be held liable for any potential security or feature capability loss occurred in relation to end of support of Windows 8.

Question:

Requirement to develop "additional application for mobile set". Please clarify which operating systems and device types must be supported, e.g. Windows 10 tablet PC.

Answer:

An additional application for the mobile set will be installed on the laptop described in item 1.19 of the technical specification. The development of this application must be on the existing Microsoft platform as well as the development of the rest of the applications within the upgrade that is the subject of this tender.

Question 14:**Submission Date: 16/04/2021 10:33**

Subject: Technical Specification of AFIS System Implementation

Description: Section 8.5 specifies that development, refinement and warranty support of existing ISM (i.e. also newly delivered components that must form integral part of ISM) must be organized strictly at MSB premises. Such requirement inadequately restricts foreign bidders to deliver cost effective solution and limits competition.

Question: Please revise this requirement, defining specific security requirements and qualifications that suppliers must comply with in order to participate in the bid, avoiding limitations of specific place where software development and maintenance works could be organized.

Answer 14:

Taking into account that some parts of the system are security sensitive, it is not possible to change mentioned requirement.

Question 15:**Submission Date:** 21/04/2021 14:31

Subject: Technical Specifications Annex II+III.docx, Item 1.5 "Fingerprint scanner", specification required "Additional equipment: USB electronic signature pad ..."

Description: Can be accepted signing area dimension min.75mm x 25mm with passive pen within the same device (fingerprint scanner)? It will eliminate the necessity for additional device. Consequently, it will be more convenient in use.

Answer 15:

Minimum technical requirements for fingerprint scanner are given in the technical specifications and remain unchanged.

