**Caribbean Community Secretariat**

**Supply, delivery, unloading, installation, commissioning of
hardware, software and other electronic equipment for CARICOM Member States
(Ref: 10th EDF/CSME\_EIP/SUP/Multi/16.17)**

**Clarifications**

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| Document/Section/Page Reference | Supply Contract Notice CSME/ p.6 |
| Topic in Document | Award criteria  |
| Passage in Document | Item 17 |
| Tenderer’s Question | Under award criteria it simply states “price”. Can the CARICOM please confirm if there is price/quality split for the tender evaluation? |
| Answer | In order for a contract to be awarded, the tenderer and his offer must be compliant with the selection criteria, administrative requirements and technical specifications outlined. Once compliance has been established, the lowest priced compliant tender is recommended for award of contract. |

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| Document/Section/Page Reference | Supply Contract Notice CSME/Section 8/p.2 |
| Topic in Document | Eligibility and rules of origin  |
| Passage in Document | Participation in tendering is open on equal terms to natural and legal persons (participating either individually or in a grouping (consortium) of tenderers which are established in a Member State of the European Union, ACP States or in a country or territory authorised by the ACP\_EC Partnership Agreement under which the contract is financed (see also item 29 below). Participation is also open to international organisations. |
| Tenderer’s Question | We failed to identify item 29 referenced in the above text. Please clarify what “item 29” refers to. |
| Answer | The correct item is Item 22 Legal Basis. The statement will now read as: **Participation in tendering is open on equal terms to natural and legal persons (participating either individually or in a grouping (consortium) of tenderers which are established in a Member State of the European Union, ACP States or in a country or territory authorised by the ACP\_EC Partnership Agreement under which the contract is financed (see also item 22 below). Participation is also open to international organisations****Please Refer to Corrigendum No 1 to Supply Contract Notice** |

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| Document/Section/Page Reference | Instructions to Tenderers, p.12 |
| Topic in Document | Deadline for requesting clarifications from the CARICOM Secretariat |
| Passage in Document | *13 April, 2016 16:00 hrs* |
| Tenderer’s Question | As of April 13, deadline for clarification requests, CARICOM has not published any replies to previous questions raised by Tenderers. We kindly request an extension to the clarifications’ deadline to allow Tenderers to reflect on clarifications, when published.  |
| Answer | Please refer to the corrigendum No 1 to Supply Contract notice for an amended timetable |

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| Document/Section/Page Reference | Instructions to Tenderers Equipment Final/Section 3/p.12 |
| Topic in Document | Participation |
| Passage in Document | 3.1 Participation is open to all natural persons and legal persons [participating either individually or in a grouping (consortium) of tenderers of any nationality. Participation is also open to international organisations. 3.2 Tendering is open on equal terms to natural and legal persons (participating either individually or in a grouping – consortium - of tenderers) which are established in one of the Member States of the European Union, an ACP State or in a country or territory authorised by the ACP-EC Partnership Agreement under which the contract is financed. Tendering is also open to international organisations. |
| Tenderer’s Question | It seems that paragraphs 3.1 and 3.2 contradict each other. We understand that in alignment with the Contract Notice paragraph 8, paragraph 3.1 should be removed. Please confirm. |
| Answer | Please see corrigendum No 1 to Instructions to Tenderers |

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| Document/Section/Page Reference | Instructions to Tenderers / page 16 |
| Topic in Document | Part 1: Technical offer |
| Passage in Document | Technical proposals related to ancillary services |
| Tenderer’s Question | 1. Please define “ancillary services” for Lot 1. 2. Are services such as the following considered ancillary services for Lot 1 (we also refer to Annex II and III – Technical Specifications pages 3-4)?- Set up of infrastructure- Delivery and Installation of HW- Development and Installation of SW- Testing and fine-tuning- Development of national notice boards- Interoperability with existing platforms |
| Answer | Ancillary services are defined as:All related services which the Contractor is required to implement in a supply contract in addition to deliver the goods procured. Where they are necessary they are specified in the contract and may include for example services such as unloading, installation, testing, commissioning, provision of expertise, supervision, maintenance, repair, training and other such obligations connected with the goods to be provided under the contract.In the case of Lot 1, this includes:- Set up of infrastructure – included in Item 1.20- Delivery and Installation of HW – included in Item 1.20- Development and Installation of SW – included in Item 1.20- Testing and fine-tuning - included in Item 1.20- Development of national notice boards – included in Item 1.19- Interoperability with existing platforms – included in Item 1.19 |

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| Document/Section/Page Reference | ANNEX IV: Budget breakdown |
| Topic in Document | Other Services |
| Passage in Document | [Other services] / [Lump sum] |
| Tenderer’s Question | 1. Please define “Other Services” for Lot 1.2. Are services such as the following considered “Other Services” for Lot 1 (we also refer to Annex II and III – Technical Specifications pages 3-4)?- Set up of infrastructure- Delivery and Installation of HW- Development and Installation of SW- Testing and fine-tuning- Development of national notice boards- Interoperability with existing platforms3. Should bidders provide a separate item per each one of the “other services” or does CARICOM require a single lump sum quotation for the entire set of “other services” for Lot 1? |
| Answer | For the purposes of this tender, Other Services are deemed to be equivalent in meaning to Ancillary services described above |

