

ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER

Contract title: Supply of equipment “*Technical support for fight against organised crime, financial investigation and cyber-crime*”

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Publication reference: *NEAR/BEG/2022/EA-OP/0069*

Abbreviations

No	Acronym	Description
1.	AVL	Automated Vehicle Location
2.	ECC	Error-correcting code (memory)
3.	EU	European Union
4.	EUD	Delegation of the European Commission to the Republic of Serbia
5.	FC	Fibre Channel
6.	FCoE	Fibre Channel Over Ethernet
7.	Gbps	Gigabits Per Second
8.	GHz	Gigahertz
9.	GFE	Government Furnished Equipment
10.	GIS	Geographic Information System
11.	HD	High Definition
12.	HDD	Hard Disk Drive

No	Acronym	Description
13.	HDMI	High-Definition Multimedia Interface
14.	HTTP	Hypertext Transfer Protocol
15.	ISO	International Standardization Organization
16.	IT	Information Technology
17.	KMV	Keyboard, Mouse, Video
18.	LCD	Liquid Crystal Display
19.	MB	Megabyte
20.	Mbps	Megabits Per Second
21.	MoI	Ministry of Interior
22.	PDU	Power Distribution Unit
23.	PoE	Power-Over-Ethernet
24.	RoHS	Restriction of Hazardous Substances
25.	SAN	Storage Area Network
26.	SAS	Serial-Attached SCSI
27.	SATA	Serial Advanced Technology Attachment
28.	SNMP	Simple Network Management Protocol
29.	SQA	Software Quality Assurance

No	Acronym	Description
30.	SSH	Secure Shell
31.	TCP/IP	Transmission Control Protocol/Internet Protocol
32.	UPS	Uninterruptible Power Supply
33.	USB	Universal Serial Bus
34.	WEEE	Waste Electrical and Electronic Equipment

Columns 1-2 should be completed by the contracting authority

Columns 3-4 should be completed by the tenderer

Column 5 is reserved for the evaluation committee

Annex III - the contractor's technical offer

The tenderers are requested to complete the template on the next pages:

- Column 2 is completed by the contracting authority shows the required specifications (not to be modified by the tenderer),
- Column 3 is to be filled in by the tenderer and must detail what is offered (for example the words 'compliant' or 'yes' are not sufficient)
- Column 4 allows the tenderer to make comments on its proposed supply and to make eventual references to the documentation

The eventual documentation supplied should clearly indicate (highlight, mark) the models offered and the options included, if any, so that the evaluators can see the exact configuration. Offers that do not permit to identify precisely the models and the specifications may be rejected by the evaluation committee.

The offer must be clear enough to allow the evaluators to make an easy comparison between the requested specifications and the offered specifications.

1. Item Number	2. Specifications required	3. Specifications offered	4. Notes, remarks, ref to documentation	5. Evaluation committee's notes
1	HARDWARE REQUIREMENTS			
1.0	Hardware requirements			
[R1]	The Tenderer must include in their offer a complete set of required cables, patch cords, power cords, Ethernet cables, appropriate FC cables, accessories and other physical modules required for the proposed equipment/system to operate in accordance with specifications.			
[R2]	The system must be suited for operation under Central European land climate and weather conditions without requiring a special preparation process.			
[R3]	Operating temperature: -10°C to +35°C unless specified otherwise.			
	LOT 2 – Print/Scan 3D			
2.1.	3D Printer quantity: 1 piece			

1. Item Number	2. Specifications required	3. Specifications offered	4. Notes, remarks, ref to documentation	5. Evaluation committee's notes
[R4]	<ul style="list-style-type: none"> • Print technology: Fused Deposition Modeling • Build/Print Volume: minimum 400*300*400 mm (520) • Print speed: maximum 200 mm/s • Nozzle diameter/size: minimum or maximum 0.4mm • Layer resolution, minimum or maximum 0.05mm • Filament diameter: minimum or maximum 1.75mm • Print Materials supported: PLA, ABS, Rubber, Carbon Fiber, PTEG, Copper, Wood, PVC, Gradient Colour • XYZ Positioning Precision supported • Touch screen control display • Connectivity: SD card, USB • Supported file types/formats: STL, OBJ, AMF, G-Code, JPG • Print functions supported: <ul style="list-style-type: none"> - Restore data when power outage occurs - Pause printing when filament run out is detected • Printing software included • Filament 1.75mm ABS 1KG included • PLA Filament 1.75mm, 1kg included • Flexible TPU Filament 1.75mm, 1kg included • Power: 200V-240V / 50-60Hz 			

