



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. 2

Question 1:

Submission Date: 29/04/2021 10:39

Subject: Item 1.9 - Multifunctional color laser printer

Description: Due to the competitiveness, please consider changing the request from "Display: min 12" LCD Touch Screen" so that it reads "Display: min 12cm LCD Touch Screen", because this is not common multifunctional color laser printer functionality and no multifunctional color laser printer supports this functionality.

Answer 1:

Please refer to changes introduced by Corrigendum no. 2.

Question 2:

Submission Date: 29/04/2021 10:53

Subject: Item 1.20 - PTP Links

Description: Can you please clarify what is the correct number of radio microwave links? In the Technical specification "Item Number" it is written "Qty:5", and in the "Specification Required" it states "Radio microwave links - 10 complete links". Please clarify if the correct quantity is 10 or 5.

Answer 2:

Please refer to changes introduced by Corrigendum no. 2.

Question 3:

Submission Date: 29/04/2021 11:13

Subject: Eurodac and other interfaces

Description: Description: in page 20 of the technical specifications (Non-functional requirements for upgrading a ISM system with a biometric module) it is required that: "During the implementation, industry standard guidelines should be followed, including but not limited to the system must have the possibility of future functional upgrades in order to enable the exchange of data with EURODAC and other EU systems in the field of migration, visas and asylum, as well as other international institutions in

the way that EU member states do. Could the contracting authority clarify how the tenders must prove this future upgrade capability in their offer?

Answer 3:

Please refer to changes introduced by Corrigendum no. 2.

Question 4:

Submission Date: 30/04/2021 20:36

Question regarding Item 1.16:

Please consider to change obvious typo error in sentence „Support for Jumbo Frames: Min. 9216 bytes“ since Jumbo frames with 9216 bytes are present only on big - high end switches for telecoms and similar. Switches of requested sizing usually use jumbo frames with 9198 Bytes or less. Jumbo frames are not essential technical feature and most traffic is with 1500 bytes MTU. Network functionality will not be reduced if value of 9216 bytes is replaced with 9198 bytes or 9000 bytes.

Answer:

To avoid unnecessary fragmentation of specific network protocols, this requirement remain unchanged.

Question regarding Item 1.5:

- Requested: Technology: optical. Considering that TFT technology is one of the modern technologies in fingerprint recognition, is it acceptable for the contracting authority to offer a device with capacitive TFT technology?

Answer:

The TFT technology usage is not in contradiction with the requested optical technology and could then be proposed if a TFT optical technology is used.

Question regarding Item 1.5:

- Requested: Sensing area: min: 3 "x 2.8" According to FBI IQS Appendix F standardization, minimum for Sensing area is 3.0 "x 3.2". Considering that requested sensing area of 3.0"x 2.8" is contrary of requested FBI standard, will it be acceptable to offer Fingerprint reader with sensing area 3.0"x 3.2"?

Answer:

As specified in the item 1.5 the requested sensing area: 3 "x 2.8" is a minimum and so a sensing area 3.0"x 3.2" with dimensions greater than those required will be considered acceptable, if all the other requirements concerning the fingerprint scanner listed in item 1.5 are fulfilled including FBI IQS Appendix F certification.

Question regarding Item 1.5:

- Requested: Must have functionality to exclude fingerprints from all 10 finger A request formulated in this way is not a fingerprint reader requirement. Please consider removing this request from specification.

Answer:

The enrollment software associated to the scanner must have the possibility to exclude fingerprints from all 10 fingers for example if a finger is missing or bandaged.

Question regarding Item 1.7:

- Requested: Input voltage range for main operations 150 - 290 V (+/-5%) Considering that each UPS manufacturer defines the input voltage range differently, will it be acceptable to offer: - Input voltage range for main operations 150 - 290 V (+/-10%)?

Answer:

According to market research, there are several UPS manufacturers with requested input voltage range. Request for "Input voltage range for main operations 150 - 290 V (+/-5%)" remain unchanged.

Question regarding Item 1.9:

- Requested: Protective mobile case: Power supply for "mobile set" provide via cable glands or secure the appropriate socket (connector) on the "mobile set" housing. Does the Protective mobile case also need to have power connector for normal power or/and power adapter such as a car charger for example?

Answer:

Yes, protective mobile case needs to have power connector for "normal" power, no need for adapters such as car adapters.

Question 5:

Submission Date: 30/04/2021 20:38

Question regarding Item 1.20.

It is required to be offered quantity of 5 links, but in specification required column it is written Radio microwave links – 10 complete links. Please clarify proper number of requested link if it is 5 complete links or 10?

Answer:

Please refer to changes introduced by Corrigendum no. 2.

