

## Questions and Answers

### Strengthening the Competitiveness of the Croatian Crafts by utilisation of Information-telecommunication Technology

#### Republic of Croatia

**1. Publication reference**

EuropeAid/134764/M/SUP/HR

**2. Procedure**

Open

**3. Programme**

IPA

**4. Financing**

IPA 2007 HR 16 I PO 001 Regional Competitiveness Operational Programme 2007-2013 for Community Assistance under the IPA Regional Development Component in Croatia

**5. Contracting authority**

Central Finance and Contracting Agency

QUESTION	ANSWER
<b>Date: 05. July 2013</b>	
<p><b>Q1:</b> <b>Special Conditions for lot 2: Article 12 Insurance:</b> ‘The Contractor shall take out an all-in insurance policy for oneself, covering an amount equal to .....€ (at least value of goods being the subject of the contract excluding after-sales services and other ancillary services and to be inserted at the time of signature of the contract). The policy should cover the period until the issuance of the Provisional Acceptance Certificate and should be presented to the Project Manager on his/her request but at the latest before the issuance of the delivery order.’</p> <p>Can You give us link or additional information about all-in insurance policy? What is it called in Croatian language?</p>	<p><b>A1:</b> Insurance policy, as regarded by the Article 12 of Special conditions for Lot 2, should cover an amount equal to the value of goods being the subject of the contract (excluding after-sales services and other ancillary services) and must be valid at the latest in the period before the issuance of delivery order until the issuance of the Provisional Acceptance Certificate by the Project Manager. All-in insurance policy stipulates that all risks are covered by the insurance (Cro: osiguranje od svih rizika). It is possible that some insurance companies do not have an all-in insurance policy, in which case, the Contractor should present multiple insurance policies that cover all risks that can be generated on the goods being the subject of the contract.</p>

<p><b>Date: 16. July 2013</b></p>	
<p><b>Q2:</b>  <b>Technical Specifications, Lot 2, Item 2 ‘Tape Backup Device’:</b>  For which device (tape library, server) is this an internal tape drive and what type of connection it requires (fiber channel, SAS) because it is not clearly specified?</p>	<p><b>A2:</b>  ‘Tape Backup device’ is an intern LTO tape drive that can be used in multiple configurations and can have multiple types of connections (fibre channel, SAS). Although this is not specified, it is implied that ‘Tape Backup device’ will be used with ‘Server computer’ (Lot 2, Item 1) and both items should have matching connectivity.</p>
<p><b>Q3:</b>  <b>Technical Specifications, Lot 2, ‘All-in-one desktop computer (Workstation)’:</b>  According to the technical specification the requirement for Monitor, item number 4.9, is ‘LCD/LED integrated, 20“ or bigger’. In the past four years the computer industry has started to move over from 20 inch display size to19,5. On the same aspect ratio 19,5 inch monitor has only 2,5% smaller diagonal than 20 inch monitor. According to the explanation written above, would you find acceptable monitor that has real screen size of 19,5 inch?</p>	<p><b>A3:</b>  Unless otherwise specified, the requirements in the Technical Specifications are presented as a minimum standard which the offered goods must meet; therefore, monitor with display size less than 20 inch cannot be accepted.</p>
<p><b>Q4:</b>  <b>Technical Specifications, Lot 2, ‘Printer’:</b>  According to the technical specification the requirement for Printer, item number 7.7, is ‘Type: Monochrome laser printer’. Laser printers and LED printers are often grouped together when speaking in broad categories. They both use static electricity applied to a drum, which helps to apply toner and heat to create an image. The main difference is how the static charge is applied. LED printers are more energy efficient and by eliminating many of the moving parts of a comparable laser model, LED printers usually have a much longer life, require fewer repairs and produce lower noise during print job. According to the explanation written above, would you find acceptable LED printer?</p>	<p><b>A4:</b>  Compliance with existing specification is mandatory and cannot be modified; therefore, LED printers cannot be accepted.</p>
<p><b>Q5:</b>  <b>Technical Specifications, Lot 1: Software for Croatian Chamber of Trades and Crafts (CCTC):</b>  A module for sending bulk SMS messages is not listed in the hardware specification. Is it necessary to offer a special module for sending bulk SMS?  Does SMS service has to be realized by leasing a third party’s short SMS number?  If so, who bears the cost of leasing this service?</p>	<p><b>A5:</b>  Croatian Chamber of Trades and Crafts (CCTC) will provide service for sending bulk SMS and pay for that service.  Contractor must develop solution that will use above mentioned service for sending bulk SMS, according to technical documentation that will be provided by bulk SMS service provider contracted by CCTC.</p>

