



Republic of Serbia
MINISTRY OF FINANCE
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CONTRACTING AUTHORITY'S CLARIFICATIONS No. 2

SCADA Platform for DSO

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No.	Question	Answer
1	Q14 File: Appendix to Technical Specification - Section 1 14. Section: 1.3.2.1 Objectives This section mentioned that the DSO Distribucijagas Srbija already implemented: • [1] Code Operations Platform (partially implemented). • [2] Metering Platform (implemented). Considering data exchange between all the systems, kindly asking you to share type of core systems used for above platforms.	The platform uses the Oracle11g database, and the user interface was created using Oracle Forms&Reports 6i as well as Oracle forms 12c. An identical platform is provided for the Code Platform.
2	Q15 File: Appendix to Technical Specification - Section 1 15. Section: 1.4.1.1 Present Operations Model a. There is mentioned that only two persons in the organization knows technical details of the existing platform that the DSO use as a SCADA platform. Will be those two persons available for project effort to support vendor during delivery of new SYSTEM? b. What is the database platform use by the existing internally develop platform use as a SCADA? c. Is there available documentation in the editable form, which can be used to get list all assets used across the distribution network, their location, TAG numbers, alarm values / limits? d. We assume, that diagram (Figure: Target Operations Model) contains mistake – the box with System operation platform shall be also green, considering statement in paragraph above the picture, correct?	a) Yes, two persons will be available. b) SCADA uses the MS Access 2000 database but downloads data from the measurement platform DSO, which is made in Oracle database 11g. c) Yes, there is available documentation which could be used by the contractor, after contract commencement. d) As it is stated in Section 1. on page 8 three Platforms are shown in yellow colour which is in accordance with the Figure.
3	Q17 File: Appendix to Technical Specification - Section 3 17. Section:	Interconnection between PCS and BCS depends on technical details of each offered solution,

	<p>3.1.1 System Operations Platform Architecture There is stated that all the system component will be located in the Control Centre Site in the Belgrade. There is also requirement to delivery system with Primary Control System - PCS and Backup Control System – BCS functionality. Can you please share how both systems will be interconnected from infrastructure perspective. As no FO cables out of the IT enclosure / cabinet with new servers are subject of delivery, we assume that this infrastructure shall be already available. Can you also share distance between PCS and BSC and if both the systems to be located in one building?</p>	<p>hence it is up to the tenderer/contractor to implement the solution, including all interconnecting modules and cabling, in order to assure described functionality.</p> <p>At the moment of project implementation, PSC and BSC will be at the same location at a distance of 100 meters.</p> <p>–</p>
4	<p>Q18 File: Appendix to Technical Specification - Section 3 18. Section: 3.3. Overarching SYSTEM Design Requirements Can you share diagram of available network infrastructure, in which new system will need to fit in? Existing infrastructure is mentioned under paragraph marked with letter b.</p>	<p>The network infrastructure is organized so that at the Central location there is a router that communicates with the stations where the communication is organized so that at the remote stations there is a corresponding router with IP devices in the field that are available based on internal routing. The network used is the provider's wired infrastructure as well as the provider's 4G/3G/2G wireless network. In terms of communication, the new SCADA system gets a fully routed environment with available IP addresses of every single device in the field. Internal communication between supplied devices is a solution offered by the SCADA system supplier.</p>
5	<p>Q19 File: Appendix to Technical Specification - Section 4 19. Section: 4.1.1.1.2 General Network Visualization Requirements There is mentioned: This functionality shall be accessible from any secure location on DSO Distribucijagas Srbija's secure SYSTEM communication network. Does this requirement mean that any device connected to the network shall get access to the SCADA</p>	<p>a) The functionality as stated specifies that any device on the secure SYSTEM communication network can be allowed to access these services, subject to some additional configuration that can be performed independently by the authorized DSO personnel. This configuration may include activities such as definition of network access lists, authentication and authorization specification or similar.</p>

