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| CCLogo in colour | **Caribbean Community Secretariat****P.O. Box 10827****Turkeyen****Greater Georgetown Guyana** |
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 **Ref: EuropeAid/137491/111/SUP/Multi**

**Clarifications # 3**

1. **LOT 3 ITEM 1**: For a desktop pc an external headset with microphone is needed in order to provide you with the microphone requested. The microphone itself can’t be integrated in the monitor. Please confirm that a desktop pc + monitor with integrated webcam + headset with microphone is accepted.

**Answer**: Yes

1. LOT 3 ITEM 2: would it be possible to offer a monitor with integrated HD webcam ?

**Answer**: Yes

1. Please note that we urgently seek approval to provide Equipment and Services Originating in the United States of America and Mexico.

**Answer**: Yes, as OCED members states, supplies and services can originate from both the United States of America and Mexico.

1. **Lot 2 – InstantAtlas** –
2. InstantAtlas comes in 3 flavours: Online SaaS, Desktop or Server. All Versions viewing is free. What would be the preferred option for CAPHRA?

**Answer**: See clarifications 1 and 2 , which were previously posted on the website [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

1. How many user licences will be required?

**Answer**: Three (3) Users licences

1. Is installation, configuration and training required when responding to this RFP?

**Answer**: Yes

1. **Lot 2** - STATA/IC software using Network option –
	1. How many user licences will be required?

**Answer** Three (3) Users licenses

* 1. Is installation, configuration and training required when responding to this RFP?

**Answer**: Yes:

* 1. Does CAPHRA require an optional third-party program to transfer data between spreadsheets and statistical programs to STATA 14 , for example a tool like “STAT/Transfer 13”?

  **Answer**: Not at this time

**Data Infrastructure**

1. Are the IT network infrastructure in each member states (Trinidad, St. Lucia, Jamaica) connected to each other via VPN or WAN?

**Answer**: Yes they are connected via a VPN using CISCO ASA 5505

**7**. Are the member states (Trinidad, St. Lucia, Jamaica) connected to each other through the same domain controller (Active Directory)?

**Answer**: No: Domain controller (Active Directory) has to be implemented.

8. Does the 180 days for implementation commence:

(1) from the time the agreement is signed (initiation),

(2) from the time the equipment order is placed or

(3) from the time equipment arrives at the customer’s site?

Please clarify.

**Answer**: Implementation commences from the date of signature of the contract.

1. No specifications were given with regards to the NAS. Can you please indicate the quantities and size of the disks required for the NAS?

**Answer**: Network-attached storage (NAS) is a file-level computer data storage server connected to a computer network providing data access to a varied group of clients. CARPHA will be setting up multiple NAS hardware at its three campuses and configuring them to periodically back up their data to one another and to back up the NAS directly to a cloud-based service. Localized file storage will be required in addition to any cloud-based file storage. This will be required to facilitate storage of media, and other large files that cannot practically or cost effectively be stored on a cloud-based solution. These files will also need to be available at all three CARPHA sites.

CARPHA compound Trinidad and Tobago is approximately 1.5 acres

Size 4 terabyte minimum

Ability to sync with or back up to another NAS

Support for Synchronizing with cloud storage

On-Board Hardware accelerated encryption

Multi-Functional (ftp, web hosting)

NAS device per site

Compatible with existing

Synology NAS installed (Replication)

Built in operating system

Minimum 4 disks

4 TB minimum storage

Able to replicate all or selected files between sites

Capable of integrating with Active Directory

1. What are the specifications of the Wireless Access Points (Wifi Bandwidth, Power requirements, 802.11n/ac?)

**Answer**: CARPHA current wireless network is an ad hoc network with a few Linksys wireless router. As an increasing number of laptops and mobile devices are planned, a more robust, secure and manageable wireless networking solution is required. As an increasing number of laptops and mobile devices are planned, a more robust, secure and manageable wireless networking solution is required. An enterprise wireless solution will support these additional devices with a higher level of service and with less IT support time required. The current system cannot support CARPHA wireless needs. CARPHA is seeking a more robust wireless network with the following”

1. Hardware (Controller, Access points)
2. Configuration and implementation)
3. 802.11n/ac

CARPHA currently has 6mb Wifi Bandwidth at the Trinidad and Tobago main campuses which is used for voice and data. The wireless access solution is for Trinidad and Tobago initially. All power requirement is for Trinidad and Tobago.