<p>Does client have a solution for sending messages on that we can connect to?</p>	
<p><b>Q6:</b>  <b>Technical Specifications, Lot 1: Software for Croatian Chamber of Trades and Crafts (CCTC):</b>  Is there an existing mail server that is owned by the CCTC?  If so, what is the name of mail server (software) in use?  Does this e-mail server enable standard ways of communication (ie. access to port 25) for the purpose of sending requested emails?  If server is not available, is there a need to offer additional mail server software, including configuration and commissioning?</p>	<p><b>A6:</b>  There is existing mail server owned by CCTC. Technical details about the mail server will be disclosed to Contractor.</p>
<p><b>Q7:</b>  <b>Technical Specifications, Lot 1: Software for Croatian Chamber of Trades and Crafts (CCTC):</b>  Is there a restriction of using virtualization technologies (e.g. VMware ESXi), in order to isolate the individual services in the form of virtual hosts (databases services, web front-end service, web back-end services, mail server)?</p>	<p><b>A7:</b>  There are no restrictions regarding using virtualization technology, but Contractor must provide (pay for) permanent licenses for that virtualization.</p>
<p><b>Q8:</b>  <b>Technical Specifications, Lot 1: Software for Croatian Chamber of Trades and Crafts (CCTC):</b>  What kind of organizational structure (hierarchy) hat to be established in the application? There are no detailed information for this, but it is mentioned in these cases:  1.5.3.2 / Business Layer: „Limit Users to access only data that is located in their organization unit structure“  1.5.4.1 / Presentation Layer: “...Regional Croatian Chamber of Trades and Crafts (CCTC) organization unit (all or selected from the list)”  1.6.1.2 / Business Layer: „Automatically set access right to User(s) of selected organization unit in organization hierarchy“  It is not clear that any entity is explicitly linked (or that it belong to) to the organizational unit. What entities in its definition should have an organizational unit (are this “Users”)?</p>	<p><b>A8:</b>  Contractor should provide flexible mechanism of creating tree-like organization hierarchy in application that will be used for cases mentioned in question 8.  Organizational structure of CCTC is published on the web: <a href="http://www.hok.hr/o_hok_u/ustroj">http://www.hok.hr/o_hok_u/ustroj</a> / <a href="http://www.hok.hr/eng/about_hok/organization">http://www.hok.hr/eng/about_hok/organization</a></p>

<p><b>Q9:</b>  <b>Technical Specifications, Lot 1: Software for Croatian Chamber of Trades and Crafts (CCTC):</b>  What does the entity “Contact” represents in the context of entire system? Documentation shows that it is mentioned together with the entity “Member”.  Is it true that “Contact” is not an independent entity, but it can exist only when someone creates a group of contacts (“Contact Group”)? Does this lead that new contact is then created within the group?</p>	<p><b>A9:</b>  Contact can be either person or institution.  Also, Contact can be either chosen by user from the Members or it can be created as new, independent entity – as a part of Contact Group.  Contact Groups are helping application users to organize contact for example for sending bulk SMS’s or e-mails with specific topic of special interest to Contacts in one Contact Group.</p>
<p><b>Q10:</b>  <b>Technical Specifications, Lot 1: Software for Croatian Chamber of Trades and Crafts (CCTC):</b>  Item 1.5.5.3 mentions “Detailed structure of the data is available by Ministry of Entrepreneurship and Crafts “Rule book about the Way to Store and Maintain Craft Registry”. Is it a legal act “Regulation on the form and manner of keeping entrepreneurship registry” of April 29<sup>th</sup> 2013? Does this regulation should be consulted exclusively for detailed data structure (as shown in the documentation)?  Does it contain some descriptions, rules and procedures that are not mentioned for the proper implementation of the functions of the ordered software?</p>	<p><b>A10:</b>  As mentioned on Ministry of Entrepreneurship and Crafts web site:  <a href="http://www.portor.hr/pravna_regulativa.htm">http://www.portor.hr/pravna_regulativa.htm</a> and Croatian Official Gazette: <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2009_05_58_1364.html">http://narodne-novine.nn.hr/clanci/sluzbeni/2009_05_58_1364.html</a>  the last legal act: “Regulation on the form and manner of keeping entrepreneurship registry” is dated: April 29<sup>th</sup> 2009.  This legal document is foundation for all data exchange with the official Craft Registry.</p>
<p><b>Q11:</b>  <b>Technical Specifications, Lot 2, Item 5, ‘Desktop Office Suite Software Licences’:</b>  Can the Office be installed together in a computer (Item 4), or must be separated (on physical media)?</p>	<p><b>A11:</b>  The software should be installed on the desktop computer (item no. 4), there is no need to have a separate physical media. However, the individual licences should be provided for each workstation.</p>
<p><b>Q12:</b>  <b>Technical Specifications, Lot 2, Item 6, ‘UPS’:</b>  Can the UPS be mounted together in a computer (Item 4), or must be separated?</p>	<p><b>A12:</b>  The UPS should fulfil the specifications as described in the technical specification. It is not mandatory to have is separate, however, it should be noted that in case the desktop computer gets replaced (for whatever reason), it should be possible to transfer the UPS to a new computer.</p>
<p><b>Q13:</b>  <b>Technical Specifications, Lot 2, IT Equipment</b>  Can you define the amounts and types of IT equipment for each location where it needs to be delivered?</p>	<p><b>A12:</b>  Quantity and type of IT equipment and each location is determined in <b>part II of the Technical Specifications for LOT 2, items 4, 5, 6 and 7:</b>  “Each recipient shall receive 1 unit of 4, 1 unit of 5, 1 unit of 6 and 1 unit of 7”</p>

**Q14:**

**Tender Form For A Supply Contract, point 7,  
Tenderer's declaration(s):**

Should tenders need to attach any legal, technical or financial documents of subcontractors?

**A13:**

Note that a subcontractor is not considered to be a member of tenderer(s) for the purposes of this tender procedure. Subsequently, the data of the subcontractor must not appear in the data related to the economic, financial and professional capacity.

According to the Instructions to tenderers, article 3.4, tenderers/contractors must submit declarations from the intended subcontractors that they are not in any of the exclusion situations. In cases of doubt over declarations, the Contracting Authority will request documentary evidence that subcontractors are not in a situation that excludes them.