	<p>core network and SCADA services?</p> <p>a. We assume that only authorized and pre-defined devices can get access to the services mentioned in the paragraph.</p> <p>b. Please, confirm if the statement means requirement of thin client technology which will allow to use required functions from any secured places.</p>	<p>b) No, this is a general requirement, and does not make any assumptions regarding specific technology used. It does not mean that the use of thin client technology is sufficient to meet this requirement, nor that any other technology cannot be used.</p>
6	<p>Q20 File: Appendix to Technical Specification - Section 4 20. Section: Situation Awareness Techniques (Visualization) There is use: All display techniques shall be applicable to all Real Time, Study Mode, Simulation and Play Back displays. Please, explain terms Play Back displays and functions they shall provide.</p>	<p>Playback functionality is described in 4.2.2.1.5.2 Historical Data Playback. Playback displays are any existing displays (Real Time, Study Mode, Simulation) used in conjunction with this function or any additional displays developed specifically for this function.</p>
7	<p>Q23 File: Appendix to Technical Specification - Section 4 23. Section: 4.1.1.2. On-Demand SYSTEM Processing Please, share how many users (users licenses for access) each system component shall have – how many licenses we shall provide, consider in the proposal.</p> <p>a) The file: Appendix to Technical Specification - Section 5 mentioned 5 user licenses for the Network Planning package and 5 for the Network Analysis. We consider to propose both packages within one software solution sharing access licenses for concurrent users. Therefore, please confirm if we shall consider only 5 user licenses for both packages together or if we shall consider 10 user licenses. b) There is stated requirement for remote access to the system over the VPN. How many users we shall consider here, please?</p>	<p>a)The licenses are specified separately in Appendix to Technical Specification - Section 5, so separate licenses would need to be offered to allow for concurrent work – 5 for Network planning and 5 for Network Analysis, 10 in total.</p> <p>b)The remote access over VPN is to allow The Contractor personnel to access the SYSTEM for purposes of commissioning and maintenance. It is up to the Contractor to estimate the number of users needed to meet these ends.</p> <p>VPN licensing is done differently depending on the manufacturer of the VPN client/software platform. A total of 5 such licenses will be required for the needs of the end user.</p>
8	<p>Q24 File: Appendix to Technical Specification - Section 4 24. Section: 4.1.2.1 Demand Forecast a. There is stated: Demand forecasting shall comply with the Grid Code procedures. Please, share Grid Code procedures</p>	<p>We confirm that all required procedures regarding Demand Forecast are fully integrated in the text and wording of this RFQ documentation.</p>

	we shall consider in the proposal preparation if those are not fully integrated in the text and wording of this RFQ documentation.	
9	Q25 File: Appendix to Technical Specification - Section 4 25. Section: 4.1.2.4.6.1.1 Screen Display Version It seems that required functionality is explained in detail based on specific application software. Can you please share the name of it?	Description is based on functional needs of SCADA system, it is up to tenderer/contractor to implement solution which would assure required functionality.
10	Q26 File: Appendix to Technical Specification - Section 4 26. Section: Application and System Development We consider to offer standard solution based on the several packages, standard software products. In all cases, it is standard software solution which will be configured only to fit with the application as required in the RFQ documentation. It will not be the subject of special development. We cannot provide you source codes of any of our standard product (like SCADA software) we consider to use in the project and proposal. The core source code of those application, software, is the internal intellectual property, which we can not share. All the software we consider will be as mentioned above configured to meet the application requirements. All configuration files will be shared with you in order to allow further modifications in the future. The tool required to modify software configuration will be delivered as well. The tool will allow also modification of DB, HMI, alarms, communication interfaces etc. Environment to write the scripts as extension of our standard solution by the customer will be provided as well. Please, confirm that above solution is acceptable, and you do not	The source code of the core components is not required, however, 4.2.1.4.2.1 Programming Interfaces, specifies a list of programming interfaces that must be delivered, and which must provide full programmatic access to the aforementioned functions. The Contractor is to provide documentation, build environment and code management system in order to use these APIs effectively.

