

Questions and Answers

under the tender procedure for

Supply of Early Fire Detection System

under the project "Fire Detection and Enhanced Fire Emergency Network for Waste Disposal - FIREDEFEND"

Publication reference: FIREDEFEND-24364-05

	Question	Answer
1.	Is video recording necessary, or is a sequence of images a better, equivalent solution?	The Early Fire Detection System may operate on the basis of sequences of images and sensor data processed by the system for automatic smoke/fire detection. The system shall provide historical records of the data received from the sensors, allowing access to relevant previous and current sensor data. At the same time, the complete proposed solution shall comply with all applicable functional and technical requirements set out in Annex II+III – Technical Specifications.
2.	How far is the location of the cameras/sensors from the protected area, i.e. at what distance detection is required and what coverage?	The tender dossier does not prescribe a fixed detection distance or a predefined minimum coverage radius. As specified under "Preparatory Works" in Annex II+III – Technical Specifications, the Contractor shall carry out a site survey and prepare the necessary calculations and coverage maps for the selection/confirmation of the appropriate mounting location, taking into account the zones of interest, exact system coordinates, mounting height and site conditions. The Early Fire Detection System shall be installed at the designated location in the Municipality of Bosilovo and is intended to provide early detection and monitoring coverage for a significant part of the South-East Planning Region. In this context, the expected coverage is approximately 15 km or more from the sensor location. This expected coverage is provided as an indicative project objective and does not constitute a separate minimum technical requirement or evaluation criterion beyond the requirements set out in the published tender dossier.

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		The actual achievable detection distance and coverage shall be determined and demonstrated by the Contractor on the basis of the required site survey, coverage assessment, site conditions and the technical characteristics and performance of the proposed system.
3.	Is a cloud solution acceptable or does the detection have to work locally?	Technical specification is clearly requiring presence of local control center with all hardware, software for providing entire local based functionality of the system. Moreover, sensor data processing has to be on site of the sensor location. Hence, cloud solution is not acceptable.
4.	It is nowhere stated how long the system is supposed to operate; it only says that the warranty period for the equipment is one year. Could you please specify the exact duration of the contract?	As stated in the tender dossier, the period of implementation of the tasks under the contract is five (5) months. This implementation period is distinct from the warranty period. In accordance with Annex II+III – Technical Specifications, the Contractor shall provide a minimum warranty period of twelve (12) months after provisional acceptance of the supplied system and equipment. Tenderers shall therefore prepare their offers on the basis of the implementation period and warranty requirements specified in the published tender dossier.
5.	Is there potential for expanding the system?	The current procurement concerns the supply, installation, configuration, integration, testing and commissioning of one (1) complete Early Fire Detection System and one (1) Control Centre, as specified in the tender dossier. The tender dossier does not establish any mandatory requirement regarding future expansion or scalability beyond the scope of the present procurement. Tenderers may propose a system with additional expansion or scalability capabilities, provided that the offered solution fully complies with all mandatory technical and functional requirements of the tender dossier. Any potential future expansion of the system is outside the scope of the present procurement procedure.
6.	Annex II+III and the Instructions to Tenderers identify the sensor unit's installation site only as "a designated location in the Municipality of Bosilovo"	As specified in the tender dossier, the Early Fire Detection System shall be installed at a designated location in the Municipality of Bosilovo, while the Control Centre shall be installed at a location in the South-East Planning Region designated by the Contracting

