**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 (II)**

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| Topic in Document | ***Annex II and III- Technical Specifications CPPNB – Final document*** |
| Passage in Document | Lot 1 Point 1.19 |
| Tenderer’s Question |  What do you mean with: ***The system must enable integration with software components for scanning and document capture;”*** And what are the differences between this point and the request: ***“Direct recording of documents from scanners;”***-  If we must communicate with software components for scanning. Can we do it using API or by accessing the software components database if exist? |
| Answer | The bidder is to make the recommendations and provide rational solutions with the functionality specified in the tender documents. |

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| Topic in Document | Lot 1.19-2Documents and Content Mangement Module |
| Passage in Document |  ***“ Implementation of the locking mechanism when modifying documents, tracking all changes to a document (who, when, what);”***  |
| Tenderer’s Question | We intend that tracking of document changes will be implemented using a predefined tags, fields or marked paragraphs to compare two versions of a document. This feature will be supported only on Word and Excel documentsCan you confirm/approve that what we’ll do is compliant with the request? |
| Answer | The bidder is to make the recommendations and provide rational solutions with the functionality specified in the tender documents. |

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| Topic in Document | Point 1.19 - 9      National Instance Module |
| Passage in Document | ***“National Instance Module should provide for capabilities to facilitate national procurement advertisements in each Member State who do not have yet their own advertising portal (Antigua and Barbuda, Belize, Dominica, Grenada, Guyana, Haiti, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines and Suriname), by allowing them to have a special instance of the Community one (supporting all of the functions the Community Board supports) to be used for publication of national procurement notices with specific member state look and feel.”*** |
| Tenderer’s Question | What level of customization will be needed for the members that don't have yet their own advertising portal? |
| Answer | As much customisation as available with the Community Instance Module |

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| Topic in Document | Point 1.19 - 9      National Instance Module |
| Tenderer’s Question | Includes a layout customization only or may have impact on the modules of the system? |
| Answer | May have impact on the modules of the system |

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| Topic in Document | Point 1.19 - 9      National Instance Module |
| Tenderer’s Question | If the system modules may change, this also includes the addition of new custom modules? |
| Answer | Yes |

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| Topic in Document | Point 1.19 - 9      National Instance Module |
| Tenderer’s Question | This point is related in some way to the point of ***"workflow editor such as visual tools"*** to create different workflows for each member of the community? |
| Answer | Yes |

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| Tenderer’s Question | Will those trained under the technical specification provide the 1st level support e.g. a helpdesk function or is it expected that the solutions provider will provide a 1st level helpdesk support? |
| Answer | Yes, Those trained under the technical specifications will be expected to provide 1st level support. |

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| Tenderer’s Question | What is the prescribed budget for the project? |
| Answer | The budget for the project is not disclosed for this procedure |

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| Tenderer’s Question | Microsoft is specified, can you please confirm if this should state “Microsoft or equivalent” |
| Answer | Where Microsoft is stated, that is the requirement |

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| Tenderer’s Question | .stat is stated within annex 2 and 3 of Lot 4. Can you please confirm what .stat is? |
| Answer | .STAT is a statistical information system platform. It provides the sole and coherent source of statistical data and related metadata for an organisation’s statistical data sharing, publication and electronic dissemination processes. **See attachment “DOT STAT features and requirements.** |

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| Tenderer’s Question | Has the e Registry module stated in Lot 2 been identified and deployed, if so what is it? |
| Answer | Yes. It is a custom developed software based on Microsoft Dot Net platform |

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| Tenderer’s Question | Has the Labour Market Information system been identified and deployed, if so what is it? |
| Answer | Yes. It is the .STAT platform |

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| Tenderer’s Question | What is the purpose of the Microsoft SQL licenses and windows licenses specified in LOT 3? |
| Answer | These are specifics provided by the consulting company in support of the e Registry Solution Lot 2. |

Clarification 14:

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| Document/Section/Page Reference | Instructions to Tenderers, par. 18.2, page 20andInstructions to Tenderers, Content of tenders, Part 3: Documentation, page 18: |
| Passage in Document | *The tender may be signed by the representative of the joint venture or consortium only if it has been expressly so authorised in writing by the members of the joint venture or consortium, and the authorising contract, notarial act or deed must be submitted to the CARICOM Secretariat in accordance with point 11 of these Instructions to Tenderers. All signatures to the authorising instrument must be certified in accordance with the national laws and regulations of each party comprising the joint venture or consortium together with the powers of attorney establishing, in writing, that the signatories to the tender are empowered to enter into commitments on behalf of the members of the joint venture or consortium. Each member of such joint venture or consortium must provide the proof required under point 3.4 above as if it, itself, were the tenderer.*and*To be supplied in free-text format:**………….**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.*and*Response to Q53:**‘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”* |
| Tenderer’s Question | **Question 1:**The signature of a document before a notary serves the purpose of verification of one person’s identity and the validation of its signature as true and authentic.In various countries, depending on the applicable national legislation under which a company officially operates, a number of administrative and/or judicial authorities can officially validate a person’s signature, apart from a notary.These could be for instance the police authorities, a judge, citizens’ services of the Ministry of Interior, a lawyer, etc.It is our understanding that the required validation of signature can therefore be performed before any of these competent authorities. Please confirm or clarify.**Question 2:**Each signatory will be the legal representative of the company, i.e. the person mandated by the company’s management instrument (the Board of Directors) to act and decide in the name of the company and to represent the tenderer in dealings with third parties and in legal proceedings, binding the company with its signature for a specific term.In terms of the company’s operation, there is no need for a further ‘power of attorney’ or any other act whatsoever, for this person to enter into agreements and sign any and all required agreements, statements, documents, etc. in the name and on behalf of the company.The company certificates as foreseen by the national legislation evidencing the legal representative will be submitted with the proposal.Given the above, please clarify/elaborate further on what additional evidence should be submitted to fulfil your requirement concerning “evidence that the representative for each member of the consortium to enter into the Consortium Agreement”. |
| Answer | 1. The validation of the signatory’s identity by any legally recognised authority will be accepted for the purposes of the tender2. Company certificates which clarify the role of any signatory should be sufficient to justify authorisation to enter into the Consortium Agreement |

Clarification 15:

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| Tenderer’s Question | What is the installation scope for the software specified in Lot 3 and Lot 4? |
| Answer | The installation scope is just basic installation with software activation. No specific configurations required |

Clarification 16:

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| Tenderer’s Question | What is the purpose of the Hypervisor Host Servers and Database Servers in Lot 4? |
| Answer | These are specifics recommended by the consulting company in support the solution |

Clarification 17:

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| Tenderer’s Question | What servers would the backup software in Lot 4 be backing up? |
| Answer | It will be backing up the data generated by the information system and data from the other servers specified in the Lot |

Clarification 18:

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| Tenderer’s Question | Is there any relationship between the items specified in Lot 2, Lot 3, and Lot 4 with Figure no.1 and Figure no.2 on page 2 and page 3 of the “Technical Specifications + Technical Offer” document? |
| Answer | No |

Clarification 19:

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| Tenderer’s Question | What are the respondents required to install on the servers listed in Lot 2? |
| Answer |  The related software is listed in Lot 3 |

Clarification 20:

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| Topic in Document | Routers |
| Tenderer’s Question | Aside from internet service from the Data Centers, what other purposes are the routers intended for? |
| Answer | Internet services go to the servers in the solution. VPN connectivity for each Member State (12) plus the CARICOM Secretariat offices (Barbados and Guyana) |

Clarification 21:

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| Topic in Document | Routers |
| Tenderer’s Question | The specification stated for the router is for a base unit. What other detailed specifications should the router possess? |
| Answer | Specifications matching the “Cisco 1900 series” would be the minimum requirements |

Clarification 22:

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| Topic in Document | Routers |
| Tenderer’s Question | At the remote sites please specify the number of endpoints that will require internet service? |
| Answer | Internet services go to the servers in the solution. VPN connectivity for each Member State (12) plus the CARICOM Secretariat offices (Barbados and Guyana) |

Clarification 23:

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| Topic in Document | Routers |
| Tenderer’s Question | What will be the bandwidth size of the internet links? |
| Answer | Minimum 5Mbps Dedicated Internet Access |

Clarification 24:

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| Topic in Document | Switches |
| Tenderer’s Question | Reference is made to the “Switch 24-port (1U)”.1. What is the purpose of this “Switch 24-port (1U)”?