1. A bucket list was given for the cabling services. However, to provide a proper estimate of running the cables, a site visit to the location would be necessary given the fact that it may not be known what is in the ceiling. Granted that such is not catered for, is it possible that a floor plan of the buildings can be provided.

**Answer**: Please refer to clarifications # 2 for floor plans and pictures. These were previously published at [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

1. Do you require small business or enterprise switches (Catalyst)?

**Answer**: CARPHA currently has CISCO enterprise switches (Catalyst)

13.    Is installation services needed for LOT 3 (Desktops, Laptops, UPS etc.)?

**Answer**: No, CARPHA staff will deploy these.

**Tenderer’s Declaration Form**

1. Please advise if this is also required to be signed by the Lead Bidder who will be responsible for submission & liability in addition to all Sub contractors (who will submit info to Lead Bidder for submission to Contracting Agency)

 **Answer**: Please refer to clarifications # 2, which were previously published o at the website [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

# 15. Annex IV - Budget breakdown (Model financial offer- Please advise if a US$ Budget breakdown/price details will be accepted given that our ERP prices come from US Manufacturers.

**Answer**: Please refer to clarifications # 2 for floor plans and pictures. These were previously published at [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

  **Supply Contract Notice**

1. Clause 4 – **Financing** Agreement RCA/FED/2011/023-276 – Please advise of the Budget Allocated for Lot 1 MIS/ERP

Answer: Kindly note that the budget is not disclosed

**17. Date Due**- Please confirm the due date and advise if an extension can be given.

**Answer**: An extension of the tender period is not contemplated

**Instructions to Tenderers**

18. Clause 1 – Supplies to be Provided

a.       Lot1- Management Information System (MIS)/Enterprise Resource Planning (ERP) – Total Quantity 1 to Trinidad. Please advise if the MIS/ERP software is to be installed in Trinidad with the St Lucia & Jamaica campuses to have remote access?

**Answer**: One (1) Enterprise solution is required, which links all three all three (3) campuses.

19. Clause 5 - Type of contract

a.       Unit-Price – Please advise/clarify what this means in terms of type of contract?

Answer: Please refer to clarifications # 2, which were previously published at [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

20.     Clause 6 – Currency

a.       Tenders must be presented in Euro. Please advise if US$ pricing will be accepted.

Answer: The tender price should be in Euro

21. Clause 10 - Submission of tenders to Email:procurement@caricom.org

a.       Please confirm that Tenderers’ are able to submit our response via Email ONLY without having to hand-deliver

Answer**: Tenders are** not **to be submitted by email.**. **the Instructions to Tender (ITT) provide clear guidance for submitting tenders . Please also refer to clarifications # 2, which were previously published at** [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

22.     Part 3 – Documentation

a.       « Duly authorised signature: an official document (statutes, power of attorney, notary statement, etc.) proving that the person who signs on behalf of the company, joint venture or consortium is duly authorised to do so.  - Please advise if this is required for Subcontractors to the Lead Bidder (Note all info will be prepared by Subcontractor & submitted to the Lead Bidder who will submit to the Contracting Authority)

Answer: Please refer to clarifications # 2, which were previously published at [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

23.     Clause 18 - Joint venture or consortium

a.       “If a tenderer is a joint venture or consortium of two or more persons, the tender must be a single one with the object of securing a single contract, each person must sign the tender and will be jointly and severally liable for the tender and any contract. Those persons must designate one of their members to act as leader with authority to bind the joint venture or consortium. The composition of the joint venture or consortium must not be altered without the prior written consent of the Contracting Authority.” - Please avise if this is required for Subcontractors to the Lead Bidder (Note all info will be prepared by Subcontractor & submitted to the Lead Bidder who will submit to the Contracting Authority)

