■ CEDEFOP	**European Centre for the Development of Vocational Training**

Thessaloniki, 14/09/2011
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INVITATION TO TENDER

AO/RES/ASAIN/Access Control & CCTV Systems/013/11

"Access Control & CCTV Systems' Delivery, Installation, & Supporting Services"

CLARIFICATION (2) – QUESTIONS AND ANSWERS

Dear Madam/Sir,

In regards to the above mentioned Open Tender Procedure please find below the answers of Cedefop to the requested Clarification Questions, which were raised by some potential tenderers.

Question 1:

On paragraph 2.1.7.2 CCTV and specific on (7) Recording Units

a) For your request of the recording unit to have "Scalable Storage capacity and ability to use external storage": You want to exist the ability for the addition of new hard drives or the expansion of the disk space on the preinstalled hard drives?

b) For the ability of recording to external hard drives, you mean through (USB, e-Sata) or to a network storage, and if is going to be a network storage which type is going to be (NAS, ISCSI, FC)?

c) About the "Ability to store data to removable hard drives": You would like to exist the ability of USB or e-Sata connection of hard drives or you would like to exist the ability of extraction of the hard drives from the system while it's working (hot swap hard drives) like drawer?

Cedefop Answer to Question 1

By "Scalable storage capacity and ability to use external storage" and "Ability to store data to removable hard drives" we mean that:

a) The recording units' capacity should be easily extended by additional hard disk. The offered equipment should have the capacity to work with at least 2 HDD (one of 2 TB is required), i.e. to be expandable to work with 2 HDDs.

b) The recording units should have the ability to connect to external storage. Any external hard drive is acceptable. It is up to the tenderer to propose the way of connectivity and means of expansion. It means that we do not need the ability of the recorders to write/ record on the network storage.

c) As removable hard drives the Call for Tenders refers to the external ones. For the connectivity method see Answer 1b) above. The "hot swap" functionality is not required as such.

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Question 2:

On paragraph 2.1.7.1 Access Control and specific on (2) New System Outline your request is that "The new system shall replicate the existing fire alarm interface and door release function".

We would like to explain us how the system is going to receive the fire alarm information and how you want it to react. Through dry contact? The operator will decide? Per floor? Should appear alarm on the operator?

Cedefop Answer to Question 2

The existing fire alarm system is located near the new access control server. In case of a fire alarm, the information will be displayed at the Fire Control Panel. Upon receipt of a fire alarm on the Fire Control Panel, the same fire alarm should appear on the access control PC. Then, it will be up to the operator to decide how to react.

Question 3:

An access control system with a Linux based server and windows based client is acceptable? The Linux environment is more stable environment compared to windows based environment.

Cedefop Answer to Question 3

Yes, it is acceptable.

Question 4:

Please let us know more information about access control software redundancy. It is not possible to install the same software twice to the same computer. We can offer to you two alternative solutions with system redundancy. Please advise if we have to follow one of them:

a) Hot standby redundant server. This is a second server with the access control software preloaded. This server communicates with the access control server and stores (in real time mode) all the system transaction and system programming. In case of main server failure, the redundant server takes its position, and the system works normally without losing any information.

b) Cold standby server. This server is preloaded with access control server software, but it is turned off. In case of main server failure, the operator turns on the redundant server and loads the latest system backup. In that case some system transaction and system programming may be lost.

A second access control server computer is required at both cases.

Cedefop Answer to Question 4

We don't require a cluster system (i.e. real redundant software). We need to ensure to have the redundancy in regards to the use of the last backup for minimising as much as possible the downtime, so as not to have to re-install the whole system from scratch. The last back up version of the installed software should take minimum time to bring the system in its previous running state. This ensures "minimum downtime".

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Question 5:

CCTV camera without contour correction feature is it acceptable?

Cedefop Answer to Question 5

No, it is not acceptable.

Question 6:

Should the official documents in the proposal that tender refers to, be translated in English or could it be in Greek Language? For instance official document for the enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established?

Cedefop Answer to Question 6

As indicated in point 1 of the invitation to tender "Tenders should be submitted preferably in English, but in any case in one (or in any) of the official languages of the European Union". Since the Greek language is an official EU language it is permitted for the tenderers to submit their offer or part of it in the Greek language.

Question 7:

Card readers: Is the operating Temperature obligatory to the range referred to the tender since these temperatures are not reached in Greece. If yes, why the operating Temperature range of the door controller is different from the operating temperature of the card reader and cameras?

Cedefop Answer to Question 7

In ANNEX K, cell 4.8, it is described that the operating temperature for the door controllers is from 0 to 50° C while in cell 3.5, the operating temperature for the card readers is from -15 to 60° C. This difference in the operating temperature is explained by the fact that some card readers are installed outdoors, as shown in Annex 1 to the TS (access control drawings).

Question 8:

Card Readers: Red, yellow, orange and green LED status indicators. Why do we need all these indicators and if they have a different colour is it a problem?

Cedefop Answer to Question 8

Other colours will be acceptable. However, we require 4 LED status indicators. These statuses will indicate access locked, access protected, access bypassed, access granted.

Question 9:

Door Controllers: The tender says 3 relay outputs. Could the 3 relay outputs be a sum of the card reader relay output and the door controller relay output?

Cedefop Answer to Question 9

The equipment offered should comply with the minimum technical requirement 'at least 3 relay outputs' as defined in ANNEX K, cell 4.7. If this is the case, a properly documented and justified alternative solution would be acceptable.