	require to provide source code of core software products.	
11	Q21 File: Appendix to Technical Specification - Section 4 21. Section: 4.1.1.1.3.4 Auto Creation of a Network Connectivity View There is stated requirement: The operator shall have the ability to select a node as a starting point when creating a connectivity view. Please confirm, if the Connectivity View functionally means that the system will show all the gas demand flow to and from the selected asset / node with the list of interconnected assets. If not, please describe in deep required functionality.	<p>Yes, we confirm. Connectivity View functionally means that the system has to show all the gas demand flow to and from the selected asset / node with the list of interconnected assets.</p> <p>Network Visualization must provide information about the status of all network assets and their inter-connectivity, as well as condition of the gas that flows through the network and the operator shall have the ability to select a node as a starting point when creating a connectivity view.</p>
12	Q27 File: Appendix to Technical Specification - Section 4 27. Section: 4.2.1.5.5.7 Interconnections There is stated: The Contractor shall supply all cabling between component units of the SYSTEM within each facility. Plug-type connectors with captive fasteners shall be used for all signal interconnections. The connectors shall be polarized to prevent improper assembly. Each end of each interconnection cable shall be marked with the cable number and the identifying number and location of each of the cable's terminations; this information shall agree with the drawings. Each cable shall be continuous between components; no intermediate splices or connectors shall be used. Terminations shall be entirely within the enclosures. Please, confirm that no cables out of cabinet with servers and other network components to be part of the proposal, delivery.	Yes, we confirm.
13	Q28 File: Appendix to Technical Specification - Section 4 28. Section: 4.2.2.1 User Interface Features There is stated: [1.2] The URLs shall not link to any other function or application display outside of DSO Distribucijagas Srbija's SYSTEM network. [1.3] The URLs may link to any other function or application display within in DSO Distribucijagas Srbija's SYSTEM network while	Corresponding provisions specify that, if the application in question needs to access any other function or service, it may so, but only if this specific function or service is located within DSO Distribucijagas Srbija's SYSTEM network, and only after user access permissions are checked. Specifically, any access to resources that are outside of DSO Distribucijagas Srbija's SYSTEM network is never to be allowed.

	respecting the data and subsystem access restrictions of the user. We consider to use SYSTEM with components running in the MS Windows application environment as separate application (SCADA, Grid Modeling, Demand Planning, etc). Some of the application will run in the HTML browser... Please, confirm that this is acceptable considering above statements.	We cannot prejudice decision about the technical compliance based on partial description of the solution.
14	Q29 File: Appendix to Technical Specification - Section 6 29. Section: 6.1.1 Contractor Responsibilities There is stated: The Contractor's specific responsibilities shall include: [19] Converting the database of DSO Distribucijagas Srbija' existing system and installing the converted database into the Program Development System (PDS). In addition, the Contractor shall identify any data elements required in the Contractor's database and shall assist DSO Distribucijagas Srbija in integrating such data elements into the Contractor's database. Please, share structure of the existing database or data sample for proper estimation of effort connected with DB migration.	The three currently known systems for data exchange with the new SCADA system are listed below: Metering Data Platform: Oracle Database 11g Release 11.2.0.4.0 - 64bit Production PL/SQL Release 11.2.0.4.0 - Production "CORE 11.2.0.4.0 Production" TNS for 64-bit Windows: Version 11.2.0.4.0 - Production NLSRTL Version 11.2.0.4.0 - Production Code Platform: Oracle Database 11g Enterprise Edition Release 11.2.0.4.0 - 64bit Production PL/SQL Release 11.2.0.4.0 - Production "CORE 11.2.0.4.0 Production" TNS for 64-bit Windows: Version 11.2.0.4.0 - Production NLSRTL Version 11.2.0.4.0 – Production Existing SCADA system: MS Access 2000
15	Appendix to Technical Specification - Section 6 30. Section: 6.1.2 DSO Distribucijagas Srbija (End Recipient) Responsibilities There is stated: Distribucijagas Srbija will review and submit recommendations to the Contracting Authority and the IPA unit, with non-objection statement, and the following: [1] Providing a copy of DSO Distribucijagas Srbija' Cyber Security Policy. We trust that cyber policy may have strong impact to the final scope of the project delivery. Therefore, we kindly ask to share them now. If necessary, we offer to sign NDA before the documents will be shared.	Copy of Cyber Security Policy of DSO Distribucijagas Srbija may be made available to the contractor, after contract commencement.

