



Our ref: **ReSPA/EC/SER/007-19**

## Request for clarifications from tenderers to the ReSPA Evaluation Committee

Date: 23 March 2020

Dear Sir/Madam,

Thank you for the interest showed in participating at the tender for the software development of the new Business Information System (BIS) in ReSPA . Please find below a set of questions received from tenderers and clarifications submitted from the contracting authority- ReSPA.

**Q1.** In article 5. In ToR document on page 11 and 12 there is a request that says:

„The Bidder must also engage an external Auditor Company for supervising purposes in the bidding consortium. **The presence of the external auditing company in the consortium will give a higher degree of insurance to ReSPA** that the entire work will be done according to the highest quality. Most importantly, the Audit Company should ensure compliance of the developed BIS and incorporated procedures with the Public Finance Management Principles and adopted internal control model of ReSPA and related framework adopted by the Governing Board of ReSPA – in light of the recommendations provided in the Letter to the Management by the independent Auditor in the past years. This way, ReSPA will be able to start very quickly utilizing the full potential of the software.

**The Audit Company needs to determine the current state of the level of duty segregation in ReSPA and, based on the existing human resources available to ReSPA, recommend in management letter, adequate proposals for improving the duty segregation at all levels.**

The Audit Company should be selected from the list of the top 4 Audit Companies – Ernest & Yung, Deloitte, KPMG or PWC. However, KPMG should be excluded from the list since it is currently under contract with ReSPA for its audit “

**According the text above, can you confirm or explain, should the external Auditor Company MUST BE part of the consortium? or NOT?**

**A1.** No consortium is required. For instance, it is sufficient to submit a Letter of intent or any other assurance in writing which will guarantee involvement of one of the 4 Audit Companies – Ernest & Yung, Deloitte, KPMG or PWC. However, KPMG should be excluded from the list since it is currently under contract with ReSPA for its audit.

**Q2. According to the text above, „The Audit Company needs to determine the current state of the level of duty segregation in ReSPA and, based on the existing human resources available to ReSPA, recommend in management letter, adequate proposals for improving the duty segregation at all levels.“ – can you confirm or explain, that external Auditor Company will have to conduct an on-site analysis and conclude with recommendations and an official document and offer.**

**A2.** Yes, we can confirm that the external Auditor Company will have to conduct an on-site analysis and conclude with recommendations and an official document. The Audit Company needs to determine the current state of the level of duty segregation in ReSPA and, based on the existing human resources available to ReSPA, recommend adequate proposals for improving the duty segregation at all levels.

**Q2.2. Additionally – „The Audit Company should submit a plan and propose audit team members, which will follow the whole Visual this is really amazing shut up kisses of implementation. The audit team (manager and seniors level) must have a minimum of 3 years of auditing experience of International organizations;“ – can you confirm or explain, that external Auditor Company will have to propose a team that will be part of the overall project (manager and other seniors). ?**

**A2.2.** No exact names of the audit team members are required. A general description of the auditors to be engaged with a description of their previous experience and expertise would be sufficient. Letter of intent with a draft plan of the profile of the auditors planned to be involved.

**Q2.3. Can you explain and elaborate the above sentence „The Audit Company should submit a plan and propose audit team members, which will follow the whole Visual this is really amazing shut up kisses of implementation. “ ?**

**A2.3.** This is editing error. Sentence should state as follows: “The Audit Company should submit a plan and propose audit team members, which will follow the whole implementation. “

**Q3. It has been mentioned several times, that the existing infrastructure and system software (licenses) should be used, but nowhere mentioned in details. Can we have more detail description (in details) of the infrastructure that is planned to be used for supporting this project?**

**A3.** The core of the ReSPA IT system is a DELL Power Edge VRTX chassis which consist of 2 physical Dell Power Edge M 630 servers. This storage is equipped with a redundant power supply and appropriate network infrastructure.

Each server has 2 x Intel Xeon CPU E5-2620 v3 (6 cores) @ 2.40GHz processors.

So, in total:

- two servers, 4 CPUs, 24 Cores (48 with Hyperthreading). 20 cores are provisioned to the currently active virtual machines.
- Each of the two virtualization servers have 64GB of RAM. In total, 128 GB of RAM in the cluster. About half of that is currently free (68GB is provisioned to the existing virtual machines).

However, not all of this "free" RAM should be assigned to the new virtual machines, as we have to account for the worst case scenario (which happens occasionally) where all of the virtual machines are being run on a single virtualization server. Realistically, we can afford to assign another 16 - 24GB of RAM maximum.

On those 2 physical servers, there are 7 virtual servers up and running. Servers run Server 2008 R2 and Server 2012 R2.

There are also 2 physical old servers HP ProLiant DL 380 which are fully operational.

Regarding shared disk space, we have two production datastores:

ProdLUN01	Total size: 1,8TB	Free: 500GB
ProdLUN02_R5	Total size: 2,7TB	Free: 2TB

Currently we have enough storage and RAM space to follow the implementation of an additional 1 virtual server. Especially having in mind that upon realization of the project, the current ERP server shall be out of usage. The additional and appropriate Windows server license is required to be purchased for the eventual new server.

There is also available one old Microsoft SQL 2007 License. As a software platform VMware vSphere version 6 is running through Essential plus package. As a backup solution we are running Veeam Backup and Replication version 9, with redundant HP Tape library as second level of backup. We are running Kaspersky Endpoint Security as a corporate solution, along with Kaspersky Mail Gateway for antivirus protection.

Regarding network, currently we are running leased fiber optic symmetric 40 Mbps.

Network is divided in several VLAN's, one of those is dedicated to server only.

Communication Equipment -switches (Zyxel and HP) are L2 and L3, and they have 1 Gbps copper interconnection.

As a FW at the end, there is Fortigate 60-D UTM device which protects the entire network.

**Q4. In ToR document on page 16 there is a request that says: „Provides efficient application level load-balancing functionality; “**

**A4.** It is expected that the system will have 30-50 users and they should not notice any decrease in performance as the number of users grows or as the number of documents and records increases in the database(s). This part is dependent on the context of how the offered solution must work. It is up to the bidder to either offer or not offer a third-party software for load balancing, depending on the architecture of the proposed solution. It is however expected for the bidder to provide a viable architecture of the proposed solution that would execute the expected tasks with stable performance throughout the system lifetime.

**Q5. In the ToR document on page 7 it is required the new system architecture to be web based using a browser as a client and even preferably using the Model–View–Controller (MVC) architecture. The technology we use is a multilayer, .NET Framework using DevExpress components. Are there any negative points if the solution offered is not using MVC, but instead .NET Framework using DevExpress components?**

**A5.** As stated in the ToR, the new system architecture must be web based using a browser as a client. The Model–View–Controller (MVC) architecture is modern and therefore preferred, but no negative points are planned for the lack of its use. It is however expected that the solution will be developed using technologies that are sustainable, supportable, upgradable and maintainable in the foreseeable future. The architecture must be well structured, modular, layered and provide separation of concerns. No hidden expenses should exist for additional licensing of components (for instance hidden current and future fees for DevExpress licensing), in addition to the stated financial offer of the proposed solution. The total cost of ownership must be clearly stated, including costs of future upgrades and updates.

**Q6. Is the eliminating factor in the application process for the ReSPA project a non-possession of System Quality Certification? Whether confirmation of the certification process is sufficient to prevent us from being rejected?**

**A6.** The bidder can bid with a strong and viable confirmation that it is in the process of certification. Must have the certification by the time of contract signing.

Sincerely Yours,



Vlatko Naumovski  
ReSPA Operations - Finance Manager - Coordinator