

**Invitation to tender N° EMSA/OP/24/2015  
for the provision of ICT services for the design, development, upgrade, helpdesk and  
corrective maintenance to the Central Hazmat Database application (CHD) and the MARine  
Chemical Information Sheets application (MAR-CIS 2).**

**Questions and Answers**

**Question 01 (31/08/2015 10h 54m):**

Referring to the call for tenders in subject for the contract "EMSA/OP/24/2015 - Provision of ICT services for the design, development, upgrade, helpdesk and corrective maintenance to the central Hazmat database (CHD) application and the MARine chemical information sheets (MAR-CIS 2) application", published in the Official Journal 2015/S 159-291565, we would like to register our interest for the tender and inform you that we have already downloaded the available electronic copy of the tender specifications from your portal (<http://www.emsa.europa.eu/>).

Furthermore, we would like to request for the MAR-CIS 1 database file mar-cis.tdbd. Please find attached the Declaration of Confidentiality, duly signed.

Please kindly inform us if this declaration is required to be signed by all the members of a consortium (in the case of a consortium participation in this call).

Thank you in advance for registering our company in the list of potential tenderers (if so required) and for informing us for any additional material/documentation may be available.

**Answer to question 01:**

There is no need to register your interest to the tender. The tenderers who wish to submit an offer are invited to send to the Agency a tender, according to the instructions referred in the Invitation to Tender N°. EMSA/OP/24/2015.

We acknowledge the receipt of the declaration of confidentiality from your company.

In case of a consortium, the Declaration of Absence of Conflict of Interests and Confidentiality in regard to the Provision of MAR-CIS 1 database file must be signed by all members of the consortium.

Therefore, we will provide you with the database upon receipt of the Declaration of Absence of Conflict of Interests and Confidentiality signed by all members.

Alternatively, a statement from consortium members stating that your company will act on their behalf and thus ensure the confidentiality of the database thereof should be sent to EMSA at your earliest convenience.

Responsibility for monitoring the Agency's website for replies to queries and/or further information remains with potential applicants.

**Question 02 (22/09/2015 14h 01m):**

We are interested in participating in the tender mentioned above hence want to get more information about the same. Considering the geographical constraint of personally reviewing the document, I request you to provide us the following details before we buy the document:

- 1) List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.
- 2) Soft Copy of the Tender Document through email.
- 3) Names of countries that will be eligible to participate in this tender.
- 4) Information about the Tendering Procedure and Guidelines
- 5) Estimated Budget for this Purchase
- 6) Any Extension of Bidding Deadline?
- 7) Any Addendum or Pre Bid meeting Minutes?

We will submit our offer for the same if the goods or services required fall within our purview. Also we would like to be informed of future tenders from your organization. Hence, we request you to add our name to your bidder's list and do inform us about upcoming Projects, Tenders. We will be highly obliged if you can send us your complete & latest contact information. This will help us reaching to you faster.

**Answer to question 02:**

Please note that all tender documents related to procurement procedure EMSA/OP/24/2015 can be downloaded free of charge from the procurement section of EMSA's website at:  
<http://www.emsa.europa.eu/work/procurement/calls/item/2434-emsa-op-24-2015.html>

**Question 03 (25/09/2015 14h 01m):**

Referring to the invitation to tender in subject "EMSA/OP/24/2015 - Provision of ICT services for the design, development, upgrade, helpdesk and corrective maintenance to the central Hazmat database (CHD) application and the MARine chemical information sheets (MAR-CIS 2) application", published in the Official Journal 2015/S 159-291565, we would like to request clarifications for the following aspects:

Question ID	Area/Document	Question
1	Annex A- MODULE1_CHD and MARCIS2vfinal - CHD_REQ_4	<p>In the "Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) &amp; MARine Chemical Information Sheets Application (MAR-CIS 2)" the requirement CHD_REQ_4 under the chapter "7.1.4 CHD Update and maintenance" of the specific service requirement for MAR-CIS 2 states that:</p> <p>"The CHD web console shall include a user interface allowing the CHD Content administrators to create, update or deactivate individual HAZMAT items manually or whole sections (bulk changes) of the CHD through the upload of excel or word files."</p> <p>It is of our understanding that the HAZMAT item's fields are editable through a dedicated user interface available for the CHD content administrators. Having in consideration that the unique identifier of a HAZMAT item, named HazmatID, is composed by the rules described on the "Appendix A – CHD/MAR-CIS 2 – IMO Codes</p>

		<p>and Conventions elements" included on the same document, it is of our interpretation that none of the elements that compose the HazmatID are subject to edition by CHD Content Administrator on the dedicated interface.</p> <p>We would like to confirm that our assumption is correct.</p>
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**Answer 1**

Taking into consideration the approach for data organisation as per SSN\_CHD\_MARCIS\_INT\_REQ\_3 it is anticipated that the content administrator during the creation process of a Hazmat item via the CHD web console will have first to indicate the relevant IMO code and then introduce all the data, for the Hazmat item. This would allow the automatic creation of a unique HAZMATID by the system with the structure suggested in the Appendix A of the technical requirements.