**Answer: Please refer to clarifications # 2, which were previously published at** [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

## 24. **Clause 18.2**

a.       “The tender may be signed by the representative of the joint venture or consortium only if it has been expressly so authorised in writing by the members of the joint venture or consortium, and the authorising contract, notarial act or deed must be submitted to the Contracting Authority in accordance with point 11 of these Instructions to Tenderers. All signatures to the authorising instrument must be certified in accordance with the national laws and regulations of each party comprising the joint venture or consortium together with the powers of attorney establishing, in writing, that the signatories to the tender are empowered to enter into commitments on behalf of the members of the joint venture or consortium. Each member of such joint venture or consortium must provide the proof required under Article 3.5 as if it, itself, were the tenderer.” - Please advise if this is required for Subcontractors to the Lead Bidder (Note all info will be prepared by Subcontractor & submitted to the Lead Bidder who will submit to the Contracting Authority)

Answer: Please refer to clarifications # 2, which were previously published at [https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=137491](https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=000000)

Technical Specifications & Technical Offer Questions (LOT 1)

 25.       General:

1. What is the current ERP System the new solution will replace?

**Answer**: Currently, a variety of electronic and manual systems support most of the corporate service functions within the organization including finance, human resources, payroll, inventory management, procurement, and fixed asset management.

1. CARPHA currently does not have an ERP solution only software currently been used is QuickBooks for accounting Microsoft Excel for Payroll . What is the Database platform?

 **Answer**: CARPHA currently does not have an ERP solution.

26. Technical:

1. Will the users access ERP using remote technology (Remoting Services, Citrix) or is local installation in each user’s PC required?

**Answer**: Please provide us with options for your solutions

1. Technical requirements specify 30 concurrent users. How many total users will require access to ERP system?

**Answer**: 120 users

27.       Multi-company:

1. How many Companies (Entities) need to be implemented?

**Answer**: Three (3) Companies (Entities)

1. If more than one, will there be transactions across companies (intercompany transactions)?

**Answer**: Yes

28.      AR/Sales Order Processing: There is no mention of Accounts Receivables or Customer invoicing in Lot1.

1. Is AR going to be managed in the ERP system?

**Answer**: Yes

1. If so, are invoices going to be created in ERP?

**Answer**: Yes

1. Are invoices detailed (Line items) or generic (total amount)?

**Answer**: Line items

29.       Workflows:

o   Is there any diagram that specifies the intended workflows that would need to be implemented?

**Answer**: No

30.       Data Conversion-Confirm what of the following is required:

1. Upload Chart of Accounts

**Answer**: Ye s

1. Upload GL Balances.

**Answer**: Yes

1. Upload Inventory Items

**Answer**: Yes

1. Upload Inventory initial quantity’s

Answer: Yes

1. Upload Vendors

**Answer**: Yes

1. Upload AP Opening Balances

**Answer** : Yes

1. Upload Open POs

**Answer**: Yes

1. Upload Customers

**Answer**: Yes

1. Upload AR Opening Balance

**Answer**: Yes

1. Upload Fixed assets

**Answer**: Yes

1. Upload HR information (what detail?)

**Answer**: Leave starting balance

1. Upload Payroll (what detail?)

**Answer**: All information required by the solution

1. Is there other information that need to be uploaded to the ERP system?
2. **Answer**: Open to new reports not listed but is part of the proposed solution

**Finance**

31.   Ability to scan invoice with workflow guided approval processes – ERP software will facilitate upload & attachment of scanned invoices. Please advise if CARPHA has a scanning solution to have invoices & any other documents, which it may want to attach in the ERP system scanned. Scanning solutions are not typically part of an ERP solution

**Answer**: CARPHA currently has scanner that can scan documents to folders.

32. Thirty (30 )concurrent users – Please clarify & provide a breakdown/details of the 30 concurrent users as this seems a bit high. 30 Concurrent users means that at any given time there are 30 concurrent using the system. Is this correct? Managers can have applicable management & other reports emailed to them without having to tie up an ERP user license. The users tend to be for data entry, admin/clerical & supervisory persons

**Answer**: The finance department comprise of ten (10) persons, HR (5), Procurement (5) Inventory management (5) taking into consideration to the St Lucia and Jamaica offices and senior management (5). All users are required to access the HR application when applying for vacation checking leave balance, pay slips etc.