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	and the Control Centre as "a location in the South-East Planning Region designated by the Contracting Authority," with no site visit offered under Section 14. Could the Contracting Authority provide, or confirm whether it can provide, more precise information on the intended installation site(s) — e.g., approximate coordinates, elevation, distance between the sensor unit and the Control Centre, and the general terrain/land use to be monitored — so that tenderers can prepare a technically accurate and properly costed offer for cabling, mounting structure and coverage?	Authority. No additional precise site parameters, such as exact coordinates, elevation or distance between the sensor unit and the Control Centre, are prescribed in the published Technical Specifications. As specified under "Preparatory Works" in Annex II+III – Technical Specifications, the Contractor shall carry out the necessary site surveys and prepare the relevant technical data, calculations and coverage maps for the selection/confirmation of the appropriate mounting location, taking into account the zones of interest, exact system coordinates, mounting height, available communications, power supply, safety conditions and site conditions. Tenderers shall therefore prepare their offers on the basis of the requirements and scope defined in the published tender dossier, including all preparatory, installation and ancillary activities necessary for the complete implementation of the system. No information meeting or site visit is planned as part of the tender procedure.
7.	The technical specification does not state a required detection range or coverage radius for the Early Fire Detection System. Could the Contracting Authority confirm whether a minimum detection range/coverage area applies, or whether this is left entirely to the tenderer's proposed solution?	The tender dossier does not prescribe a fixed minimum detection range or a predefined coverage radius for the Early Fire Detection System. As specified under "Preparatory Works" in Annex II+III – Technical Specifications, the Contractor shall carry out the necessary site survey and prepare calculations and coverage maps for the selection/confirmation of the appropriate mounting location, taking into account the zones of interest, exact system coordinates, mounting height and site conditions. Yet, expectation for the system will be to provide coverage within minimum radius of 15 km from the location of the sensor. The proposed system shall comply with all minimum technical and functional requirements set out in the Technical Specifications and shall be suitable for outdoor early smoke/fire detection and remote monitoring. The tenderer shall demonstrate, through the technical documentation submitted with its offer, the detection and monitoring capabilities of the proposed solution.

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8.	Item 2 describes the sensor unit as incorporating "a triple optical sensing configuration (black-and-white / near-infrared / colour) or equivalent technology providing comparable functionality." Could the Contracting Authority confirm the form of evidence that would be considered sufficient to demonstrate equivalence — for example, would a solution combining a high-resolution day/night PTZ camera with AI-based video-analytics software for automatic smoke/fire detection (rather than three discrete optical sensing channels in a single housing) be considered an acceptable equivalent, provided the tenderer submits technical documentation demonstrating comparable day-and-night detection performance?	As specified in Annex II+III – Technical Specifications, the required sensor unit shall incorporate a triple optical sensing configuration (black-and-white / near-infrared / colour) or equivalent technology providing comparable functionality. Equivalent solutions may be proposed, provided that the tenderer clearly demonstrates, by means of appropriate technical documentation, that the proposed solution meets or exceeds the relevant functional, technical and performance requirements set out in the Technical Specifications, including the required automatic smoke/fire detection functionality during daylight and night-time operation. Evidence demonstrating compliance and equivalence may include technical data sheets, manufacturer's specifications, brochures, test reports and other relevant technical documentation that clearly identifies the proposed equipment, its configuration and its technical and functional characteristics. The Contracting Authority does not confirm in advance that any specific alternative technical configuration or technology constitutes an acceptable equivalent. The compliance and equivalence of the solution proposed by each tenderer will be assessed by the Evaluation Committee on the basis of the submitted technical offer and supporting documentation, against the requirements set out in the tender dossier. The burden of demonstrating equivalence rests with the tenderer.
9.	Item 6 (General Requirements) requires that warranty, technical support and after-sales service be available in the Republic of North Macedonia. Could the Contracting Authority confirm whether this requirement may be satisfied by the tenderer (as the contracted systems integrator) acting as the named local support point, backed by the equipment manufacturer's nearest regional office/service center, or whether a support presence held directly by the manufacturer within North Macedonia is required?	As specified under Item 6 – General Requirements of Annex II+III – Technical Specifications, warranty, technical support and after-sales service for the supplied system shall be available in the Republic of North Macedonia. The Contractor shall provide the relevant contact details of the Contractor and/or authorised service provider responsible for such support, as applicable. The Technical Specifications do not require the equipment manufacturer itself to maintain a direct office or service centre in the Republic of North Macedonia. The requirement may be fulfilled by the Contractor and/or an authorised service provider, provided that the required warranty, technical support and after-sales service for the supplied system are effectively available in the Republic of North Macedonia and the relevant contact details are provided in accordance with the tender dossier. Compliance with this requirement will be assessed on the basis of the information and supporting documentation submitted with the tender. To consider adding of minimum 4 trained personnel for offered system within bid.