1. Item Number	2. Specifications required	3. Specifications offered	4. Notes, remarks, ref to documentation	5. Evaluation committee's notes
2.2.	3D Scanner quantity: 1 piece			
[R5]	<ul style="list-style-type: none"> • Scan accuracy: up to 0.05 mm • Scan volume: minimum 200 x 200 x 200mm • Scan speed: up to 10 seconds • 3D resolution: 0.19 – 0.03 mm • Export file formats supported: OBJ, STL, PLY, ASC, XYZ, DAE • Camera resolution: minimum 1.3 Mega Pixels • Supported scan of texture and colours • Connectivity: USB • Turntable included • Scanning software included • All required adaptors, accessories, connecting cables, and cable straps needed for 3D scanner functioning included 			
2	Installation, configuration and commissioning			
[R6]	<ul style="list-style-type: none"> • The Contractor will be responsible for delivery, installation, configuration and start-up of the supplies delivered. • The Contractor will be also responsible for integration of the supplies delivered with the existing infrastructure, if required by the nature of the supplies provided. The Beneficiary reserves the right to delegate minimum 2 of its employees to actively participate in the installation and configuration phase together with the 			

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	<p>Contractor's implementation team.</p> <ul style="list-style-type: none"> Contractor will also perform specific installation and configuration tasks as stated in the requirements of specific items of this Lot. 			
3	Documentation			
[R7]	<p>The equipment must be delivered with the following:</p> <ul style="list-style-type: none"> List of equipment; Certificate of Warranty; Certificate of Origin; Licenses (if applicable); User manuals, Administrator manuals, Maintenance manuals; Backup and Disaster Recovery Procedures (if applicable); Procedures for system software installation, configuration, integration, customization; CD / DVD or USB media with: equipment drivers, restore operating systems, installation kits for software. <p>All above mentioned documents will be delivered to the Beneficiary in Serbian and English languages, except the documents which are provided by the manufacturers. Exempted documents will be delivered in English language.</p> <p>All the documents must be delivered in electronic format and hard-copy (if not available in electronic</p>			

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	form).			
4	Warranty			
[R8]	<ul style="list-style-type: none"> Duration of warranty is 1 (one) year for each item of this Lot Warranty starts from the date of issuance of Provisional Acceptance Certificate. The Tenderer must submit the Certificate of Warranty for equipment/system to the Contracting Authority stating the commencement date as the date of issuance of Provisional Acceptance Certificate. Tenderers must provide local reliable warranty service agent providing maintenance and the rapid supply of equipment for the Warranty duration. 			
5	Commercial warranty			
[R9]	<ul style="list-style-type: none"> Duration of commercial warranty is minimum 1 (one) year for each item of this Lot. Commercial warranty starts from the date of issuance of Final Acceptance Certificate. Detailed description of the organisation of the proposed service and description of the commercial warranty must be included in the offer. 			
6	Support & maintenance requirements during			

1. Item Number	2. Specifications required	3. Specifications offered	4. Notes, remarks, ref to documentation	5. Evaluation committee's notes
	warranty and commercial warranty period			
[R10]	<p>The following activities/operations must be assured during the warranty and commercial period:</p> <ul style="list-style-type: none"> • Maintenance regarding the supplied equipment/software in the agreed parameters (performance, availability and data integrity etc.); • Improvements to the technical performances if the case; • Solving bugs that have not been identified during the implementation and which occur during the production stage. • The Tenderer must provide Help Desk support (phone & e-mail), available minimum during working hours (8h–17h local time) during the warranty and commercial warranty period. • The Tenderer must repair defects or damages at his own cost during the warranty and commercial warranty period. • Registering and tracking problems must take place using a dedicated software application for incident and problem management provided by the Tenderer. • The application for the registration and tracking of problems must be also used for the management of issues and events that occur in the implementation stage of the project. 			

