

CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

Tender title: Creation of the Interactive climate-service system for the project INTERCLIM

Ref. number: HR-RS00094-6/ Interactive climate-service system

No.	Question	Answer
1.	The provisional timetable shows a one-day gap between submission deadline (July 2) and award notification (July 3). Can you confirm the expected evaluation timeline and clarify whether July 3 is a realistic or indicative date? Same question applies for the project start date.	All data related to the evaluation of potential offers, notification of the tenderers and contract signing are indicative.
2.	The evaluation grid is referenced in the tender dossier but was not included. Could you provide the full evaluation grid with the specific criteria and their respective weightings within the 80% technical quality score?	Evaluation of potential offers will be realized according to PRAG rules. Document 14 Evaluation Grid is part of the tender dossier.
3.	The Financial Identification Form (Annex VI) requests bank account details including currency. Does the CA expect domestic RSD account details or foreign currency (EUR) account details? This will determine whether Serbian tenderers should submit domestic or foreign currency banking information in the FIF	Potential financial offers must be presented in RSD (please see document 04 Instructions to tenderer, 4.2.Financial offer). Serbian companies should follow it and complete the Financial Identification Form for Serbian currency.
4.	The Administrative Compliance Grid includes columns for key experts, CVs, and signed statements of exclusivity and availability. However, no key expert profiles or requirements appear in the documents issued to tenderers (the Terms of Reference, Annex II, were not included in the dossier received). Could the Contracting Authority confirm: (a) whether this contract requires the nomination of key experts in the Technical Offer at tender stage; (b) if so, the number of key experts required and their required qualifications or profiles; and (c) whether CVs and exclusivity/availability declarations must be submitted in Envelope A at the time of tender submission?	According to document 07 Terms of reference Annex 2, part 6.1 Key experts is stated “No key expert is required.”
5.	For tenderers established in Serbia, could the Contracting Authority confirm the specific documentary evidence that will be accepted to demonstrate absence of each exclusion ground (e.g. APR company extract, confirmation of no bankruptcy proceedings, tax clearance certificate from the Serbian Tax Administration, criminal record extract)? Please also confirm whether these documents must be submitted as originals, certified copies, or plain copies, and whether Serbian-language documents will be accepted without an accompanying English translation.	All supporting documentation (documentary proof or statements) can be attached as original or copy. All supporting documentation must be attached as it is stated in document 04 Instruction to tenderer, part 4.1 Technical offer, point 5, point 6 and information stated end of that part up to point 4.2 Financial offer.

6.	The financial capacity criterion requires average annual turnover for the last three closed accounting years. Two sub-points: (a) are 2025 financial statements required, or are 2022-2024 accounts sufficient given that 2025 accounts may not yet be formally closed or audited at the submission date; and (b) will consolidated financial statements submitted within the statutory deadline but pending final audit opinion be accepted as evidence for the 2025 accounting year?	<p>According to document 02_Tender Form, part 3. ECONOMIC AND FINANCIAL CAPACITY, are required financial data for 2023, 2024 and 2025.</p> <p>It is acceptable to submit the consolidated financial statements submitted within the statutory deadline but pending final audit opinion be accepted as evidence for the 2025 accounting year.</p>
7.	When is system go-live expected?	System must be prepared to go-live no later than December 31 st 2026.
8.	We assume the contractor has no support or maintenance obligation after 31 December 2026. Please confirm.	Yes, only if entire system is built using development guides made by UNSPMF (linux, perl or C,...). If not, 7 years support is required
9.	Where a solution does not use the bespoke build elements, must the cost of the required 7-year support be included within the available budget? (eg Open Source software or licenses)	Yes, everything must be within the proposed budget.
10.	Are software license costs part of the project budget?	If entire system is built using development guides made by UNSPMF (linux, perl or C, ect.), then no licenses are required due to the opensource nature. If proposed guidelines are not followed, than Tenderer must provide and pay ALL necessary licenses (for operating systems, android and IOS development, etc.)
11.	Are app-store developer-account and publication costs part of the project budget?	Yes, it is part of the project budget.
12.	Is procurement of the server infrastructure part of the project budget?	Procurement of the server infrastructure is not part of the project budget.
13.	Is the EUR 210,000 maximum budget inclusive of VAT?	Maximum budget available is 210.000 EUR including VAT.
14.	We assume cross-platform mobile development (a single codebase for Android and iOS) is acceptable; this lowers cost and simplifies maintenance across the support period. Please confirm.	Yes, it is acceptable for the Contracting Authority.
15.	We assume the contractor may select the geo/maps solution best suited to the region. Please confirm.	Yes, it is acceptable that the Tenderer may select the geo/maps solutions best suited to the region.
16.	We assume the interactive map covers the full Balkan region. Please confirm.	No, interactive map(s) for Croatia-Serbia cross-border region only.
17.	Will UNS PMF provide all written content?	Yes, the Contracting Authority will provide the written content.
18.	Will UNS PMF provide all images and videos?	Yes, the Contracting Authority will provide all images and videos.