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10.	Could the Contracting Authority confirm whether mains electrical power and a fixed data/communications connection (e.g., fibre, DSL, cellular coverage) are available at the proposed sensor-unit and Control Centre locations, or whether tenderers should assume off-grid power (e.g., solar) and wireless/cellular connectivity should be provisioned as part of the offer?	The tender dossier does not confirm the availability of a specific fixed data/communications connection at the designated installation locations, nor does it prescribe a specific off-grid power or wireless/cellular solution. As specified under “Preparatory Works” in Annex II+III – Technical Specifications, the Contractor shall carry out the required site surveys, including the preparation of technical data concerning available communications, power supply, safety conditions and possibilities for integration with other systems. The Contractor shall also prepare the necessary project/technical documentation, including architectural, construction and electrotechnical installation requirements, where applicable. The proposed solution shall comply with the power supply, communication and connectivity requirements specified in the Technical Specifications and shall include all hardware, cabling, connectors, accessories, installation materials and ancillary works necessary for the complete and proper operation of the system. Tenderers shall therefore prepare their offers in accordance with the requirements and scope defined in the tender dossier. Any specific technical arrangements necessary for power supply and communications shall be determined through the required preparatory activities and site survey and implemented as necessary for the complete operational readiness of the system.
11.	Coverage objectives & performance targets • What are the exact monitoring objectives and KPIs for the system? • What part of the South-East Planning Region must be covered, expressed in measurable terms (km², radius, or defined zones of interest)?	Coverage objectives & performance targets • The Early Fire Detection System is intended to provide early smoke/fire detection and remote monitoring and shall comply with all functional and technical requirements specified in Annex II+III – Technical Specifications, including 360° monitoring capability and automatic smoke/fire detection during daylight and night-time operation. The tender dossier does not prescribe additional quantitative KPIs beyond the minimum technical and functional requirements expressly stated in the Technical Specifications. • The tender dossier does not prescribe a fixed coverage area expressed in km², a minimum radius, or a predefined percentage of the South-East Planning Region. The

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	•What are the required detection distances/performance for smoke and fire (detection range, minimum smoke-plume size, day/night sensitivity, maximum acceptable false-alarm rate)?	system is intended to provide early detection and monitoring coverage for a significant part of the South-East Planning Region. As specified under “Preparatory Works”, the Contractor shall carry out the required site survey and prepare calculations and coverage maps for the selection/confirmation of the appropriate mounting location, taking into account the zones of interest, exact system coordinates, mounting height and site conditions, expectation for the system will be to provide coverage within minimum radius of 15 km from the location of the sensor. • The tender dossier does not prescribe a fixed minimum smoke/fire detection distance, minimum detectable smoke-plume size or maximum acceptable false-alarm rate. The proposed system shall comply with the requirements specified in Annex II+III – Technical Specifications, including automatic smoke/fire detection during daylight and night-time operation and the other required monitoring and system functionalities. Tenderers shall provide appropriate technical documentation demonstrating the technical and functional characteristics and compliance of the proposed solution with the requirements of the tender dossier. The offered system will be evaluated against the requirements set out in the published Technical Specifications.
12.	Sites, locations & equipment quantities <i>(Please confirm the system is outdoor.)</i> • Please confirm the exact installation location(s) and provide a map overview and GPS coordinates of the proposed sensor location(s).	Sites, locations & equipment quantities <i>(We confirm that full system is outdoor, except for the Control Center what will be installed in dedicated operating room.)</i> - As specified in Annex II+III – Technical Specifications, the system includes one outdoor sensor unit suitable for outdoor early smoke/fire detection and remote monitoring, as well as an outdoor monitoring camera. • As specified in the tender dossier, the Early Fire Detection System shall be installed at a designated location in the Municipality of Bosilovo. Exact system coordinates and the appropriate mounting location are to be determined/confirmed through the required site survey and preparatory activities. Under “Preparatory Works”, the Contractor shall prepare the necessary technical data, calculations and coverage maps for the selection/confirmation of the appropriate mounting location, taking into account the zones of interest, exact system coordinates, mounting height and site conditions.

