

**REPUBLIC OF SERBIA**  
**INSTITUTE FOR STANDARDIZATION OF SERBIA**  
**Број: 6737/ 12-51-06/2018**  
**Датум: 26.11.2018. године**

**EXPLANATION CONCERNING THE PREPARATION OF A TENDER FOR THE PUBLIC  
PROCUREMENT OF A SMALL VALUE OF THE SYSTEM FOR DOCUMENT MANAGEMENT,  
no. 4/2018D**

1. On page 10, item 7. Hardware Requirements provide that the hard disk has the option of expanding the Dual SD card. Is it possible to offer an equivalent solution, or that the hard disk has a configuration with dual SD and / or Micro SD card?

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

2. On page 10, item 7. Hardware Requirements provide for the following features: Redundant power supplies of 450W platinum efficiency. Is it possible to offer an equivalence solution, or that the power supply has the following characteristics: Redundant power supply of maximum power of 500W platinum efficiency?

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

3. In the Public Procurement documentation of the Small Value of Goods - Document Management System no. 4 / 2018D, on page 12, as an additional requirement, it was required that the Bidder:

- in the previous 5 accounting years, implemented a DMS system to a minimum of 2 companies, with the beginning of holding at least 30 days before the announcement of the procurement
- in the past 3 years, successfully executed the job of creating, implementing and delivering software in at least 5 companies
- in one of the previous 3 accounting years, successfully completed the transfer of (migration) data from one system to the offered software

Due to the fact that the delivery of a document management system does not include as an additional requirement, please confirm that Form XIV - Reference List - Bidder's Business Capacity and Form XV - Confirmation, confirming that delivery has been made in the previous 3 accounting years a document management system, a technical error, and that they need not be supplied in the offer.

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

4. In tender documentation on page 10, item 7 - Requirements for hardware solution, the server is specified.  
- Under the operating system entry, 16GB (1x16GB) 1Rx4 DDR4-2666 R ECC is specified. Please confirm that this is a technical error, given that the given characteristics are related to the memory and we ask the Client to specify the required OS for the server that is being procured

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

5. Under the hard disk entry, the "Dual SD card expansion option" is indicated. Please define the number, characteristics, capacity, and type of hard drives that a server needs to own.

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

6. In the tender documentation on page 10, item 7 - Requirements for hardware solution, scanners are specified.

- With the required technical characteristics of the scan speed, the Purchaser first states that it is necessary for the scanners to have a "minimum 60 pages per minute (60ppm) for one-sided black and white scanning at 200dpi (60ppm, simplex, 200 dpi), and then" a minimum of 50ppm / min, optimum 100 ppm A4 black / white ". Since these requirements represent different values for the same criteria, we ask to clearly define the necessary scanning speed.

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

7. Can you more precisely define the following two requirements related to the characteristics of the scanner: FTP network, Ethernet.

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

8. What exactly is expected of the scanners that are the subject of procurement?

**The answer:**

The scanner is expected to be connected to a desktop computer, not a networked.

9. In the tender documentation on page 11, it states: "The Institute carries out the first phase of the project implementation with this public procurement, and the remaining phases of the project are implemented on the basis of a specially concluded contract with the Metrology Institute of Germany (PTB)." Please confirm that this procurement only to phase 1 (described on page 10 of tender documentation) with a maximum deadline of 30 days.

**The answer:**

The first phase of the project, with a maximum delivery time of 30 days, will be implemented by the Institute, and the other phases through a special contract with the Metrological Institute of Germany (PTB).

10. In proving the fulfillment of additional requirements (p. 15 of tender documents): in the past 5 years, the DMS system has implemented the service of minimum 2 companies, that in the past 3 years he successfully completed the creation, implementation and delivery of software in at least 5 companies. Please ask for information on whether these two conditions will be considered in the case of contracts concerning upgrades, technical support and maintenance for the aforementioned software systems already implemented in companies, which proves that the solution is actively used in the mentioned period in these companies ?

**The answer:**

When proving the conditions envisaged by public procurement, contracts concerning upgrading, technical support and maintenance for the aforementioned software systems will not be taken into consideration, but only for the implementation of the DMS system in minimum 2 companies in the previous 5 years.

The requirement, which refers to the successful execution of the work of creating, implementing and delivering software in at least 5 companies in the past three years, refers to software, regardless of the DMS system.

11. In the tender form, on page 27 of the tender documentation, it is necessary to define the maintenance period and the warranty period. Is the warranty period of at least 24 months related to hardware and software? Does the maintenance period refer only to software?

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

**12.** I would like to clarify the table on page 38 of tender documents "XIV REFERENCE LIST - BUSINESS CAPACITY OF BIDDERS" (Expected Delivery of DMS Delivery) How does implementation imply and delivery please clarify to what extent this table applies, since it is clearly specified that the other tables refer to: implementation of DMS, creation, implementation and delivery of software, transfer (data migration).

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

**13.** On page 8 of the tender documentation, indicate the required characteristics of the system search. Is it sufficient for the system to search for all metadata related to a document (user, document type, period of creation, document status, object affiliation, title, characteristics, ...) as well as search by document content (OCR content, content of electronic document marked for indexing / search, ...).