**Payroll**

33. Integrated with the HR and finance functions. (Three campuses operate in different jurisdictions so there is a need to address the requirements of Trinidad and St. Lucia (neither of which have taxes) and Jamaica (taxed), as well to calculate and apply deductions for PAYE, housing allowance, etc.)

34. Please advise/clarify if we are required to provide payroll functionality/module in our ERP or integrate to an existing Payroll solution? If there is an existing payroll solution, what is it & what is the database?

**Answer**: Currently it is a manual solution using Microsoft Excel. You are required to provide payroll functionality/module

35. Please advise & provide details of statutory requirements/deductions per territory

**Answer**:

**Trinidad and Tobago**

* Health Surcharge (HSC)
* National Insurance (NIS)
* Group Health
* Group Life
* Provident Fund (Contributions by both employee and Employer)
* Housing allowance
* Misc. (Example: Staff association deduction, ETC.)
* Etc.

St Lucia

* National Insurance (NIS)
* Group Health (Family deduction)
* Group Life
* Provident Fund (Contributions by both employee and Employer)
* Gratuity
* Housing allowance
* Misc. (Example: Staff association deduction, ETC.)
* Etc.

**Jamaica**

* PAYE
* National Insurance (NIS)
* Group Health (Family deduction)
* Group Life
* Provident Fund (Contributions by both employee and Employer)
* National Housing Tax (Contributions by both employee and Employer)
* Education tax (Contributions by both employee and Employer)
* Housing allowance
* Misc. (Example: Staff association deduction, Etc.)
* Etc.

36. Please advise & provide details of reporting requirements per territory

 **Answer( all territories):**

* PAYE
* National Insurance (NIS)
* Group Health (Family deduction)
* Group Life
* Provident Fund (Contributions by both employee and Employer)
* National Housing Tax (Contributions by both employee and Employer)
* Education tax (Contributions by both employee and Employer)
* Housing allowance.
* Misc.
* Ad Hoc.
* Etc.

37. **Inventory Management**

 Ability to scan barcodes - Please advise if CARPHA has an existing barcoding solution? And if this is a mandatory requirement? Barcoding requirements are usually recommended based on compatibility with our ERP solution

**Answer**: CARPHA does not have a bar-coding solution.

38. Ability to support approximately 35 holding points – Are “holding points” regarded as warehouses or lots?

**Answer**: Lots

39.  Is there a requirement to handle Lots or Serial Numbers?

**Answer**: Lots for inventory and Serial number etc. for fixed assets

40. **LOT 4, ITEM 3**-

1. What type of connector do you need (SC, LC, ST, etc.)?

 **Answer**: This is dependent on the network switch provided. CARPHA currently uses ST on a CISCO catalyst 3560G series

1. Does it have to be a single‐mode or multi‐mode optical fiber cable?

**Answer**: Multi‐mode

1. What is the thickness required for the conductor (50/125uM, 62.5/125uM, etc)

**Answer**: 50/125uM.

41. **LOT 5 ITEM 2:** The specifications of this item remind to a specific product that has 1000W as Peak watts but an average of 250W Power RMS. In order to provide you with a more efficient product is it possible to provide you with a speaker that has 800W as Peak watts but an average of 400W Power RMS? In fact Peak watts last only few instants while Power RMS is the continuous frequency that the speaker can sustain during its operation.

**Answer**: This is not a problem.

42. What functionality do they expect out of “call accounting” just reports or actual rating of calls?

**Answer**: Actual rating of calls

1. Is the automatic failover to a same site PBX?

**Answer**: Yes