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• How many sites must be covered, and how many sensor units and cameras are required? Please also clarify the definition of a "sensor unit" — Item 2 states "one outdoor sensor unit" while "sensor unit(s)" appears elsewhere. • Is the "outdoor monitoring camera" integrated within the triple-optical sensor unit, or a separate camera in addition to it? • What is the proposed mounting height, and can site photographs and terrain/access details be provided? • Please confirm the exact location (address/premises) of the Control Centre so installation, cabling and integration can be priced.	• The present procurement concerns one (1) complete Early Fire Detection System, including one (1) outdoor sensor unit and one (1) outdoor monitoring camera, together with the associated control/processing, communication, power supply, protection, cabling, software and other components required by the Technical Specifications. For the purpose of the Technical Specifications, the required sensor unit is the outdoor sensor unit described under Item 2, incorporating a triple optical sensing configuration (black-and-white / near-infrared / colour) or equivalent technology providing comparable functionality. References elsewhere in the tender dossier to "sensor unit(s)" do not modify the quantity expressly specified under Item 2 for the present procurement. • The outdoor monitoring camera is a required component of the complete Early Fire Detection System and shall comply with the specific requirements set out under Item 2 of Annex II+III – Technical Specifications. The tender dossier does not prescribe whether the outdoor monitoring camera must be physically integrated within the sensor unit housing or provided as a separate hardware component. The proposed technical configuration shall ensure full compatibility, integration and operation of all components as one complete and fully operational solution and shall comply with all requirements of the Technical Specifications. • The tender dossier does not prescribe a fixed mounting height. As specified under "Preparatory Works", the appropriate mounting location and mounting height shall be determined/confirmed on the basis of the required site survey, calculations and coverage maps, taking into account the zones of interest and site conditions. No additional site photographs or terrain/access information are specified as part of the published tender dossier. • As specified in the tender dossier, the Control Centre shall be installed at a location in the South-East Planning Region designated by the Contracting Authority. Tenderers shall prepare their offers on the basis of the requirements and scope defined in the tender dossier, including the required preparatory activities, installation, cabling, integration and ancillary works necessary for the complete operational readiness of the system.
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13.	Site infrastructure (power, communications, mounting) • Is 230 V mains power available at the proposed sensor location, or must the contractor provide the power connection? • Is fiber/communication connectivity available at the sensor site? If not, who is responsible for providing the communications link? • What communication medium is expected between the sensor site and the Control Centre (fiber, leased line, cellular, microwave, radio, internet or wireless), and what is the approximate distance? Is provision of this link within the contractor's scope?	Site infrastructure (power, communications, mounting) • The Technical Specifications define the applicable power supply requirements for the system. The availability and conditions of the power supply at the installation location shall be assessed as part of the required site survey under "Preparatory Works". The Contractor shall include within its scope all equipment, cabling, connectors, protection, accessories, installation materials and ancillary works necessary for the complete installation and operational readiness of the system, in accordance with the requirements of the tender dossier. • The tender dossier does not confirm the availability of an existing fibre or other fixed communication connection at the sensor location. As part of the required site survey, the Contractor shall assess the available communications and the conditions for integration of the system. The complete offered solution shall include the communication components, cabling, connectors and other equipment and installation materials necessary to ensure the required connectivity and full operation of the system, in accordance with the Technical Specifications. • The tender dossier does not prescribe a specific communication medium, such as fibre, leased line, cellular, microwave, radio, internet or wireless, nor does it specify a fixed distance between the sensor location and the Control Centre. The proposed communication solution shall comply with the functional and technical requirements of the tender dossier and shall ensure the connectivity necessary for the complete and proper operation of the Early Fire Detection System. The appropriate technical arrangement shall be determined on the basis of the required site survey, the site conditions and the characteristics of the proposed solution. The Contractor shall provide the components and installation materials required for the complete operational readiness of the system, in accordance with the tender dossier.
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• Who bears recurring connectivity costs after acceptance? • Are existing towers, masts or structures available for equipment mounting, or is supply and erection of a mounting structure within scope? If in scope, please provide the required height and loading parameters. • As no site visit is planned before submission (ITT §14), may tenderers arrange a selforganized visit, or alternatively will the Contracting Authority provide the site data (Sections 3–4) needed for accurate coverage calculation and DDP lump-sum pricing?	• The tender dossier does not establish a separate requirement regarding recurring connectivity costs after acceptance beyond the obligations expressly defined in the tender dossier and the contract. Tenderers shall include in their financial offer all costs required for the supply, installation, configuration, integration, testing, commissioning and complete operational readiness of the system, in accordance with the scope and requirements of the tender dossier. • The tender dossier does not prescribe a fixed mounting height or specific mounting structure. As specified under “Preparatory Works”, the Contractor shall carry out the required site survey and prepare the necessary calculations and coverage maps for the selection/confirmation of the appropriate mounting location, taking into account the zones of interest, exact system coordinates, mounting height and site conditions. The complete solution shall include the mounting elements, accessories and installation materials necessary for full operation, as required by the Technical Specifications. Any specific mounting arrangement necessary for the proposed solution shall be determined on the basis of the required site survey, the technical requirements and the applicable site conditions. • As stated in the Instructions to Tenderers, no information meeting or site visit is planned as part of the tender procedure, and individual site visits during the tender period cannot be organised by the Contracting Authority. Tenderers shall prepare their tenders on the basis of the information, requirements and scope provided in the published tender dossier. As specified under “Preparatory Works” in Annex II+III – Technical Specifications, the Contractor shall carry out the required site survey and prepare the necessary technical data, calculations and coverage maps for the selection/confirmation of the appropriate mounting location, taking into account the zones of interest, exact system coordinates, mounting height and site conditions. The financial offer shall be prepared in accordance with the DDP and lump-sum requirements and shall include all costs necessary for the complete implementation and operational readiness of the system, as specified in the tender dossier.
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14.	Equivalent technology The specification references a triple-optical sensor architecture but allows equivalents. Will AI-based wildfire-detection systems using alternative sensor technologies be accepted, provided they meet or exceed the stated functional requirements?	Equivalent technology As specified in Annex II+III – Technical Specifications, the required sensor unit shall incorporate a triple optical sensing configuration (black-and-white / near-infrared / colour) or equivalent technology providing comparable functionality. Alternative technologies, including AI-based detection solutions, may be proposed, provided that the tenderer clearly demonstrates, by means of appropriate technical documentation, that the proposed solution meets or exceeds the relevant functional, technical and performance requirements set out in the Technical Specifications, including the required automatic smoke/fire detection functionality during daylight and night-time operation. The Contracting Authority does not confirm in advance that any specific alternative technology or technical configuration constitutes an acceptable equivalent. Compliance and equivalence will be assessed by the Evaluation Committee on the basis of the technical offer and supporting documentation submitted by the tenderer against the requirements set out in the tender dossier. The burden of demonstrating equivalence rests with the tenderer.
15.	Integration - Must the system integrate with existing emergency-management, firefighting, GIS, SCADA or dispatch systems? - Are APIs or interoperability requirements expected?	Integration - The tender dossier does not prescribe mandatory integration with any specific existing emergency-management, firefighting, GIS, SCADA or dispatch system. The proposed solution shall comply with all integration, communication and system functionality requirements expressly specified in the Technical Specifications and shall constitute a complete, mutually compatible and fully operational solution. - The tender dossier does not prescribe a specific API, communication protocol or additional interoperability standard for integration with third-party systems beyond the requirements expressly stated in the Technical Specifications.