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Question 10:

Door Controllers: The tender says Inputs: at least 4 alarm inputs. Could the 4 alarm inputs be a sum of the card reader inputs and the door controller outputs?

Cedefop Answer to Question 10

The equipment offered should comply with the minimum technical requirement 'at least 4 alarm inputs' as defined in ANNEX K, cell 4.6. If this is the case, a properly documented and justified alternative solution would be acceptable.

Question 11:

Do the IP Controllers must have all 3 ways of connectivity fiber, wireless, VPN connectivity with the standard network?

Cedefop Answer to Question 7

Yes.

Question 12:

Can we provide a solution that the door controller and the IP controller be the same device?

Cedefop Answer to Question 12

The equipment offered should comply with the minimum technical requirements as defined in the tender documents and in ANNEX K. If this is the case, a properly documented and justified alternative solution would be acceptable.

Question 13:

DVR: The tender says that the DVR should have 2 VGA outputs. Could the second VGA output be achieved with an HDMI – VGA adapter?

Cedefop Answer to Question 13

Yes, it is acceptable.

Question 14:

Isn't it required to include datasheets of the offered equipment in our technical proposal? We did not see this requirement to be asked in the tender.

Cedefop Answer to Question 14

It is not obligatory to include datasheets of the offered equipment.

Question 15:

For the recording units of the CCTV system (DVRs), it is not clear the required frame rate for the recording. It is mentioned «Max. Frame Rate 400fps», without clarifying if this is required only for live viewing or for recording as well.

Cedefop Answer to Question 15

The given frame rate applies to both live viewing and recording.

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Question 16:

On p. 15 and 17, where the specifications of the cards and the card readers for the Access Control system are given respectively, RFID contactless technology is requested. Given that RFID technology has an operating frequency of 125kHz and is a less safe (no encrypted) technology in relation to the contactless technology, which has operating frequency at 13,56MHz, and they constitute two different technologies, please clarify if RFID or contactless technology should be proposed.

Cedefop Answer to Question 16

Our opinion is that the term RFID, is a generic name that refers to both the older 125 kHz devices or the newer 13.56 MHz contactless RFID cards, most commonly known as "contactless". As specified in section 2.1.7 point (6) of the technical specifications, the card readers should have an operating frequency of 13.56 MHz. In addition, as defined in point (4) of the same section, encryption of the data is a mandatory requirement.

Question 17:

On p. 18, par. 10 Data Network of the call for tenders, you state: "High speed data network". Please clarify which is the desired speed of the network.

Cedefop Answer to Question 17

We require the minimum speed of the data network to be 100Mbit/s.

Question 18:

On p. 23 & 24, where the specifications of the required cameras are given, it is requested among others that all cameras should operate at temperatures -20ºC – 50ºC, even the indoor cameras that will not have a protective cover. This particular specification is too strict, since the larger and most reliable camera manufacturers give as operating temperature for indoor cameras without protective cover at most -10ºC to +50ºC. Please clarify if this particular specification may be modified.

Cedefop Answer to Question 18

In ANNEX K, cells 10.20, 11.15 and 12.15, it is described that the minimum required operating temperature for the outdoor cameras is from -20 to 50º C while in cell 10.15, the required temperature for the indoor cameras is from -10 to 50º C.

Question 19:

Please clarify, as regards the Financial Proposal to be submitted by tenderers:

a)   Where should the cost of installation of the requested equipment be integrated (e.g. in the cost of equipment supply?), and

b)   Where should the cost of installation and putting into operation of the Data Network be integrated,

as for both cases no corresponding entries are foreseen in Annex H – Financial Proposal (though they are requested in the call for tenders), so that there would be a common comparison measure for the submitted Financial offers?

Cedefop Answer to Question 19

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These costs should be included respectively in cell C20 (for the Access control system) and in cell G19 (for the CCTV system) of Annex H, defined as "Installation and connection". The "Installation and connection" cost should be given in €/day as indicated in the abovementioned cells.

Please note that in the Excel Table (Annex H) there is a typo mistake – instead of G19 it is written G18. This mistake also appears in the Clarification answer to the question raised, as published on the Cedefop web-site: http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/18590.aspx, in the file Clarification (1) - Questions & Answers (Cedefop Answer to Question 3)**.** Instead of "G18" please read "G19".

Question 20:

In Annex H – Financial Proposal, and specifically on the 2nd page that refers to the CCTV system, there is an entry "Power Supply - Battery (3 pcs)", which is not necessary in case tenderers propose cameras with operating tension 230V AC, but could be replaced by a UPS that would ensure the independent and uninterrupted operation of the system. Please reply whether such proposal would be acceptable to you.

Cedefop Answer to Question 20

The tenderer's technical proposal should comply with all requirements as per the Technical Specifications and Annex K. As specified in paragraph 2.1.7.2 point (6) of the Technical Specifications, the power supply-battery is a necessary requirement for the 3 speed dome cameras. In addition, in ANNEX H-Financial Proposal, all cells should be completed.

Question 21:

Finally, it is not mentioned in the call for tenders whether a Letter for Guarantee for participation is requested. Please clarify if there is relevant pre-condition - requirement.

Cedefop Answer to Question 21

The Clarification answer to the question raised has been published on the Cedefop web-site http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/18590.aspx, in the file Clarification (1) - Questions & Answers (Cedefop Answer to Question 13)**.**

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