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| Document/Section/Page Reference | ANNEX IV: Budget breakdown |
| Topic in Document | Annex |
| Passage in Document | [Spare parts with detailed annex including unit prices][Consumables with detailed annex including unit prices]annex including unit prices] |
| Tenderer’s Question | We understand that items presented under the “Total” row of the Budget Breakdown table do not participate in the total price that will be used for the evaluation of the tender. As presented in the tender documents, spare parts and consumables are in this category. What does CARICOM require in the third reference to “***annex including unit prices***” (marked in bold in the above reference) in the table Budget Breakdown of Annex IV for Lot 1? Can you give examples?  |
| Answer | Tenderers are expected to use their professional experience and the expected places of use (of the items on Lots 1, 2 and 4), provide lists of spare parts, including the unit prices base on the items in Lots 1, 2 and 4.  |

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| Document/Section/Page Reference | ANNEX IV: Budget breakdown |
| Topic in Document | Column D |
| Passage in Document | <PLACE OF ACCEPTANCE> |
| Tenderer’s Question | Since for Lot 1 the “places of acceptance” are more than one (Prime site at Jamaica, DR site at Barbados, MFPs in each CARICOM member, etc.) please clarify how bidders can state in the given template the “place of acceptance” for each set of equipment/software. |
| Answer | The place of acceptance for each set of equipment/software is presented in the Instructions to Tenderers Distribution schedule. This can be presented in separate rows in Annex IV (i.e. column D could be split into rows, depending on the number of places of acceptance, for the items in question) |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Training |
| Passage in Document | Training references in items 1.15–17Onsite training for 5 x administrators |
| Tenderer’s Question | 1. Please clarify if the training referenced in items 1.15–17 will be part of the two 5-day IT training sessions in Jamaica and Barbados as presented in item 1.19, or they refer to separate training sessions.2. Is the training requirements specified on page 4 of the “Technical Specifications + Technical Offer” to be applied to the Virtualization software, Backup software and the Disaster Recovery system?3. The Technical Specification states:“Also, the Contractor needs to provide a minimum of two 5 (five) days IT training (in two locations: Jamaica and Barbados) to a minimum of 40 IT administrators and administrative staff in total that should include “on site” training engaging them during the whole system installation, customization and configuration and a minimum of six one-day “train the trainer” training (in two locations: Barbados and Trinidad and Tobago) for usage of the implemented system to a minimum of 150 system core trainers in total that should include “on site” training engaging them during the system customization and testing”Can you confirm that we are interpreting that the training is for CPPNB users – i.e. procurement staff etc. that will load and use data – will this be done by a “system” trainer or a “procurement” trainer. |
| Answer | 1. The training referenced in items 1.15–19 are separate training sessions.2. The training requirements specified on page 4 of the “Technical Specifications + Technical Offer” apply to Item 1.19 CPPNB.3. The training requirements specified on page 4 of the “Technical Specifications + Technical Offer” apply to Item 1.19 CPPNB and it is planned for CPPNB administrators and users and should be done by a system trainer on CPPNB administration and use respectively. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj/p.27 |
| Topic in Document | OCR |
| Passage in Document | Full text OCR and creation of searchable PDF files; |
| Tenderer’s Question | Please clarify the language options that need to be supported by the OCR system. |
| Answer | English, French and Dutch. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj/pp.7-8 |
| Topic in Document | 1.2 Database Server |
| Passage in DocumentWithout limits - Operating System maximumFailover Cluster Instances support, Always availability support, Database mirroring, Log Shipping, Database snapshot, Encrypted BackupMulti-instance support, Table and index partitioning, Data compression, In-Memory OLTPFine Grained Auditing, Encryption for Backups, Transparent database encryption, User-Defined Roles, Enhanced separation of duty, Encryption Key ManagementSupport for structured, unstructured and complex data typesSupport for industry standard APIs (ADO.NET, ODBC, JDBC, PDO, and ADO)  | Database Server[…]**RDBMS to support items 1.18 and 1.19**:**Limits**:Without limits - Operating System maximum**High Availability**:Failover Cluster Instances support, Always availability support, Database mirroring, Log Shipping, Database snapshot, Encrypted Backup**Scalability**:Multi-instance support, Table and index partitioning, Data compression, In-Memory OLTP**Security**:Fine Grained Auditing, Encryption for Backups, Transparent database encryption, User-Defined Roles, Enhanced separation of duty, Encryption Key Management**Integration and Development**:Support for structured, unstructured and complex data types, support for industry standard APIs (ADO.NET, ODBC, JDBC, PDO, and ADO) across varied platforms including C/C++, .NET, Java, PHP, data profiling tools, built-in data source integration adapters, support for diverse data types, including XML and Filestream as well as spatial and planar indexing, native XML support, XML indexing, Web services (HTTP/SOAP endpoints), service broker (messaging)**Data Warehousing and Business Intelligence:**Partitioning, parallel query processing on partitioned tables and indices, Data Mining Tools, Models on Filtered Subsets of Mining Structure Data, Unlimited Concurrent DM Queries, Advanced Configuration & Tuning Options for Data Mining Algorithms, Semantic model, Advanced analytics |
| Tenderer’s Question | 1. We understand that the RDBMS to be offered as part of item 1.2 “Database server” is to be used only by items 1.18 (i.e. e-Learning Platform) and 1.19 (i.e. Community Public Procurement Notice Board - CPPNB) and for no other application. Could you please confirm that our understanding is correct?2. Some of the database specifications refer to particular technologies associated with a specific vendor’s database system. As an example, the reference to “Filestream” cannot be considered a generic RDBMS characteristic as it specifically refers to Microsoft technology that is present only in Microsoft SQL Server databases. This renders as non-compliant e-Learning and CPPNB solutions which are not based on Microsoft technologies (including solutions based on Open Source technologies).2.1 In order to allow bidders to provide an optimum solution, could you please remove all requirements which impose (a) the database system they will use and (b) how such database system will operate internally? 