16	Q31 File: Appendix to Technical Specification - Section 5 31. Section: Maintenance Support Program Components Please, confirm that the Maintenance Support Program Components can be provided in the English language.	Yes, we confirm.
17	c4f_annexiitechspeciitechoffer_en 32. Section: 1.1.7. Next Generation Firewall for ICS a. Please, confirm that all firewalls and all security appliances shall be proposed with the system software subscription which will allow to hand over those devices / SYSTEM components with latest available release at the end of warranty period. b. The firewall and similar network components are critical part of the overall system infrastructure will clear and direct impact to the system availability. Therefore we assume that all security appliances should be delivered with manufacturer support and reaction time in accordance with the data stated in the file: Appendix to Technical Specification - Section 5, section 5.6.4.4 Response Times. Please, confirm.	Yes, we confirm: a. Manufacturer support for all firewalls and all security appliances must be included in duration at least one year after successful final provisional acceptance. b. We confirm that offerors must comply to required quality of service, reaction time in accordance with the data stated in the file: Appendix to Technical Specification - Section 5, section 5.6.4.4 Response Times.
18	c4f_annexiitechspeciitechoffer_en 33. Section: 1.2 Workstations a. Please, confirm if all the workstations to be delivered as rack mounted hardware (especially considering required graphics cards). b. Please, confirm if the workstations to be delivered with the thin clients technology which will allow to install work stations remotely of LCDs, keyboard and mouse in order to avoid workstation installation in the operator area. Same valid for engineering stations.	a. Regarding Dispatch and Engineering Workstations, desktop form factor is required. b. At this point Thin Clients are not specified nor required. The same answer is valid for engineering stations.
19	General questions not related to any special document: 1. Can you please share list of all files and documents, which shall be mandatory delivered with the proposal? It will help to properly proceed all the tender formal requirements.	Please refer to Instructions to tenderers, point 11 – Content of tenders.
20	General questions not related to any special document: 2. Considering complexity of	Contracting authority hereby announces intention to further extend deadline for

	the RFQ documentation and several questions in place, we kindly ask you to significantly extend the date when it is allowed to submit clarification questions same as the final date of proposal submission. We do believe that our participation in the tender will bring you significant value considering our global and local references and domain knowledge.	submission of tenders by means of corrigendum No.1 until.....
21	File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 3. Notwithstanding other provisions the aggregate Contractor's liability related to the contract will in no case exceed the price. In no event will the Contractor be liable for consequential damages or profit loss.	No changes to the contract will be permitted by the contracting authority at this stage of procedure.
22	Q4 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 4. Liquidate damages may be charged by the Contracting Authority only in case of delay due to reasons attributable to the Contractor.	No changes to the contract will be permitted by the contracting authority at this stage of procedure.
23	Q5 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 5. All Contractor's and its vendors IP rights existing before this Contract signing shall stay respectively at the Contractor or its vendor. No IP rights to software shall be transferred under this Contract. Notwithstanding other provisions software and software related documentation shall be licensed acc. standard license agreement of software provider.	No changes to the contract will be permitted by the contracting authority at this stage of procedure.

24	<p>Q6 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 6. Warranty – in all cases 1-year warranty, statutory warranty shall be excluded. The Contractor is not and will not be liable for:</p> <p>a) defects attributable to non-compliance with Contractor’s or manufacturer’s instructions, b) defects attributable to unauthorized alteration or repair, c) damage caused by failure of any item or service not provided by the Contractor.</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>
25	<p>Q7-1/2 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 7. Each Party is responsible for compliance with all import, export, and re-export control laws and regulations and will mutually cooperate as needed. Contracting Authority represents, warrants, and agrees that: Contracting Authority is not a “Sanctioned Person,” meaning any individual or entity: (1) named on a governmental denied party or restricted list, including but not limited to: the Office of Foreign Assets Control (“OFAC”) list of Specially Designated Nationals and Blocked Persons (“SDN List”), the OFAC Sectoral Sanctions Identifications List (“SSI List”), and the sanctions lists under any other Sanctions Laws; (2) organized under the laws of, ordinarily resident in, or physically located in a jurisdiction subject to comprehensive sanctions administered by OFAC (currently Cuba, Iran, North Korea, Syria, and the Crimea, Donetsk People’s Republic, and Luhansk People’s Republic regions) (“Sanctioned Jurisdictions”); and/or (3) owned or controlled, directly or indirectly, 50% or more in the aggregate by one or more of any of the foregoing.</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>

	<p>Relating to this transaction and Contract, Contracting Authority is in compliance with and will continue to comply with all economic Sanctions Laws administered by OFAC, other U.S. regulatory agencies, the European Union and its Member States, the United Kingdom, and the United Nations (“Sanctions Laws”). Contracting Authority will not involve any Sanctioned Persons in any capacity, directly or indirectly, in any part of this transaction and performance under this transaction. Contracting Authority will not take any action that would cause the Contractor to be in violation of Sanctions Laws.</p>	
26	<p>Q7-2/2 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 7. Continue from previous question... Contracting Authority’s failure to comply with this provision will be deemed a material breach of the Agreement, and Contracting Authority will notify the Contractor immediately if it violates, or reasonably believes that it will violate, any terms of this provision. Contracting Authority agrees that the Contractor may take any and all actions required to ensure full compliance with all Sanctions Laws without the Contractor incurring any liability.</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>
27	<p>Q:8 Part 01 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 8. While cybersecurity services will be provided in professional and workmanlike manner, and include reasonable efforts to validate that recommended third-party cybersecurity solutions will not detrimentally impact performance of the Contractor standard products, The Contractor makes no guaranty that the cybersecurity products</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>

