

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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Abbreviations

No	Acronym	Description
1.	ECC	Error-correcting code (memory)
2.	EU	European Union
3.	EUD	Delegation of the European Commission to the Republic of Serbia
4.	FC	Fiber Channel
5.	FCoE	Fiber Channel Over Ethernet
6.	Gbps	Gigabits Per Second
7.	GHz	Gigahertz
8.	GIS	Geographic Information System
9.	HDD	Hard Disk Drive
10.	HTTP	Hypertext Transfer Protocol
11.	IT	Information Technology
12.	KMV	Keyboard, Mouse, Video

No	Acronym	Description
13.	LCD	Liquid Crystal Display
14.	MB	Megabyte
15.	Mbps	Megabits Per Second
16.	MoI	Ministry of Interior
17.	PDU	Power Distribution Unit
18.	PoE	Power-Over-Ethernet
19.	RoHS	Restriction of Hazardous Substances
20.	SAN	Storage Area Network
21.	SAS	Serial-Attached SCSI
22.	SATA	Serial Advanced Technology Attachment
23.	SNMP	Simple Network Management Protocol
24.	SQA	Software Quality Assurance
25.	SSH	Secure Shell
26.	TCP/IP	Transmission Control Protocol/Internet Protocol
27.	UPS	Uninterruptible Power Supply
28.	USB	Universal Serial Bus
29.	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 +45°C unless specified otherwise.			
	LOT 4 – TELECOMMUNICATION EQUIPMENT			
4.1.	TETRA terminals with TEA (0, 1, 2) quantity: 42 pieces			
[R4]	<ul style="list-style-type: none"> • Class 3 transmit power • Wideband 350-470 MHz • 2W audio output • Air Interface Encryption – Algorithms: TEA1, TEA2 and TEA3 			

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"> • SMA connector • 2" display • Bluetooth® 4.1 wireless technology • Full car kit support • GPS, BeiDou and GLONASS • Advanced noise suppression • microSD card • Rated IP68 and MIL-STD 810G • Greater than 16 hours battery life • Wi-Fi hardware ready • RFID knob for asset management 			
4.2.	Phonak profilo 65 cm quantity: 90 pieces			
[R5]	<ul style="list-style-type: none"> • Single loop (65cm, detachable) with int. microphone • wireless Keyfob PTT • double quick disconnect system with precise pull force of 25-40 N. Wireless PTT programming options: • Rogers beeps on or off • Up/Down arrows control radio volume or send covert tone • Colour: beige 			
[R6]	<ul style="list-style-type: none"> • 90 pieces compatible with Motorola DP3441E 			
4.3.	Data Cables 1m quantity: 2 pieces			

1. Item Number	2. Specifications Required	3. Specifications Offered	4. Notes, remarks, ref to documentation	5. Evaluation Committee's notes
[R7]	<ul style="list-style-type: none"> Connect TETRA terminals with TEA (0, 1, 2) with any computer through USB interface Length 1m 			
4.4.	DECT phone quantity: 4 pieces			
[R8]	<ul style="list-style-type: none"> Type: cordless phone Number of handsets: minimum 2 handsets Backlight: screen, keyboard Other: memory 50 calls directory of 100 places, caller ID 			
2	Installation, configuration and commissioning			
[R9]	<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 Contractor's implementation team. Contractor will also perform specific installation and configuration tasks as stated in the requirements of specific items of this Lot. 			

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3	Documentation			
[R10]	<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. Excmpted documents will be delivered in English language.</p> <p>All the documents shall be delivered in electronic format and hard-copy (if not available in electronic form).</p>			
4	Warranty			

1. Item Number	2. Specifications Required	3. Specifications Offered	4. Notes, remarks, ref to documentation	5. Evaluation Committee's notes
[R11]	<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			
[R12]	<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 shall be included in the offer. 			
6	Support & maintenance requirements during warranty and commercial warranty period			
[R13]	The following activities/operations shall be assured during the warranty and commercial			

1. Item Number	2. Specifications Required	3. Specifications Offered	4. Notes, remarks, ref to documentation	5. Evaluation Committee's notes
	<p>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 shall 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 shall repair defects or damages at his own cost during the warranty and commercial warranty period. • Registering and tracking problems shall 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 shall be also used for the management of issues and events that occur in the implementation stage of the project. • During warranty and commercial warranty period, the Tenderer shall repair or alternatively replace the defective 			

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	<p>equipment within a maximum of 48 hours from officially submitted warranty support request.</p> <ul style="list-style-type: none"> • During warranty and commercial warranty period, the Tenderer shall 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 shall 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	Critical functions are not available. Critical service (application mode) is not available. General activity is significantly disturbed.	8 hour	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	Medium/Minor operational impact on the activities. It affects a user or computer service (function) with little impact.	3 days	1 week	2 weeks

	Activity can take place almost normally.			
Priority 4 - Information request	Information request. There is no operational impact. The production activity is not affected.	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 4																
1.	TETRA terminals with TEA (0, 1, 2)								30				12				42
2.	Phonak profilo 65cm					15			15		20	20	20				90
3.	Data Cables 1m								2								2
4.	DECT phone	4															4

ADDRESSES OF THE BENEFICIARIES

Beneficiary abbreviation	Beneficiary (organizational unit within Ministry of Interior of the Republic of Serbia)	Address
SPO	Special Prosecution Office for the fight against cybercrime	Nemanjina 22-26, Belgrade
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 Despota 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
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No 4.1	All items	Central Warehouse of the Ministry of Interior, Milorada Jovanovica 7, Belgrade
No 4.2	All items	
No 4.3	All items	

Item	ARTICLE	Place of acceptance
No 4.4	All items	Republic Public Prosecution's Office, Nemanjina 22-26, Belgrade