Question regarding Article 7.2 and Article 8.0 of "Technical Specifications AFIS System implementation.pdf".

Considering that in Article 7.2 is stated that „The Ministry of Foreign Affairs of BiH will be responsible for sending of the equipment to the Diplomatic and Consular Offices by using diplomatic mail“ and that „All delivered equipment to the final location shall be installed and ready for use of biometric module without additional work by the employees of the institutions“ please clarify whether is it the bidder's obligation to deliver, configure and commission equipment on the final locations of the users, since in Article 8 is stated that "part of the equipment is delivered to 120 locations in BiH and worldwide, so it is important to include in the offer all costs of delivery, configuration and commissioning of the equipment to the final locations of the users" such as Australia, Canada, Jordan etc. ?

Answer:

The Ministry of Foreign Affairs of BiH will be responsible for sending of the equipment to the Diplomatic and Consular Offices by using diplomatic mail at its own cost and therefore the offer does not need to include the cost of delivery.

Question regarding Item 1.3

Requested: Power supply – max. 260W. Considering that every manufacturer differently optimizes power supply needs according to their hardware and system architecture and requested power supply max.260W) indicates a particular manufacturer, please consider changing this request to max. 300W?

Answer:

Request for “Power supply – max. 260W” remain unchanged.

Question regarding Item 1.3

Requested: Expansion slots: min. 2 x PCIe x16, min. 2 x PCIe x1, min. 2 x M.2 Considering that this specific combination of requested PCIe and M.2 slots indicates a particular manufacturer, please consider changing this request to: min. 1 x PCIe x16, min. 1 x PCIe x1, min. 1 x M.2.

Answer:

Please refer to changes introduced by Corrigendum no. 2.

Question 6:

Submission Date: 30/04/2021 20:42

Questions regarding Item 1.1

Our assumption is that there will be an existing internet connectivity between 200 client locations (embassies) and central site in Sarajevo. Therefore, the PC client application residing on workstations for biometric data collection will work in online mode. Please confirm this assumption?

Answer:

As stated in Item 1.1 the work in an offline mode i.e. the possibility of complete process of biometric data collection when no central location available, and once that communication is established, data synchronization have to be performed, to cope with situation where the network is unavailable, permanently or temporary, for fixed or mobile enrolment.

Questions regarding Item 1.1

Can you please describe the terms found in AFIS requirements: Automatic Correction of Error (ACE)? Incorrect Candidate Elimination (ICE)? Miss Analysis?

Answer:

Automatic Correction of Error (ACE) refers to the capacity of doing the TP/TP matching, even if there are some errors made during the enrolment phase (inversion of fingers or fingers not at the right place).

Incorrect Candidate Elimination (ICE) refers to the capacity to separate, for all type of searches, matching from non matching candidates, by using other information than the minutiaes (3rd level information and others).

Question (Article 8.2 in “Technical Specifications AFIS System Implementation.pdf”)

Questions related to Integration of AFFIS and ISM and upgrading of ISM system - Tender requirement: “Must be integrated with the SDK fingerprint scanner, signature collection device, camera and barcode reader. “ Question: Please clarify if camera and barcode reader need to be integrated with SDK for automatic and direct acquisition of taken photos without manual action meaning take a photo with camera and upload photo from camera to PC and Browse the photo from PC in application?

Answer:

Purpose of the barcode reader is not related to pictures acquisition and it is described in technical specifications. Regarding the photo acquisition, it must be automatic, in other words it is not allowed to do any uploads or photo browse from the PC.

Question (Article 8.2 in “Technical Specifications AFIS System Implementation.pdf”)

Tender requirement: Refinement of the service for verification of visa, residence permit, residence records at the Border Police System (KPDG IS) in order for the service to receive an image from the ISM system, as well as refinement of those services on the ISM system side to restore the image of a foreigner. Question: We assume that there is a service at ISM side used by the KPDG IS system for purpose of retrieving some data, but it does not provide an image of foreigner. If so, does this tender requirement mean that only this service is "upgraded" (to send / receive this additional data), without upgrading of the KPDG IS system. Please clarify?

Answer:

Tender requirement is to upgrade main form in KPDG IS in order to display foreigner photo received from ISM system, among other data received from ISM. Detail specification will be defined during the analysis phase of project.

Question 7:

Submission Date: 30/04/2021 20:43

Questions related to Integration of AFFIS and ISM and upgrading of ISM system

- Tender requirement: Border Police BiH will use the system in question on the second line of checks. Question: From Tender requirements it is not clear meaning of this requirement. Please elaborate in detail this requirement?