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	Should alarms be forwarded to third-party systems?	The tender dossier does not prescribe a mandatory requirement for forwarding alarms to third-party systems or for sending alarm notifications by e-mail to predefined recipients. Tenderers shall provide the detection, monitoring, alarm and system management functionalities required by the Technical Specifications. Any additional integration or notification functionalities may be included in the proposed solution, provided that they do not replace or affect compliance with the mandatory requirements of the tender dossier.
16.	Recording, data retention & cybersecurity - What is the required video retention period, and is long-term archival storage required? - Are there cybersecurity or data-protection requirements for stored data?	Recording, data retention & cybersecurity - The Technical Specifications require the outdoor monitoring camera and its software integration to provide camera control, live display, recording and playback functionalities. The tender dossier does not prescribe a specific video retention period or a mandatory long-term archival storage period. The proposed solution shall comply with the storage and recording requirements expressly specified in the Technical Specifications, as well as legal stipulations in Republic of North Macedonia, related to this subject, including the required Control Centre equipment and storage capacity. - The tender dossier does not prescribe specific additional cybersecurity or data-protection requirements, standards or certifications beyond the technical and functional requirements expressly stated in the Technical Specifications. The proposed solution shall comply with all applicable requirements of the tender dossier, including the required system access, remote monitoring, control and self-diagnostic functionalities.
17.	Acceptance testing (SAT) What specific pass/fail acceptance criteria will be used during Site Acceptance Testing, and who defines the SAT protocol?	Acceptance testing (SAT) The Contractor shall prepare and submit the SAT protocol, based on the requirements of the Technical Specifications and the technical characteristics of the proposed system, for review and approval by the Contracting Authority prior to performing the Site Acceptance Testing. The SAT shall verify that the supplied, installed, configured and integrated system complies with the requirements of the Technical Specifications and is complete, properly operational and ready for its intended use. Any deficiencies identified during testing shall be corrected by the Contractor in accordance with the tender dossier.