2.2 Could you please consider changing the RDBMS clause to a text similar to the following:“Limits: The database should not pose any limitation to handling the current and future requirements of the solution for e-Learning and CPPNB.High Availability: The database must support the high availability clustered design proposed. Scalability: The database must be able to scale out in line with the evolution of the e-Learning and CPPNB systems.Security: Support encryption for data in storage and in backups, fine-grained auditing, user-defined roles and separation of duty.Integration and Development: Support for structured, unstructured and complex data types, support for industry standard APIs across varied platforms and native XML support.Data Warehousing and Business Intelligence: Support for the DWBI functionality included in the specifications of the e-Learning and CPPNB solutions (1.18, 1.19)”.3. We also refer to the following extract of the tender specifications (page 23, 1.19, CPPNB, “General Specifications of the system”)“The system must provide performance for minimum 5,000 procuring entities and minimum 10,000 bidders and other users with no restrictions on the increased number of users at the primary site with operational backup and disaster recovery site that can take over full performance as soon as primary site is unavailable”.Bidders should be allowed to freely choose the underlying RDBMS so that the system the offer meets the above availability and scalability requirement. Locking a performance requirement to a specific vendor technology limits the authority’s range of available choices and, as an outcome, may increase the price significantly, especially when RDBMS vendors base their licensing fees on irrelevant metrics such as number of CPU cores per server.Could you please confirm that bidders are free to provide any combination of RDBMS and solution for e-Learning and CPPNB they deem necessary to meet the above performance requirements? 4. Under LOT 1, Item 1.2, Database Server, OS & Software, RDBMS to support items 1.18 and 1.19, there is mention of Data Warehousing and Business Intelligence.“Data Warehousing and Business Intelligence: Partitioning, parallel query processing on partitioned tables and indices, Data Mining Tools, Models onFiltered Subsets of Mining Structure Data, Unlimited Concurrent DM Queries, Advanced Configuration & Tuning Options for Data Mining Algorithms, Semantic model, Advanced analytics”a. Is this merely a description of the capability and features of the RBDMS software that CARICOM requires?b. Does CARICOM expect vendors to propose implementation services to build/configure a data warehouse and business intelligence tools mentioned under this requirement?Please clarify exactly what CARICOM expect vendors to provide for this requirement.5. Within Technical Specification the acronym RDBMS is stated. Can you please confirm its definition? |
| Answer | 1. RDBMS is to support items 1.18 and 1.19 only.2. Please see the Corrigendum No. 1 to the Tender Dossier.3. Please see the Corrigendum No. 1 to the Tender Dossier. Bidders are free to provide any combination of RDBMS and solution for e-Learning and CPPNB as long as they meet all requirements specified under items 1.2, 1.18 and 1.19. 4. a. yes b. no5. A relational database management system |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Software for system monitoring and management |
| Passage in Document | Lot 1 Item 1.16 |
| Tenderer’s Question | 1. Would the workstation and notebooks be monitored as well?a. If so, what type of monitoring information is needed?2. With regard to Lot 1.16, will monitoring be required for the DR site as well?3. Is the Disaster Recovery site to be monitored using the Software for system monitoring and management specified in Lot 1? |
| Answer | 1. No2. Yes3. Yes |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Disaster recovery |
| Passage in Document | Lot 1, page 3 |
| Tenderer’s Question | 1. What RPO and RTO is expected for the Disaster Recovery sites?2. What is the bandwidth of the link to be used for real time synchronization between DR sites? |
| Answer | 1. 12 hours both2. More than 5 MB DIA |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Warranty, software support, response/repair time |
| Passage in Document | Lot 1, page 4 and 5Warranty for each item |
| Tenderer’s Question | 1. Which of the two Response/Repair times is the more accurate: “maximum response time of 1 business day and maximum time for repair of 3 business days or the table given on page 5 of “Technical Specifications + Technical Offer”?2. Annex II & III, Page 4. On-site warranty for hardware and software. There is generally no warranty on software. Please clarify your position. |
| Answer | 1. Maximum response time of 1 business day and maximum time for repair of 3 business days applies to all items, except for the CPPNB - Item 1.19 where, in addition, in case of Catastrophic failure whereby the CPPNB is unable to support business processes, maximum response time of 2 hours and maximum time for repair of 12 hours applies. Please see the Corrigendum No. 1 to the Tender Dossier.2. On-site warranty for all hardware and on-site software support. Please see the Corrigendum No. 1 to the Tender Dossier. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Server for Service Integration Adapter |
| Passage in Document | Page 2 and 3Item 1.3 Server for Service Integration Adapter |
| Tenderer’s Question | 1. Can you revise Figure no. 1 and Figure no. 2 on page 2 and page 3 of “Technical Specifications + Technical Offer” to show the hookup of the “Server for Service Integration Adapter”?2. Page 9 of “Technical Specifications + Technical Offer” mentions a SAS controller to be attached to the “ Server for Service Integration Adapter” for a Backup Tape, is the Data Tape mentioned on page 10 of “Technical Specifications + Technical Offer” to be connected to this controller? |
| Answer | 1. Servers for service integration adapter are envisioned to be placed within the member states procurement notification systems (only for Barbados, Jamaica, Trinidad and Tobago). Service Integration Adapters (connectors) should provide reliable communication between the member states public procurement notification systems and the CPPNB.2. No. Please see the Corrigendum No. 1 to the Tender Dossier. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Data tape connection |
| Passage in Document | Page 2 Item 1.1 Server for virtualization |
| Tenderer’s Question | Figure no. 1 on page 2 of “Technical Specifications + Technical Offer” shows a tape drive connected to a ‘Host Server for Virtualization”. The specifications of the “Server for virtualization” given on page 6 of “Technical Specifications + Technical Offer” does not show the controller for the tape drive, can you confirm where the tape drive is to be connected? |
| Answer | Please see the Corrigendum No. 1 to the Tender Dossier. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Active Directory Domain |
| Passage in Document | Pages 2 and 3 |
| Tenderer’s Question | 1. Would the computers in the Primary site and the Disaster Recovery site be joining an existing Active Directory Domain?2. Would CARICOM Secretariat be providing the Domain Controller/Active Directory to be used with the CPPNB system? |
| Answer | 1. No2. No |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Off-site work |
| Passage in Document | Item 1.20 Implementation |
| Tenderer’s Question | 1. If successful would the chosen vendor be allowed to perform work related to this proposal remotely (off-site)? 2. If so, would CARICOM Secretariat provide the necessary remote access tools to facilitate vendor working remotely? |
| Answer | 1. Customization and development work could be done remotely.2. The CARICOM Secretariat will ensure that the necessary access to facilitate remote work is made available.  |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Enterprise agreements |
| Passage in Document | n/a |