19.	Will UNS PMF provide the e-books and online-course materials?	Yes, the Contracting Authority will provide the e-books and online-course materials.
20.	Is the contractor responsible for translation between Serbian and Croatian?	Yes, the Contracting Authority will be responsible for translation between Serbian and Croatian language.
21.	Is the contractor responsible for English subtitles on videos?	No, Tenderer is not responsible for English subtitles on videos.
22.	Will the entire solution be hosted on-premises, with no cloud component?	Yes, the entire solution be hosted on-premises, with no cloud component.
23.	Is a content-management system for administering site content within scope?	Yes, content-management system for administering site content within scope.
24.	We assume UNS PMF is responsible for network configuration and connectivity in case of the on-premise hosting within UNS PMF network. Please confirm.	Yes, the Contracting Authority is responsible for network configuration and connectivity in case of the on-premise hosting within UNS PMF network
25.	We assume UNS PMF is responsible for operating-system installation and base server setup in case of the on-premise hosting within UNS PMF network. Please confirm.	UNS Faculty of Sciences server infrastructure is running on OpenSuse Leap 15.5x64 or using KVM hypervisor. Virtual machine under KVM will be deployed specifically for these purposes. On that virtual machine Tenderer will deploy all its production work.
26.	We assume UNS PMF retains administrative (root) access and grants the contractor the access needed for deployment. Please confirm.	Yes, UNS Faculty of Sciences hold only root access to all its infrastructure. No third-party access is allowed inside entire UNS CITUNS infrastructure.
27.	We assume UNS PMF technical staff are available during development to support the data-acquisition component. Please confirm.	Yes, UNSPMF technical staff are available during development to support the data-acquisition component.
28.	Are there any restrictions on the development tools or methods the contractor may use, provided the solution meets all requirements in the Terms of Reference?	Proposition for entire development and technologies used is provided inside Tender requirements. If Tenderer chooses any different path, then the Tenderer must provide all support and feedback and 7 years additional also.
29.	Is there documentation defining the meteorological-station data interface (transport protocol and data format)?	UNS Faculty of Sciences project team can provide contact with meteo stations developers during build phase.
30.	Is there documentation defining the PMF mail-server (MTA) integration parameters?	No, UNS Faculty of Sciences can only provide options used in email clients.
31.	Does the Copernicus integration require live data ingestion, or only links to the Copernicus platform?	Only http links (html <a href>).

32.	Will UNS PMF provide a test environment with representative station data to validate integrations before go-live?	No, UNS Faculty of Sciences will only provide KVM virtual machine. If Tenderer chooses to go with OpenSuSE Leap 15.5x64 distro, UNSPMF can set it up also. In all other scenarios, Tenderer must set up virtual machines OS and all packages. In this case Tenderer must provide 7 years support for KVM OS also.
33.	We assume the meteorological stations and their data interface will be available by 31 August 2026 to allow delivery by 31 December 2026. Please confirm.	Yes, the meteorological stations and their data interface will be available by 31 August 2026 to allow delivery by 31 December 2026.
34.	We assume that if the stations are not deployed within the contract period, the contractor will define the data interface and build against that defined interface. Please confirm.	No, the Tenderer must develop entire data acquisition back-end based on stations work.
35.	We assume requirement changes arising after the interface is defined will be handled as change requests. Please confirm.	No. No further payment can be made after this Tender. All costs and possible future ones must be included in tender offer.
36.	Are tenderers expected to include a contingency allowance in the global price to cover the dependency-related risks?	No. Total available budget for the tender procedure is equal to 210.000,00 EUR.
37.	We assume deliverables are accepted against acceptance criteria agreed at the start of the contract and mapped to the Terms of Reference. Please confirm.	Yes, deliverables are accepted against acceptance criteria agreed at the start of the contract and mapped to the Terms of Reference.
38.	We assume the Project Manager (Prof. Savić) is the authority who signs off acceptance of deliverables and reports. Please confirm.	Yes, Project Manager (Prof. dr Stevan Savić) is the authority who signs off acceptance of deliverables and reports.
39.	Is there a warranty or defects-correction period expected after go-live, separate from the maintenance obligation?	Warranty or defects-correction period is 2 years if proposition for entire development and technologies provided inside Tender requirements is used. If Tenderer chooses any different path, then Tenderer must provide all support and feedback and 7 years additional also.