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

The system should enable search by metadata, full text search in open OCR or other form of electronic document (pdf, hml, word ..).

**14.** Do the scanners that are the subject of procurement have a network component or are they planned to work solely as desktop scanners?

**The answer:**

The scanner is expected not to be networked, but connected to a desktop computer.

**15.** In the Public Procurement Documentation for Small Value of Goods - Document Management System no. 4 / 2018D, the required warranty for DMS and the server is 36 months, and for scanners 24 months. Please order the Purchaser in the bid form to change the part relating to the warranty period in such a way that Bidders can enter different warranty periods according to the items, as well as Article 9 of the Contract Model.

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

**16.** In the tender documentation in Part III. The type, technical characteristics, quality, quantity and description of goods, works or services, the manner of conducting control and ensuring quality assurance, execution deadline or delivery of goods, possible additional services, The Purchaser listed the technical requirements for both the DMS solution and the hardware (Server, Scanners) that are the subject of procurement. Please confirm that it is enough to provide the configuration list and datasheet of the manufacturer (catalog) for the fulfillment of the minimum technical requirements for hardware, ie for the fulfillment of the functional and non-functional requirements of the DMS solution a detailed description of the offered solution?

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

**17.** In the Bid Form, on page 27, the field is indicated where Bidders have to define the maintenance period. Bearing in mind that nowhere in the tender documentation does it require the maintenance of both hardware and software, but only the warranty period, please explain what the Purchaser meant under this paragraph.

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

**18.** On page 18, in Clause 9.1 of the Request for terms, terms and conditions of payment, it is stated that the Buyer will pay the advance in the amount of 100% of the contracted value, increased by the applicable tax, to the Executor immediately, and no later than 3 days from the date receives bills for reimbursement of advance and advance account. Please confirm that it is a mistake and that an invoice should be placed instead

of the advanced account, because the payment is made on the basis of the prepayment and the advance account is issued after the payment has been made. The same is stated in Article 6 of the Contract Model.

**The answer:**

An advance account is issued prior to the delivery of goods and services, and is obligated to issue it to VAT bonds, in cases when the buyer receives a payment for goods and services that will not be delivered to him by the end of the tax period.

Bearing in mind that the Institute will make an advance payment to the selected bidder, it is necessary to submit an advance account.

**19.** On page 18, point 9.3 of the Request for execution deadline, it is stated that the execution deadline is specified from the moment of receipt of the request of the contracting authority, in the tender form it is required that the delivery period can not be longer than 30 days from the date of conclusion of the contract, while in the Model of the contract, Article 7 defines that the Supplier is obliged to deliver to the contractor the stage of designing and realization of the solution, as well as the delivery of hardware (within the time that is not specified) from the date of signing the contract.

Please confirm that the deadline for execution of the design and implementation phase of the solution, as well as the delivery of hardware is 30 days from the moment of receiving the request from the contracting authority.

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

**20.** On page 10 of the tender documentation, it is explained what the phase of the project 1 implies (the design phase, the implementation of the solution, the submission of a license or code certificate with a permanent license as well as the delivery of hardware). It is also envisaged that this phase lasts for a maximum of 30 days. If the bidder has an almost complete solution that meets the required technical characteristics, it is enough to perform the installation of the system (software components and hardware) in the first phase, as well as the development of a DMS system enhancement project with detailed workflow specification, document types and methods and levels of integration with existing solutions ?

**The answer:**

If the bidder has an almost complete solution that meets the required technical characteristics, it is enough to install the system (software components and hardware) in the first phase, as well as the development of a DMS system extending project with detailed workflow specification, document types and methods and levels of integration with existing solutions.

**21.** In the tender documentation on page 10 point 8 in the first phase, which is the subject of specific procurement, and which is financed from the funds of the Institute for Standardization of Serbia, it is stated that the Bidder should execute: the design phase, the realization of the solution, the submission of a license certificate ie with a permanent license as well as hardware delivery.

Bearing in mind the resources of the ISS Public Procurement Plan for the execution of the procurement of a document management system, that is 1.666.666,00 RSD without VAT, we ask the Client to confirm that it is implied that Bidders shall include prices or costs for the delivery of everything Required for Phase I or for delivery: services of the design phase, implementation of the design phase, delivery of a certificate or code with a permanent license for the DMS infrastructure that is the subject of procurement as well as the delivery of hardware infra structure (1 server + 2 scanners), and that phase III pro entity, which is the tender documents is defined as the phase of delivery and training, comprising: delivering the manufactured software documents, the delivery of information, make, model, and technical documentation and procedures for use of the system, user's manuals; includes the delivery of user licenses or the right to use the DMS solution for 61 employees at the Institute for Standardization of Serbia.

Based on the requirements set out in the technical specification and the number of users envisaged for the DMS system, it is not possible to offer the entire DMS solution, or with all the necessary rights to use it within the phase I.

**The answer:**

The Institute has published amendments to the tender documents, which include, inter alia, changes related to your question.

**Конкурсна комисија**