| Tenderer’s Question | Does Secretariat have any Enterprise agreements with software vendors such as Microsoft or IBM? If so, please specify which vendors have Enterprise Agreements with CARICOM? |
| Answer | The Secretariat does not have an enterprise agreement, but has an open value agreement with Microsoft.  |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Cloud-based solution |
| Passage in Document | n/a |
| Tenderer’s Question | Would CARICOM consider a Cloud-based solution versus an On-Premise solution for the CPPNB system? |
| Answer | The solution should be on-premise. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Document or content management system |
| Passage in Document | n/a |
| Tenderer’s Question | Does CARICOM Secretariat have any existing document or content management system in place? If yes, please specify the product/vendor for the system. |
| Answer | No  |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Item 1.19 CPPNB |
| Passage in Document | n/a |
| Tenderer’s Question | CARICOM indicated that the CPPNB must provide support for minimum 5,000 procuring entities and minimum 10,000 bidders and other users with no restrictions. What is the breakdown of the quantity of user for the various modules required as follows:a. Number of users for the Documents and Content Management Module?b. Number of users for the Documents Capture Software Module?c. Number of users for the Workflows? |
| Answer | For the time being, only procuring entities will use the modules specified above.  |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Implementation services |
| Passage in Document | n/a |
| Tenderer’s Question | In addition to providing licenses requested, are vendors also required to supply implementation services? |
| Answer | Yes |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Part lots |
| Passage in Document | n/a |
| Tenderer’s Question | Are part lots allowed? For instance if we were use Lot 1 as an example, could we tender for Items 1.1 to 1.17 and omit 1.18 and 1.19? |
| Answer | No. (Please also refer to point 7.2 in the Instructions to Tenders for additional information). |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Deadline |
| Passage in Document | n/a |
| Tenderer’s Question | Is an extended deadline date possible for us? |
| Answer | Please refer to Corrigendum No 1 to Instructions to Tenderers  |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Annex 1 |
| Passage in Document | Annex 1 |
| Tenderer’s Question | Annex 1 of the Technical Specification has missing information from the diagram. It states “Authentication Identification &”. What is missing? |
| Answer | **Digital signing** |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | System support |
| Passage in Document | n/a |
| Tenderer’s Question | What time zone should be considered for end user system support? |
| Answer | GMT - 4 |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Lots division |
| Passage in Document | n/a |
| Tenderer’s Question | The lots have a mix of both software and hardware. Why have the lots not been divided by hardware and software? |
| Answer | The lots have been divided by the substance and by the principle of turnkey. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | PKI |
| Passage in Document | Item 1.19 CPPNB, page 25/26 |
| Tenderer’s Question | We understand that there is a requirement for PKI on both the buyer and supplier side. Can you please confirm the business requirement that this conforms with? |
| Answer | PKI should facilitate the secure electronic transfer of information. Details have been specified under 1.19 CPPNB. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Open source |
| Passage in Document | n/a |
| Tenderer’s Question | Would you consider open source solutions? |
| Answer | Yes |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | CPPNB, eLearning |
| Passage in Document | n/a |
| Tenderer’s Question | Are CPPNB and eLearning existing system or already identified? |
| Answer | No |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | CPPNB |
| Passage in Document | General specifications of the system |
| Tenderer’s Question | Given that this is a public information site is there a real need for non-repudiation |
| Answer | Please see the Corrigendum No. 1 to the Tender Dossier. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | CPPNB, eLearning |
| Passage in Document | Page 4, Item 1.18 |
| Tenderer’s Question | Is the course content for the eLearning Platform part of the scope? |
| Answer | Only a training course for usage of the CPPNB as specified. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | DMZ |
| Passage in Document | Page 2 and 3 |
| Tenderer’s Question | Can you please confirm where the “de-militarized zone (DMZ) is defined? |
| Answer | Please see Figure 1 and 2 and the explanation on the page 2 and 3 of Corrigendum # 1 Annex II and III- Technical Specifications CPPNB -  |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | CPPNB, Legislation documents |
| Passage in Document | Page 2 |
| Tenderer’s Question | Could you please provide the legislation documents for: the Protocol on Public Procurement for the Caribbean Community, the Community Public Procurement Bill and the Community Procurement Standard Operating Procedures (PSOP)? |
| Answer | The legislation documents referenced above are not material to the tender at this time |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | CPPNB |
| Passage in Document | Item 1.19 |
| Tenderer’s Question | What will be the language of the screens that are used for domestic advertising? Is translation part of the scope? |
| Answer | English, French, Dutch.The SBDs that will be used for e-forms/screens will be provided to the successful tenderer in English, French and Dutch. However, the user guide should be translated into French and Dutch and is part of the scope, as specified under Item 1.19 – Documentation. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | CPPNB |
| Passage in Document | Item 1.19 |
| Tenderer’s Question | Will a electronic tender box be provided or is it assumed this will be delivered as part of the scope? |
| Answer | No, CPPBN is eNotification only, the publication of tenders and procurement notices on the web. eSubmisssion, the submission of proposals online has not been envisage in this phase. |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Eurosupport |
| Passage in Document | Page 4 |
| Tenderer’s Question | Will Euro-Support (under contract from CARICOM) provide “procurement” guidance to CPPNB buyers/suppliers? |
| Answer | Yes , this support will be provided through the Contracting Authority  |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj/p.19 |
| Topic in Document | 1.18 e-Learning platform |
| Passage in Document | **Shared synchronous resources:** Sharing of a teacher’s or student’s screen (for example, the teacher demonstrates how to do something) or sharing of software programs. Access to file systems and databanks. Uploading and downloading of documents (organised in folders, for example) created by teachers or students. **[…]****Audio/video conferencing:** Virtual class lesson or seminar discussions. Usually these tools integrate the possibility of sharing material (for example, PowerPoint slides) and of managing the class through requests to speak (raising a hand and passing the microphone). |
| Tenderer’s Question | Shared synchronous resources and audio/video conferencing may require additional bandwidth provisions. We understand that any necessary bandwidth requirements will be addressed by the existing datacentre infrastructure. Please confirm. |
| Answer | Yes |