Answer:

Second line of checks are standard procedures in Border Management. Second line checks have to be carried out in a separate lane, place or room in order not to hinder the border crossing of persons and vehicles in the “first line”.

Question:

- Tender requirement: "When implementing the AFIS system in question, it is necessary to migrate data from the existing SPS biometrics system. During the implementation of the AFIS system, the competent institutions of BiH will make a decision from which records the biometric data will be migrated." Question: Please provide us information about volume of data (number of NIST files) that need to be imported? Is there any methodology for comparison of demographic data from existing collection of biometric data from ISM system (data mapping) or methodology need to be created and implemented during project implementation?

Answer:

Detailed method of comparison and amount of data, which needs to be transferred, will be defined during the analysis phase of project.

Question(s):

- Tender requirement: "...that all development and refinement of the existing ISM system will be carried out at the central location of the MSB in Sarajevo, under constant supervision of the MSB authorized persons". Questions: Please elaborate what does it referred to? Will the Ministry of Security allow access to testing in the way that "remote users from DKPT or locations where SDH or SPIN connection is not available" currently operate (via VPN)? Most development can be done without access to the "core" solution or ISM source code with access to endpoints. Does the Ministry of Security have a test environment of the ISM available with all the functionalities like current production system and does the bidder need to perform a configuration of test system as well? Does the MSB have a "version control" system at its location, i.e.. will it enable the team working on development to collaborate during development or is it necessary that the bidder perform installation on MSB servers if all development has to be done in MSB premises?

Answer(s):

All information regarding remote access and way of work is described in document "Technical Specification of AFIS system implementation" and they are mandatory. "Since it is a very sensitive and security significant system, it is not allowed to take the source code of the existing system and bring it outside the safe premises of the MSB. Source code and technical documentation will only be available at the MSB premises and it is not possible to be taken out of those premises. This means that all development and refinement of the existing ISM system will be carried out at the central location of the MSB in Sarajevo, under constant supervision of the MSB authorized persons. MSB will provide all necessary working conditions (workspace, access to servers, network...). Also, under no circumstances will remote access to MSB infrastructure be allowed. The same conditions apply to the warranty period."

Question 8:

Submission Date: 30/04/2021 20:44

Questions related to Integration of AFFIS and ISM and upgrading of ISM system:

Question:

- Tender requirement: Also, under no circumstances will remote access to MSB infrastructure be allowed. Questions: While most of system requirements can be installed and configured remotely is it possible to have VPN access with signing non-disclosure statements between the bidder and the MSB during project implementation?

Answer:

As stated above:

All information regarding remote access and way of work is described in document “Technical Specification of AFIS system implementation” and they are mandatory.

“Since it is a very sensitive and security significant system, it is not allowed to take the source code of the existing system and bring it outside the safe premises of the MSB. Source code and technical documentation will only be available at the MSB premises and it is not possible to be taken out of those premises. This means that all development and refinement of the existing ISM system will be carried out at the central location of the MSB in Sarajevo, under constant supervision of the MSB authorized persons. MSB will provide all necessary working conditions (workspace, access to servers, network...). Also, under no circumstances will remote access to MSB infrastructure be allowed. The same conditions apply to the warranty period.”

Question:

Warranty period: Since the documentation specifies that modifications need to be made to the existing ISM (non-biometrics section) how will the MSB ensure that updates and changes on system done during the warranty period are separated from ongoing system maintenance?

Answer:

Warranty period and system maintenance are two different separate procedures. Warranty conditions are described in details in the document “Technical Specification of AFIS system implementation”.

Question:

Installation and deployment: Question regarding Item 1.12 None networking requirements defined in item 1.12. Please clarify if any active network equipment needs to be offered for project implementation and connection of converged IT infrastructure to network at central location?

Answer:

Beneficiary has redundant active network equipment already on the site.

It consists of 2x Juniper EX3400-24T Ethernet switches connected to stack with dedicated 40-Gbps link.

1Gb RJ45 Ethernet ports and 4x 10Gb SFP+ ports (without transceivers) per switch are available for installation and deployment.

The tendere shall include in the offer all necessary equipment for required network connectivity.

Question:

Tender Requirement: Hyper-converged solution must be able to allow in-box upgrade of CPU, RAM and storage capacity as well as scale-out expansion Question: Please elaborate meaning of in-box upgrade and overall this requirement?

Answer:

In-box upgrade of CPU, RAM and storage capacity refers to the ability to expand the resources subsequently, once the equipment is shipped out of the factory and in use at beneficiary's premises, so that the component is able to handle a greater load. Scale-Out Expansion refers to ability to add more equivalent components in parallel to spread out the load.

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