

CLARIFICATIONS No.2

Issued on 31.07.2015.

ICB No. IOP/3-2015/NCE/1

Project: Public Sector Research and Development

Subproject: New Capital Equipment

Procurement: Procurement of Capital Equipment

Qtns. No.	Reference in PN/ Tender dossier	Questions	Answers
1	Tender dossier page 44/110	<p>Questions dated: 24/07/2015</p> <p>In tender dossier on page 44/110 was asked: Bidder shall have professional certificate such as ISO 9001:2008 and ISO 27001:2005 (or ISO 27001:2013) appropriate for implementation of this contract.</p> <p>ISO 27007:2013 is designed to manage the security of assets such as financial information, intellectual property, employee details or information entrusted to organization by third parties. The ISO 27001 Information Security Management (ISMS) standard provides a framework for Information Security Management best practice that helps organizations:</p> <ul style="list-style-type: none"> - protect clients and employee information - manage risks to information: security effectively achieve compliance - protect the company's brand image. <p>ISO 27001:2013 is a specification for an information security management system (ISMS). An ISMS is a systematic approach to managing sensitive company information so that it remains secure. It includes people, processes and IT systems by applying a risk management process. Large organizations, banks and financial institutes, telecommunication operators, hospitaland health institutes and public or governmental bodies have many reasons for addressing information security very seriously.</p>	<p>See Corrigendum no. 1</p>
<p>As you already know and see this standard is what institution like Project implementation unit should have not bidders for laboratory equipment.</p>			

		<p>That's why we are kindly asking to remove it from tender dossier and allow companies from Serbia to participate in this public bidding. Please have in mind that in previous biddings published from your side there was no this kind of request.</p>	
2	Tender dossier page 44/110	<p>In tender dossier on page 44/110 was asked: The bidder has successfully delivered supplies during the last 3 years prior to the bid's submission deadline, under one contract of similar nature (i.e. Laboratory and R&D equipment) with value exceeding or at least equal to the bid (financial proposal).</p> <p>As you already know there are several LOT's with more than 100 items involved. It is most likely that there is no company in Serbia that has this kind of contracts already signed and delivered in Serbia or neighbour countries. Please change this request to one or more contracts or eliminate this request. Please, keep in mind that in last 3 capital equipment bidding published from your side there was no this kind of request.</p>	The requirement remains unchanged.
3	ITB 17.2 (a)	<p>In tender dossier on page 33/110 was requested: ITB 17.2 (a) Manufacturer's authorization is required.</p> <p>As you already know, there are several LOT's with more than 100 items and more than 30 manufacturers. It is highly impossible and unprofessional to ask for manufacturer authorization. There is no manufacturer who will give this kind of authorization for some system integrator since there is already legal representative in Serbia. Please change or eliminate this request from tender dossier.</p>	The requirement remains unchanged.
4	N/A	<p>In tender dossier in technical specifications LOT1 has 129 items, LOT 2 has 123 items, LOT 3 has 48 items, LOT 4 has 142 items, LOT 5 has 58 items, LOT 6 has 90 items, LOT 7 has 38 items, LOT 8 has 129 items, LOT 9 has 96 items, LOT10 has 64 items, LOT 11 has 118 items.</p> <p>As you already know, there are several LOT's, with more than one items in it. And also there are other LOT's with one item in it. It is impossible to collect this kind of equipment and reveal the entire request you put in this documentation. First of all the equipment that is gathered in one LOT is not equipment of the same field and application. For example, you called LOT 1 Devices for optical and instrumental analysis, and the person who selected what equipment should be in this LOT put all the equipment that has optical in its name of first line technical specification, but in reality it has no relations one to another. For this reason, please separate all items, each one in separate LOT as you separate other LOT's. That way you can get the best quotation, best prices and best conditions: better guarantee period, lower price, and better delivery and there is a good chance to finish this bidding.</p>	<p>Lots are already defined and there is no possibility to change them.</p>

		<p>In Article 2.3.1 Certifications and standards, it was stated that the tenderer/the Joint Venture's leading partner must possess, in addition to standard of ISO 9001, also an ISO 27001: 2005 certificate, related to the System for Management of Information Security.</p> <p>Please exclude standard ISO 27001: 2005 from Article 2.3 Professional capacity of bidder, because this standard is intended for organizations engaged in the implementation of information technologies and services as well as organizations dealing with financial, economical and personal data (banks, financial houses, etc.).</p> <p>The subjects of this procurement of capital equipment, number IOP/3-2015/NCE/1, are goods for the scientific and research institutions and not the implementation of information technologies and services as well as financial and economical services. Possession of ISO 27001: 2005 in no way affects and does not improve the quality of the execution of the procurement of such goods by the bidder, on the other hand, such requirement prevents the vast majority of domestic firms to participate in this tender. For this reason we urge you to alter the tender documentation to allow competitiveness in the procedure of procurement of capital equipment.</p> <p>More information about the standard ISO 27001 please see on: http://www.iso.org/iso/home/standards/management-standards/iso27001.htm</p>	<p>See Corrigendum no. 1</p>
5	<p>Article 2.3.1 Certifications and standards</p>	<p>Questions dated: 29/07/2015</p>	
6	<p>ITB 16.4</p>	<p>In tender dossier on page 33/110 under item ITB 16.4 is requested: Period of time the Goods is expected to be functioning (for the purpose of spare parts) is 3 years in addition to the warranty period for each item.</p> <p>Does this mean that warranty period should be for 3 years?</p>	<p>Minimum warranty period is specified in Technical specification for each item.</p>
7	<p>ITB 17.2 (b)</p>	<p>In tender dossier on page 33/110 under item ITB 17.2 (b) is requested: After sales service is required. The Bidder shall define who is providing (service organization, contact person, postal address etc.) warranty-after sales-maintenance services on behalf of manufacturers of offered items.</p> <p>Does this mean that there is no need for authorization for Serbian market since you requested for bidder to define who will provide all the service it could be some company from other country than Serbia or not? Please define what do you mean under this ITB and if there is need for after sales service does should be for Serbian market or not?</p>	<p>The bidder shall provide or secure the provision of a local reliable warranty-backed after-sales service in Serbia for each item offered. Technical offer shall include a description of how the service will be provided by a local organisation authorized by the manufacturer including name of the service organisation, postal address, telephone, facsimile number and e-mail address. (Section VII Schedule of Requirements, GENERAL</p>

			TECHNICAL REQUIREMENTS, page 78/110, CLAUSE 9.10)
8	Tender dossier page 45/110	<p>In tender dossier on page 45/110 under the technical capacity is requested: The bidder has successfully delivered supplies during the last 3 years prior to the bid's submission deadline, under one contract of similar nature (i.e. Laboratory and R&D equipment) with value exceeding or at least equal to the bid (financial proposal).</p> <p>Please, consider removing this request from the dossier since there are some instruments that are supplying for the first time in Serbia and it is not possible to have this kind of reference. Is it possible to remove this request from tender dossier?</p>	<p>Bidder should submit contracts of similar nature.</p> <p>The requirement remains unchanged.</p>
9	Tender dossier page 45/110	<p>In tender dossier on page 45/110 under the Experience and on page 46/110 under Experience constitution was requested to bring put this documents in bid.</p> <p>Please clarify what should be stated under the items Description of the similarity in accordance with Sub-Factor 2.4.2(a) of Section III.; Amount, Physical size, Complexity and Technology should be stated?</p> <p>Who should singe this documents customer or bidder? What other documents should or shouldn't be added to this one?</p>	<p>See Corrigendum no. 3</p>

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