1. Item Number	2. Specifications required	3. Specifications offered	4. Notes, remarks, ref to documentation	5. Evaluation committee's notes
	<ul style="list-style-type: none"> • During warranty and commercial warranty period, the Tenderer must repair or alternatively replace the defective equipment within a maximum of 48 hours from officially submitted warranty support request. • During warranty and commercial warranty period, the Tenderer must replace equipment for the period of time needed for repairs in case the defect or damage cannot be repaired within the solution time requested. • During the Warranty period, the Tenderer must fully replace equipment in case the defect or damage that cannot be repaired. • In case of media failure, replacement will take place without returning the original media, due to security constraints. Diagnostics of the failed storage media must also be performed in the beneficiary institution under the supervision of its competent staff member. <p>Minimum Service level requirements (SLR) are stated in the table below:</p>			

Service level agreements (SLA)

Severity Level	Definition	TRT	TF	TNB
Priority 1 – major operational impact	<p>Critical functions are not available.</p> <p>Critical service (application mode) is not available.</p> <p>General activity is significantly disturbed.</p>	8 hours	3 days	1 week
Priority 2 – significant operational impact	Significant operational impact on the activity of many users.	2 days	5 days	1 weeks
Priority 3 - minor operational impact	<p>Medium/Minor operational impact on the activities. It affects a user or computer service (function) with little impact.</p> <p>Activity can take place almost normally.</p>	3 days	1 week	2 weeks
Priority 4 - Information request	<p>Information request.</p> <p>There is no operational impact.</p> <p>The production activity is not affected.</p>	1 week	2 weeks	1 month

NOTE:

- **TRT = Time to React or Response Time (Acknowledge Time):**

Time expressed in working hours between the time support provider received notification of the error and the time client was informed on notification being received.

- **TF = Time to Fix (workaround or final solution) or Resolution time:**

Time expressed in working hours or days between the time support provider receives validated Service Request and the time response on the resolution is sent to the beneficiary Priority or Severity Level – How important the reported incidents are in relation to the system based on the affected functionality and business impact.

- **TNB = Time until the new build:**

Amount of time required for Contractor to provide a new patch or build that implement a resolution for the incident.

DISTRIBUTION LIST:

No	Item	Special Prosecution Office for the fight against cybercrime	SCUC	UFAC	THB	SPBOK CID OPA	JFI	Crime Analysis Service (CAS)	DDIM CID Belgrade City Police	SSIM CID Belgrade	Regional Police Department Nis	Regional Police Department Novi Sad	Regional Police Department Kraljevo	SKOR	NCKF	SATIT	Total
	LOT 2																
1.	3D Printer									1							1

2.	3D Scanner										1							1
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ADDRESSES OF THE BENEFICIARIES

Beneficiary abbreviation	Beneficiary (organizational unit within Ministry of Interior of the Republic of Serbia)	Address
SCOC-SUCC	Special Unit responsible for Combating Cyber-crime within the Service for Combating Organised Crime (SCOC)	Stari obrenovački put bb, Belgrade
UFAC	Unit for Fight Against Corruption (Anti-Corruption Department)	Bulevar Zorana Đinđića 104, Belgrade
THB	Trafficking in Human Beings (THB) Unit	Stari obrenovački put bb, Belgrade
SCOC-SAD	Special Action Department within the Service for Combating Organised Crime SCOC	Kneza Miloša 101, Belgrade
FIU	Financial Investigation Unit	Kneza Miloša 101, Belgrade
CAS	Crime Analysis Service	Bulevar Mihajla Pupina 2a
SSIM CID Belgrade City Police	Service for Special Investigative Methods (SSIM) CID Belgrade City Police Administration	Bulevar Despotu Stefana 107, Palilula, Belgrade
SSIM Belgrade	Service for Special Investigative Methods (SSIM) CID Belgrade	Kneza Miloša 101, Belgrade
SSIM Niš	Service for Special Investigative Methods (SSIM) Regional Police Department Niš	Bul. 12. Februar 89, Niš

SSIM Novi Sad	Service for Special Investigative Methods (SSIM) Regional Police Department Novi Sad	Pavla Papa 46, Novi Sad
SSIM Kraljevo	Service for Special Investigative Methods (SSIM) Regional Police Department Kraljevo	Izletnička bb, naselje Ribnica, Kraljevo
SKOR	Criminal Intelligence Service	Bulevar Zorana Đinđića 104, Belgrade
NCKF	National Centar for Criminalistic Forensic	Kneza Miloša 103, Belgrade
SATIT	Sector for Analytic, Telecommunication and Information Technology	Kneza Miloša 101, Belgrade

Annex II + III: Technical Specifications + Technical Offer - part II – Place of delivery/Acceptance

Item	ARTICLE	Place of acceptance
No 2.1	All items	Central Warehouse of the Ministry of Interior, Milorada Jovanovica 7, Belgrade
No 2.2	All items	