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	What detection scenarios must be demonstrated, and are formal performance tests required?	The tender dossier does not prescribe specific additional detection scenarios or quantitative performance tests beyond the technical and functional requirements set out in the Technical Specifications. The testing shall demonstrate the proper operation and compliance of the supplied system with the applicable requirements of the Technical Specifications, including the required detection, monitoring, control and other specified system functionalities.
18.	Standards, licenses & spare parts - Are any specific North Macedonian technical standards, certifications or installation licenses (e.g. electrical-works authorization) mandatory? If so, which? - Is a list of recommended spare parts required in the o_er, and are any spare parts to be supplied under the contract?	Standards, licenses & spare parts - The Contractor shall comply with the applicable national legislation, relevant technical standards, electrical and EMC requirements, safety requirements, manufacturer's instructions and good engineering practice, as specified in Annex II+III – Technical Specifications. The tender dossier does not prescribe any additional specific North Macedonian certification or installation licence beyond the requirements expressly stated in the tender dossier and the applicable legal requirements. Tenderers shall take into account all requirements and costs necessary for the proper and lawful implementation of the contract when preparing their offers. - The tender dossier does not require a list of recommended spare parts to be submitted with the tender, nor does it prescribe a specific quantity of spare parts to be supplied under the contract. The Contractor shall nevertheless fulfil the warranty, technical support and after-sales service obligations specified in the tender dossier for the supplied system and equipment.
19.	Maintenance & support - Is preventive maintenance required during the warranty period? - What response times are expected for support incidents?	Maintenance & support - The Contractor shall fulfil the warranty, technical support and after-sales service obligations for the supplied system and equipment in accordance with the requirements of the tender dossier. - The tender dossier does not prescribe a specific response time or Service Level Agreement (SLA) for support incidents. Technical support and after-sales service shall be available in the Republic of North Macedonia in accordance with the requirements specified in the Technical Specifications.

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20.	Budget Can the Contracting Authority disclose an estimated procurement budget or allocated funding envelope? <i>(Relevant given the lowest-price award.)</i>	The tender dossier does not specify an estimated procurement budget or allocated funding envelope for this particular procurement procedure. Tenderers shall prepare their financial offers on the basis of the scope, technical requirements and contractual conditions set out in the tender dossier. The contract will be awarded in accordance with the award criterion specified in the tender dossier.
21.	Payment terms - Is pre-financing available, and what are the payment milestones? - Is payment linked to provisional acceptance, final acceptance, or both?	Payment terms - The payment arrangements, including any applicable pre-financing and payment milestones, are governed by Article 26 of the General Conditions and Article 26 of the Special Conditions of the contract. Tenderers are requested to refer to these provisions of the tender dossier for the applicable payment terms. - The conditions and timing of payments, including their relation to the applicable acceptance stages, shall be governed by Article 26 of the General Conditions and Article 26 of the Special Conditions of the contract, as provided in the tender dossier.

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22.	Timeline & contractual • Please reconcile the tender-validity period: ITT §8.1 states 90 days; Contract Notice §5.1.12 states three months. • When will the delivery order be issued relative to contract signature, given the 5- month implementation period runs from that order (Special Conditions Art. 18–19)? • For operator training (Item 5), how many operators must be trained and at which location? • Is the operator UI in English combined with manuals in Macedonian (Annex II, Item 3) sufficient, or must both be bilingual?	Timeline & contractual • For the purpose of this procurement procedure, the tender validity period shall be understood as 90 days from the deadline for submission of tenders, as specified in Section 8.1 of the Instructions to Tenderers. The reference to “3 months” in the Contract Notice refers to the same tender validity period. • The commencement and implementation of the contract shall be governed by Articles 18 and 19 of the Special Conditions and the corresponding provisions of the tender dossier. The five (5)-month implementation period shall apply in accordance with those contractual provisions. • As specified under Item 5 – Training of Annex II+III – Technical Specifications, the Contractor shall provide training for the designated system operators for a minimum duration of two (2) days. The tender dossier does not prescribe a fixed number of participants. The training shall cover system operation, monitoring, alarm/detection handling, basic configuration and basic maintenance and shall be provided in Macedonian and/or English, as agreed with the Contracting Authority. The practical arrangements and location of the training shall be agreed with the Contracting Authority during contract implementation. • As specified in Annex II+III – Technical Specifications, the system user interface shall be available in English. The proposed system may additionally support other languages, including Macedonian and Albanian. User manuals and basic operating instructions shall be provided in Macedonian. In accordance with the General Requirements, user manuals, basic operating instructions and safety notices shall be provided in Macedonian and English. Accordingly, English is the required language for the user interface, while the availability of additional interface languages, such as Macedonian and Albanian, is acceptable but is not a mandatory requirement. The required documentation shall be provided in the languages specified in the Technical Specifications.
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