	<p>(inclusive of equipment, software and services) provided by The Contractor (“Cybersecurity Products”) will prevent a cyber attack or mitigate the impact of any cyber attack, and Customer acknowledges that The Contractor’s sole liability, and Customer’s sole remedy, for any failure of the Cybersecurity Products to perform as specified is replacement of defective product and/or re-performance of defective service, provided the Contractor is notified by Customer of the defects in the Cybersecurity Products during the agreed upon warranty period.</p>	
28	<p>Q:8 Part 02 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 8. Notwithstanding any other terms agreed to between the Contractor and Customer, Customer acknowledges that all Cybersecurity Products that do not carry the Contractor brand (“Third Party Product”) are provided to Customer subject to the Third Party Product supplier’s standard terms and conditions (including software license terms) in effect at the time such Third Party Products are delivered to Customer and The Contractor has no liability whatsoever with respect to the performance or non-performance of such Third Party Products. The Contractor reserves the right to substitute the Third-Party Product included herein or as part of this proposal for other substantially similar products at its sole discretion. Since ultimate system performance, security, and availability is subject to multiple factors outside of the Contractor’s control, the Contractor makes no representation or warranty concerning the results of these services. The Contractor</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>

	<p>does not warrant the security, availability, design, or performance of Customer's systems. The Contractor's sole obligations with respect to warranty of the services and the associated limits of liability are defined in the agreed upon terms and conditions applicable to the delivery of the services. The Contractor accepts no liability for Customer's loss of data, system downtime, system degradation, loss or production, or other losses.</p>	
29	<p>File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 9. In case of Contract termination or withdrawal, the Contracting Authority shall pay for all products and services provided and all evidenced costs incurred by the Contractor in relation to Contract performance.</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>
30	<p>File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 10. Deliveries may be affected by (a) measures implemented by municipal, provincial, and federal authorities across the world restricting travel, instituting localized quarantines, or requiring companies to interrupt operations, in order to contain the spread of COVID-19 or (b) measures implemented by governments, recognized health authorities or private entities to adhere to recommendations from authorities to contain the spread of COVID-19. The Contractor will use reasonable endeavors, in accordance with laws and recommendations from recognized health or other</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>

	<p>authorities, to minimize any such disruptions due to these types of events. The quoted delivery dates may be adjusted by the Contractor accordingly, and the Contractor will not be liable for damages, including liquidated damages, for any delays caused by these types of events. For the avoidance of doubt, the provisions of the Force Majeure clause will be effective even through the circumstance or contingency giving rise to inability of performance will have been operative on the date hereof.</p>	
31	<p>Q11 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 11. Confidentiality obligation shall apply 10 years from Contract signing. Confidential Information shall not include: a) any information which is or becomes legally available in public domain, b) any information that was in the Contractor's possession and not subject to any obligation of confidentiality before receipt from the Contracting Authority or end user or person acting on behalf of any of them, c) was rightfully received by the Contractor from a third party who had no obligation of confidentiality to Contracting Authority, d) was independently developed by the Contractor without use or reference to confidential information of Contracting Authority, e) any information for which Contracting Authority agreed for disclosure, f) any information required to disclose acc. applicable law or order of competent authority or to protect right or legal interest of party of the Contract.</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>
32	<p>Q12 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 12. IP</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>

	<p>indemnity – acc. provisions of licenses provided. We will be happy to provide you EULA for each software we consider to use, including Microsoft Products.</p>	
<p>33</p>	<p>Q13 File: c4c_contract_en We would like to ask to consider below changes in the contract (main document) or Special Terms and Conditions. We suggest extending contract about paragraphs below. 13. Payment terms: in the contract body (file: c4e_annexigc_en), the paragraph 26.3, there are stated payment terms: a. 40% Advance payment b. 60% After provisional acceptance (value will be deduced about the deliveries which were not subject of the provisional acceptance). We want to ask to change payment schedule which will provide fair project financing as below, for example: a. 40% Advance payment. b. 40% Delivery of all hardware and software license, design documentation. c. 10% After FAT d. 10% After final hand over.</p>	<p>No changes to the contract will be permitted by the contracting authority at this stage of procedure.</p>