 b. What are the required detailed specifications? |
| Answer | 1. To connect the servers and peripherals at the datacenters with growth considerations.
2. Layer 2, 10/100/1000 MBps, 2 (Two) 10Gb uplinks, managed switch would be the minimum requirements
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Clarification 25:

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| Topic in Document | Data Centers |
| Tenderer’s Question | Please specify the number of internal users at each Data Center |
| Answer | Three (3) |

Clarification 26:

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| Topic in Document | Data Centers |
| Tenderer’s Question | What is the expected number of users outside of the Data Centers? |
| Answer | Total of six (6) minimum |

Clarification 27:

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| Topic in Document | Firewalls |
| Tenderer’s Question | By definition, the term NAC can be broad. Please elaborate on the NAC specific functionalities required - as was listed as a requirement in the Firewall specifications. |
| Answer | No detailed specifications are provided. As long as the supplied firewall supports Network Access Control would be adequate.  |

Clarification 28:

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| Topic in Document | Firewalls |
| Tenderer’s Question | Is it required or desirable for the Data Center firewalls to have 10G capabilities? |
| Answer | Required. |

Clarification 29:

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| Topic in Document | Wireless |
| Tenderer’s Question | 1. Reference is made to “Business class wireless routers”.

a. Is It that Wireless Access Points are being asked for? b. What wifi standards are required: 802.11N backward compatible or 802.11AC backward compatible?c. Are the wireless units to be standalone/autonomous or controller managed?d. d. Modern wireless units are by default Power over Ethernet (PoE) compliant, with local AC power being an option.i. Which power method is required of wireless units – PoE or local AC power?ii. If the power method is PoE, are there existing switches to provide PoE to each wireless unit?e. Seven (7) units were listed. Please specify the sites distribution for these units. Are floor plans available for these sites?f. Is structured cabling already in place to facilitate the wireless units or structured cabling is required? |
| Answer | 1. For internet access to staff and walk in clients.
2. 802.11AC backward compatible
3. standalone/autonomous with the option of controller management
4. i. PoE

 ii. No, a PoE injector will suffice1. No floor plans, local IT staff in Member States will assist. The distribution schedule on page 9 of the “Draft Contract and Special Conditions” document lists the sites.
2. Structured cabling is not required for the wireless units.
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Clarification 30:

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| Topic in Document | Structured Cabling |
| Tenderer’s Question | Reference is made to a 24-port patch panel, though no reference to structured cabling is identified.1. What are the specifications for this patch panel, is structured cabling a requirement and
2. what location and/or site needs to be cabled.
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| Answer | 1. Structured cabling not required
2. The datacenters (Primary and DR Sites). Note that cabling is only required within the server racks.
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Clarification 31:

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| Topic in Document | Networking Design Principle |
| Tenderer’s Question | Is the CARICOM Secretariat open to alternative designs for the networking architecture? |
| Answer | Yes, alternate recommendations are welcome |

Clarification 32:

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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 33:

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| Topic in Document | Training |
| Tenderer’s Question | As it pertains to Training and with specific reference to the Networking back-end equipment: Firewalls (DC & remote sites), Routers, Switches and Wireless infrastructure – Please specify the number of resources that will need to be trained on the administration of these equipment. |
| Answer | Four (4) resources. |

Clarification 34:

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| Tenderer’s Question | What type of spare parts does the customer have in mind? Is there a particular list Or are we to make recommendations? |
| Answer | There is no predefined list. Bidders are to make recommendations. |

Clarification 35:

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| Tenderer’s Question | Can part Lots be proposed? That is, can hardware only, and not software, be proposed for in, forExample, Lot 1?  |
| Answer | Bidding is permitted for complete lots only as per Section 7.2 of the Instructions to Tenderers here, “*Each lot will form a separate contract and the quantities indicated for different lots will be indivisible. The tenderer must offer the whole of the quantity or quantities indicated for each lot. Under no circumstances must tenders be considered for part of the quantities required. If the tenderer is awarded more than one lot, a single contract may be concluded covering all those lots.”* |

Clarification 36:

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| Tenderer’s Question | What is the installation scope for the software specified in Lot 3 and Lot 4? |
| Answer | Installation is basic/default with license activation where applicable. |

Clarification 37:

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| Tenderer’s Question | Other than the database servers, what servers and applications (virtual servers, database, apps) would the backup software in Lot 4 be backing up? |
| Answer | Nothing else will be backed up |

Clarification 38:

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| Tenderer’s Question | What are the respondents required to install on the servers listed in Lot 2? |
| Answer | The software for these servers is listed in Lot 3 |

Clarification 39:

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| Tenderer’s Question | Lot 1 – Database servers requested four (4) processors is this accurate and if so, how many cores per processor? |
| Answer | The CPU ranking in the specifications suggests the number of cores by industry standard. Please refer to Lot 1 item 1.2 specifications |

Clarification 40:

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| Tenderer’s Question | Is there any hardware installation service required for Lots 2, 3, 4? And what is the scope? |
| Answer | Yes, except for Lot 3 which is software only. The scope is limited to fitting (and powering up to verify operability). |

Clarification 41:

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| Topic in Document | LOT 1, Item 1.19 Document Capture Module |
| Tenderer’s Question | Will the 15 MFP requested in the Tender be used to capture/scan documents into the CPPNB? |
| Answer | Yes |

Clarification 42:

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| Topic in Document | LOT 1, Item 1.19 Document Capture Module |
| Tenderer’s Question | Will all 15 locations where MFP have been identified to be located will be scanning documents? |
| Answer | Yes |

Clarification 43:

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| Topic in Document | LOT 1, Item 1.19 Document Capture Module |
| Tenderer’s Question | Will users be using desktop scanners or MFP devices to scan documents into CPPNB? |
| Answer | Both |

Clarification 44:

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| Topic in Document | LOT 1, Item 1.19 Document Capture Module |
| Tenderer’s Question | How many users will be involved in the scanning process? |
| Answer | Minimum of 5 users per location |

Clarification 45:

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| Topic in Document | LOT 1, Item 1.19 Document Capture Module |
| Tenderer’s Question | How many index field will users be inputting for documents captured? |
| Answer | Unknown. Recommendations welcome |

Clarification 46:

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| Passage in Document | In LOT 1, Item 1.19 “CPPNB” the PKI requirements states, “*The PKI infrastructure has to provide server side certificates for SSL/TLS connections.*” |
| Tenderer’s Question | How many of these server side certificates would CARICOM require? |
| Answer | Certificates are required for all users |

Clarification 47:

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| Passage in Document | In LOT 1, Item 1.19 “CPPNB” the PKI requirements states, “*The PKI infrastructure has to provide server side certificates for SSL/TLS connections.*” |
| Tenderer’s Question | Are these certificates required to be publically trusted? |
| Answer | Yes |

Clarification 48:

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| Topic in Document | In LOT 1, Item 1.19 “CPPNB” pertaining to the workflow requirements |
| Tenderer’s Question | Could CARICOM specify the expected number of workflows to be built? |
| Answer | CARICOM cannot specify. The workflows should cater for the functional requirements. Respondent recommendations welcome. |

Clarification 49:

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| Topic in Document | General Conditions of Contract |
| Tenderer’s Question | Proposed Amendments to Articles 9.1; 9.2; 9.3; 9.7; 9.b.5; 11.1; 11.2; 12.1; 12.1b; 12.1c; 12.1d; 12.2a; 14.7; 15.2; 21.1; 22.2; 22.7; 23.4; 23.4.b; 24.3; 25.1; 26.4; 26.6; 26.12; 28.2; 28.3; 29.1; 30.2; 30.2.b; 30.3; 31.2; 31.3; 32.1; 32.2; 32.2.b; 32.2.c; 32.3; 32.4; 32.7; 34.1; 35.4; 35.5; 35.6; 36.2; 36.2.l; 36.2.m; 36.3; 36.8; 36.10; 37.1; 38.2; 38.5; and 38.6. |
| Answer | These General Conditions are standard and are not amended except via publication of a revised Guidelines and Procedures Manual |

Clarification 50:

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| Topic in Document | Special Conditions of Contract |
| Tenderer’s Question | Amendments proposed to Articles 13.2; 18.1; 19.1; 26.3; 26.9; 32.7 |
| Answer | These amendments will not be applicable to all the lots requested in this tender procedure. These amendments will be therefore be negotiated on a lot by lot basis with the individual contractors. |