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| Document/Section/Page Reference | Annex II and III- Technical Specifications CPPNB - Final (2) cj |
| Topic in Document | Firewalls |
| Passage in Document | Item 1.12 and 1.13 |
| Tenderer’s Question | 1. How many concurrent client accesses need you as a VPN?2. What do you mean by Messaging Security? Do you want the filter for e-mail or what else?3. As regards the NAC what do you want to implement? |
| Answer | 1. To satisfy business requirements for Item 1.18 and 1.19.2. To provide protection for messaging infrastructure.3. Policy enforcement, identity and access management. |

Clarification 41:

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| --- | --- |
| Tenderer’s Question | What type of license will the software be purchased under: a Non-profit license or commercial license? |
| Answer | The software should be purchased under a Non-profit license |

Clarification 42:

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| --- | --- |
| Tenderer’s Question | Does the budget ONLY cover the cost of the items listed i.e. it does not cover travel expenses for installation? |
| Answer | The budget covers all activities associated with implementation of the contract. This includes travel expenses for installation |

Clarification 43:

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| --- | --- |
| Tenderer’s Question | Does the tendering company have to purchase and supply the hardware listed? |
| Answer | The tendering company has to supply the hardware listed in the lot(s) being offered by the tenderer |

Clarification 44:

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| --- | --- |
| Tenderer’s Question | If the tendering company chooses to tender for more than one lot, must it be done in different complete tender packages? |
| Answer | Tenderers may submit tenders for one or more lots. Evaluation of the offers is carried out on a lot by lot basis. Technical and Financial offers per lot are expected. Documentation can consist of a single set of documents where more than one lot is offered |

Clarification 45:

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| --- | --- |
| Tenderer’s Question | We understand that declarations from subcontractors are not required to be submitted as part of the proposal and that only upon request from the Contracting Authority such declarations shall be submitted. Please confirm |
| Answer | We confirm that declarations from sub-contractors should be submitted when requested by the Contracting Authority |

Clarification 46:

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| --- | --- |
| Tenderer’s Question | We understand that the “details of the bank account” mentioned above refers to the provided “C 15 C- Financial Identity form.xls” document completed with the relevant information only once, even in the case of consortium bids. Please confirm. |
| Answer | We confirm that The Financial Identity form will be completed with the relevant information only by the designated and identified consortium leader. This is in accordance with section 18 Joint Venture or consortium |

Clarification 47:

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| Tenderer’s Question | We understand that the “legal entity file” mentioned above refers to the provided “C 15 B - Legal Identity form.xls” document, which in case of a consortium bid it must be completed by each consortium member with the relevant information as applicable in the corresponding country of origin. Please confirm. |
| Answer | We confirm that The Legal entity file will be completed with the relevant information only by the designated and identified consortium leader. This is in accordance with section 18 Joint Venture or consortium |

Clarification 48:

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| --- | --- |
| Document/Section/Page Reference | Instructions to Tenderers Equipment Final/Section 10/p.18 |
| Topic in Document | Submission of Tenders |
| Passage in Document | *To be supplied in free-text format:** *A description of the warranty conditions, which must be in accordance with the conditions laid down in Article 32 of the General Conditions.*
* *A description of the organisation of the commercial warranty tendered in accordance with the conditions laid down in Article 32 of the Special Conditions*
* ***Duly authorised signature: an official document (statutes, power of attorney, notary statement, etc.) proving that the person who signs on behalf of the company/joint venture/consortium is duly authorised to do so.***
* *A statement by the tenderer attesting the origin of the supplies tendered (or other proofs of origin).*
* ***Duly authorised signature: an official document (statutes, power of attorney, notary statement, etc.) proving that the person who signs on behalf of the company, joint venture or consortium is duly authorised to do so.***
* *Manufacturer’s Authorizations for Equipment offered.*
* *Audited financial statements for the past 3 years in support of point 3 of the Tender Form*
 |
| Tenderer’s Question | We understand that the third and fifth bullet (highlighted in **bold** typeface) refer to exactly the same item and consequently need to be submitted only once for each member of the consortium. Please confirm or clarify if otherwise. |
| Answer | We confirm that the duly authorized signature will need to be submitted once for each member of the consortium. Please see corrigendum to the Instructions to tenderers |

Clarification 49:

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| --- | --- |
| Tenderer’s Question | The average annual turnover of the tenderer must exceed the annualised maximum budget of the contract; The criterion quoted above connects the bidder’s average annual turnover with the annualised maximum budget of the contract; however, the CA has not specified what the maximum budget of the contract is. Please specify the maximum budget of the contract. |
| Answer | The maximum budget of the contract is not disclosed in this tender procedure |

Clarification 50:

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| Tenderer’s Question | In line with the international public procurement practice, selection criteria are established to reduce the risk for the Contracting Authority (CA) to award a contract to a bidder that is unable to actually perform the offered service as evidenced from its past experience, financial status, etc.If the threshold is not the same for all bidders, (e.g., it depends on the financial proposal of each bidder), then competition will be distorted and the CA risks awarding the contract to an unsustainable solution.Please provide the average annual turnover threshold to be met. This should be a fixed amount, which should be the same for all bidders. |
| Answer | In a tender procedure such as this, divided into lots, each lot will be assessed separately. The maximum budget of the contract will depend upon the estimated value of each lot, which is not disclosed. It will be possible for a tenderer to bid for one or more lots and to be awarded one or more lots. The maximum value of the contract will depend on the number of lots awarded. Consequently the average annual turnover is not provided. |

Clarification 51:

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| Tenderer’s Question | We understand that technical and financial offer for each Lot (namely: ‘Part 1 – Technical offer’, ‘Part 2: Financial offer’ and ‘Part 3: Documentation’, as described in paragraph ‘Content of tenders’) have to be submitted all together in the same dossier/ring binder and not separately. |
| Answer | The Technical and Financial offer should be submitted together in the same envelope as per Section 11 of the Instructions to Tenderers; Content of tenders |

Clarification 52:

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| --- | --- |
| Tenderer’s Question | We understand that the original and all the copies of the bid have to be sealed in the same inner envelope. Please confirm or clarify: does each copy have to be packed/sealed in its own separate inner envelope? |
| Answer | Originals and copies should be sealed in a separate envelope duly marked as “original” or “copy” and then placed in an outer envelope. |

Clarification 53:

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| --- | --- |
| Tenderer’s Question | We understand that the submission of the original of a Consortium Agreement signed by the legal representatives/authorised signatories of all the parties of the Consortium, providing for the joint participation in the procedure and authorising the representative of the consortium, suffices to cover this requirement. The certificates evidencing the legal representative(s)/authorised signatorie(s) of each company will also be submitted.Please confirm or elaborate further if additional evidence has to be submitted. |
| Answer | Please note that, 1) the Consortium Agreement, 2) the authorisation to sign on behalf of the consortium and 3) evidence that the representative for each member of the consortium to enter into the Consortium Agreement should be duly notarized. |

Clarification 54:

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| Tenderer’s Question | It seems that paragraphs 3.1 and 3.2 contradict each other. We understand that in alignment with the Contract Notice paragraph 8, paragraph 3.1 should be removed. Please confirm. |
| Answer | Please see the published corrigendum to the Contract Notice |

Clarification 55:

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| --- | --- |
| Tenderer’s Question | Passage in Document Participation in tendering is open on equal terms to natural and legal persons (participating either individually or in a grouping (consortium) of tenderers which are established in a Member State of the European Union, ACP States or in a country or territory authorised by the ACP\_EC Partnership Agreement under which the contract is financed (see also item 29 below). Participation is also open to international organisations.Tenderer’s Question We failed to identify item 29 referenced in the above text. Please clarify what “item 29” refers to. |
| Answer | The text should refer to item 22 of the Contract Notice. Please see Corrigendum # 1 of the Contract Notice. |

Clarification 56:

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| Tenderer’s Question | Do we have to consider also customs clearance times within the period of implementation? If so, which is the responsibility of the supplier concerning local bureaucracy and possible delays? If clearance times are included, should we ask for a suspension certificate or is this automatically accorded by the Contracting Authority?  |
| Answer | Customs clearance times are included within the period of implementation. In the event that delays are encountered by the supplier, Article 21 of the General Conditions will apply**.**  |

Clarification 57:

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| --- | --- |
| Tenderer’s Question | Could you please confirm that you are requesting IT products from internationally recognized brands, as we can deduce from the technical specifications? |
| Answer | IT products which meet the full technical specifications are the subject of this tender |

Clarification 58:

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| --- | --- |
| Tenderer’s Question | Could you please clarify whether we have to submit only one electronic version attached to the original copy of the financial and technical offer or should each copy of the financial and technical offer be accompanied by one electronic version? |
| Answer | A single electronic version attached to the original copy of the financial and technical specifications will be required |

Clarification 59:

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| --- | --- |
| Tenderer’s Question | Please confirm that there is full exemption from any taxes and duties |
| Answer | Exemption from applicable taxes and duties will be facilitated by CARICOM Member States, through the CARICOM Secretariat. |

Clarification 60:

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| --- | --- |
| Tenderer’s Question | Please clarify if the Incoterm to be considered will be DDP or DAP |
| Answer | The Incoterm to be considered is DDP  |

Clarification 61:

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| --- | --- |
| Tenderer’s Question |  It is expected that a project of this magnitude would require project management services. We wish to propose these services, would it be something that the Secretariat would consider?  |
| Answer | The services for project management will be provided by the consultant retained for the purpose, as part of the contract.  |

Clarification 62:

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| --- | --- |
| Tenderer’s Question | Are part lots allowed? For instance if we were use Lot 1 as an example, could we tender for Items 1.1 to 1.17 and omit 1.18 and 1.19?  |
| Answer | Bidding for partial lots is not permitted. Tenderers must bid for all items within a lot. (Please set point 7.2 of the Instructions to Tenderers).  |

Clarification 63:

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| --- | --- |
| Tenderer’s Question | ANNEXIV: Budget BreakdownWe understand that items presented under the “Total” row of the Budget Breakdown table do not participate in the total price that will be used for the evaluation of the tender. As presented in the tender documents, spare parts and consumables are in this category. What does CARICOM require in the third reference to “annex including unit prices” in the table Budget Breakdown of Annex IV for Lot 1? Can you give examples |
| Answer | While tenderers are expected to use their professional experience in matters of this nature, an annex detailing each spare part and consumable recommended can be presented as a separate sheet. The Annex IV Budget Breakdown will give a summary of the total cost for spare parts and consumables. |

Clarification 64:

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| --- | --- |
| Tenderer’s Question | ANNEX IV: Budget Breakdown Please define other services for Lot 1 Are services such as the following considered “Other Services” for Lot 1 (we also refer to Annex II and III- Technical Specifications pages 3-4?-Set up of Infrastructure-Delivery and Installation of HW-Development and Installation of SW- Testing and fine-tuning-Development of national notice boards- Interoperability with existing platformsShould bidders provide a separate item per each one of the “other service” or does CARICOM require a single lump sum quotation for the entire set of “other services” for Lot 1? |
| Answer | A single quotation for other services should be presented. |

Clarification 65:

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| --- | --- |
| Tenderer’s Question | Economic and Financial capacity of tenderer1. *Economic and financial capacity of tenderer (based on i.a. item 3 of the Tender Form for a Supply Contract). In case of tenderers being a public body, equivalent information should be provided. The reference period which will be taken into account will be the last three years for which accounts have been closed.*
2. *Please complete the following table of financial data based on your annual accounts and your latest projections. If annual accounts are not yet available for this year or last year, please provide your latest estimates, clearly identifying estimated figures in italics.*

According to your instruction presented in the form “Last year=last accounting year for entity”. To our understanding this refers to a complete accounting year. Therefore, in the case of accounts for the accounting year 2015 are not yet officially closed, data for the years 2012, 2013, 2014 and 2015 should be presented in the form considering “”This year” the year 2015. Please confirm. |
| Answer | This year is the year 2016, accounts can be presented for last year 2015. As indicated estimated figures should be indicated with italics |

Clarification 66:

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| --- | --- |
| Tenderer’s Question | **Validity Microsoft Price changes**The prices of Microsoft products are set by a price list that is being released every 1st of the month. Considering the validity for a period 90 days from the deadline and further period of 60 days if successful – it’s likely that the prices would change. Also note that, the validity period passes the Microsoft Financial Year 2015/16. In Microsoft’s new financial year starting July 1st a significant price increase can be expected as it line with the trends of Microsoft over the years. This results in a higher priced licenses as the vendors are likely to increase prices to anticipate on the price increase. What is the committee take on this note? |
| Answer | Tenderers are encouraged to use their knowledge of the market to present the most competitive price.  |

Clarification 67:

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| --- | --- |
| Tenderer’s Question | Caricom has currently a Select Plus Agreement with us. Can these licenses be ordered under that same contract?Note that: starting a new Microsoft Volume Licensing Agreement requires a minimum of 5 licenses per secretariat. What’s the view of the committee on this matter? |
| Answer | It is possible for any vendor to purchase licenses under the current Select Plus Agreement. |

Clarification 68:

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| --- | --- |
| Tenderer’s Question | The eval grid documents show a number of selection criteria. Must all these criteria be answered with a yes? Does a no on one of the questions lead to exclusion from the tender process? |
| Answer | It is expected that all of the selection criteria will be met |

Clarification 69:

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| --- | --- |
| Tenderer’s Question | Does quoting in USD lead to exclusion from the tendering process? |
| Answer | The tender must be quoted in EURO. Quoting in USD will render the tender non responsive. |

Clarification 70:

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| --- | --- |
| Tenderer’s Question | Origin of good- Lot 3Is the committee aware that the Microsoft licenses do not originate from the EU but the US? How will this affect the tender process? |
| Answer | **Participation in tendering is open on equal terms to natural and legal persons (participating either individually or in a grouping (consortium) of tenderers which are established in a Member State of the European Union, ACP States or in a country or territory authorised by the ACP\_EC Partnership Agreement under which the contract is financed (see also item 22 below). Participation is also open to international organisations**Please see Corrigendum No 1 to the Supply Contract notice |

Clarification 71:

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| --- | --- |
| Tenderer’s Question | Can the tender guarantee be issued by a foreign bank (a bank on Curacao)? |
| Answer | The tender guarantee can be issued by any bank of good standing which can be verified by the relevant authorities. It should be prepared in accordance with the template for Tender Guarantee Annex V |

Clarification 72:

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| --- | --- |
| Tenderer’s Question | Lot 3 quantities.Can you provide us with a list with the actual count of licenses per secretariat and version needed |
| Answer | Please see Corrigendum No 1 to Tender Dossier where the Distribution Schedule is provided. |

Clarification 73:

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| --- | --- |
| Tenderer’s Question | Is it mandatory to submit a statement of origin for all the hardware submitted in the bid as the origin does not matter? |
| Answer | A statement of origin for all the hardware is required  |

Clarification 74:

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| --- | --- |
| Tenderer’s Question | Can spares and supplies be separated from the cost of the overall bid? |
| Answer | Please use Annex IV where the format for presenting the cost of the various parts of the bid is presented |

Clarification 75:

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| --- | --- |
| Tenderer’s Question | 20.6: Award Criteria The sole award criterion will be the price. The contract will be awarded to the lowest compliant tender.Is the award of the tender strictly based on price of each lot, or does it consider the cost of the overall tender. |
| Answer | The award is based on the price of each lot. |

Clarification 76:

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| --- | --- |
| Tenderer’s Question | We would like to request clarification of the country of Origin. Can you confirm where the procured goods have to originate from? |
| Answer | Please refer to Supply Contract Notice Article 22 Legal Basis. All goods purchased under the contract can originate in any country covered under the provisions of this article. |

Clarification 77:

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| --- | --- |
| Tenderer’s Question | In addition to providing licenses requested, are vendors also required to supply implementation services as in the cases of Lot 3 (are these licenses related to any of the other lots?) |
| Answer | We confirm that the vendor is required to supply selected implementation services i.e. delivery, unloading, installation and commissioning |

Clarification 78:

|  |  |
| --- | --- |
| Tenderer’s Question | In addition to providing licenses requested, are vendors also required to supply implementation services?  |
| Answer | Vendors are expected to deliver, install, unload and commission supplies provided under this tender |

Clarification 79:

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| --- | --- |
| Tenderer’s Question | Page 42, Article 33. Draft Contract and Special Conditions: Clarification is required on your definition of “after-sales service”  |
| Answer | After Sales services refers to scheduled maintenance and support services |

Clarification 80:

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| --- | --- |
| Tenderer’s Question | Annex II & III, Page 4. On-site warranty for hardware and software. There is generally no warranty on software. Please clarify your position.  |
| Answer | The requirement for warranty for software applies to Lot 1, where the contractor is expected to provide customisation.  |

Clarification 81:

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| --- | --- |
| Tenderer’s Question | LOT 1 : in ANNEX II + III, Technical Specifications + Technical Offer, page 4 and 5  read: “*After the provisional acceptance, the Contractor is expected  to provide  warranty support, in accordance with warranty agreement,  and support for system maintenance pursuant to the after sales agreement, working hours from 9:00 to 17:30, 5 days/week and including:**•        On-site warranty for all hardware and software with maximum response time of 1 business day and maximum time for repair of 3 business days.**•        Delivery of new versions and support for all software user licenses.**•        Corrective maintenance – costs due to modifying software to correct issues discovered after initial deployment.**•        Adaptive maintenance – costs due to modifying a software solution to allow it to remain effective in a changing business environment.**•        Perfective maintenance – costs due to improving or enhancing a software solution to improve overall performance.**There also must be a fault reporting process whereby faults are categorized into the following categories:**Category       Description    Response/Fix time**A        Catastrophic failure whereby the system is unable to support business processes.   2 hours/12 hours**B        Serious failure, but the system can still be used to support business processes. This may also be a Category A problem, but with a documented workaround.       2 hours/5 days**C        A non-serious problem that does not affect business processes.        2 hours/10 days**During this period, the Contractor will provide full time free of charge support in the form of consultation, assistance and advice. The Contractor shall provide the guarantee that the systems will work in line with the required functionalities and during the maintenance period any corrections of error in the system will be made free of charge by the Contractor. ”* Please clarify if it is referred only to lot 1 and not to lots 2, 3 and 4. |
| Answer | These provisions refer to Lot 1 only. |

Clarification 82:

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| --- | --- |
| Tenderer’s Question | LOT 1: Software Solution for the Community Public Procurement Notice Board and ICT equipment Passage in Document (p.4) After the provisional acceptance, the Contractor is expected to provide warranty support, in accordance with warranty agreement, and support for system maintenance pursuant to the after sales agreement, working hours from 9:00 to 17:30, 5 days/week and including:• […](p.37) Provide free of charge one year full time on-site support in the form of consultation, assistance and advice for all systems maintenance (for all of the above), working hours from 9:00 to 17:30, 5 days/week and including:• […]Tenderer’s Question We understand that the warranty support is to be provided on a need basis only and during the mentioned working days and hours and does not require full-time presence on site during the warranty period. Please confirm. |
| Answer | Please see Corrigendum No 1 to Tender Dossier  |