The data elements used to create the HAZMATID are editable. When the CHD Content Administrator attempts to change any of these elements the system should provide a warning advising the administrator that the change will result in a change to the HAZMATID. If the administrator continues with this task the HAZMATID for the item is to be appended in the database. This is necessary because it may well happen that in a certain version of the IMO codes the item may not have a UN number and in a next release a UN number is associated to the item.

2	Annex A- MODULE1_CHD and MARCIS2vfinal - SSN_CHD_MARCIS_INT_REQ_5	<p>In the "Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) &amp; MARine Chemical Information Sheets Application (MAR-CIS 2)" the requirement SSN_CHD_MARCIS_INT_REQ_5 under the chapter "9.4 Data update operations" of the requirements concerning the technical implementation of CHD and MAR-CIS 2 states that:</p> <p>"(...)The CHD "version" code will be generated automatically and have the value: "CHD_[to-be-updated IMO code at the scheduled date e.g. IMDG, IBC]_[ Scheduled cut-off Date]"_[incremental version number]. Examples: CHD_IMDG_15062016_v1, CHD_IBC_ISMBC_20032017_v2 (...)"</p> <p>Interpreting literally the requirement text above, these codes are generated by the following concatenated sequence:</p> <ol style="list-style-type: none"> <li>1. "CHD_" prefix</li> <li>2. to-be-updated IMO code at the scheduled date</li> <li>3. "_" separator</li> <li>4. Scheduled cut-off Date</li> <li>5. "_" separator</li> <li>6. The incremental version number</li> </ol> <p>Induces the notion that the element 2. in this composition is a singular IMO Code. Analyzing the examples given in "Examples: CHD_IMDG_15062016_v1, CHD_IBC_ISMBC_20032017_v2 (...)", suspecting that the (...)_ISMBC(...) fragment is a typo for the IMO code IMSBC and (...)_IBC(...) fragment refers to the IBC IMO code leads the tenderer to an interpretation that this CHD "version" code may contain several IMO codes.</p> <p>We would like for this question to be clarified in order to understand how many IMO codes are foreseen for the creation of a CHD "version" code</p>
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## Answer 2

The database is composed of 5 codes. Although it is theoretically possible that more than one code will come into force on the same day experience indicates that this is not happening. Therefore, it can be assumed that only one Code shall be updated during a given cut-off date. Consequently the version number will include only one Code.

3	Annex A- MODULE1_CHD and MARCIS2vfinal - SSN_CHD_MARCIS_INT_REQ_5	<p>In the "Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) &amp; MARine Chemical Information Sheets Application (MAR-CIS 2)" the point 9.1.3.2 under the chapter "9.1.3 Implementation approach/ MAR-CIS 2 application" of the conceptual approach describes a MAR-CIS 2 business layer service named "Get Item History" with the following detail:</p> <p>"Get Item History – the service returns the full list of changes undergone by the specific datasheet (per substances/MarcisID) based on temporal criteria and Query-by-Example search"</p> <p>Having not found on this document any reference of a MAR-CIS 2 application functionality related to the consult of history of changes that would benefit from this service and being that the sole reference to MAR-CIS 2 history of changes consult is present on the CHD_REQ_10:</p> <p>"(...)The history of updates and access to MAR-CIS 2 shall not be made available via the request/response messages. (...)"</p> <p>We would like to inquire EMSA about the propose of this service and if the MAR-CIS 2 application will contemplate a history of changes consult functionality on the scope of this contract.</p>
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## Answer 3

The tenderers are invited to note requirement MARCIS\_REQ\_15 in relation to the proposed overarching architecture (refer to Figure 8 in Annex A) which invites tenderers to propose an architecture clearly segregating business and presentation layer function. In the context of the architecture suggested in Figure 8, a "Get item History" can be utilised for the implementation of the functionality required in MARCIS\_REQ\_15.

4	Tender Specs OP242015 - 11	<p>In the document "Enclosure 1 - Tender specifications" the point 11 "Requirements as to the tender" states the following:</p> <p>"Part D: all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the Award Criteria set out under point 15.1 of these specifications;"</p> <p>In turn, the point 15.1 states:</p> <p>"1. Quality criterion 1 ( 20 %)</p> <p>Quality of the team based on the proposed team organisation, professional merit and the description of the responsibilities of each member within the team and profiles of staff members (in this respect the tenderers should fill-in the staff list as in 'Annex B – Template for Staff list for the contract')."</p> <p>Which leads to the notion that the Part D to be delivered as part of the tenderers proposal shall contain the information and documents required by the contracting authority for the appraisal of the tenderers team quality.</p> <p>We would like to inquiry EMSA about the correctness of the assumption above and clarify that the part D is to contain only the information and documents to expose the quality of the tenderers team.</p>
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**Answer 4**

Your understanding is confirmed, however it should also be noted that detailed CVs of the proposed members of the team should be included in the information required for Part C, where it is stated that " *all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the Technical and professional capacity (part of the Selection Criteria) set out under point 14.5 of these specifications*". The CVs are required in the 14.5.(a).iv.

5	Financial - <b>Page 7 of Enclosure 1 - Tender Specs.</b>	<p>Under Module 1, two payments are foreseen for the services delivered: 30% of the total value of module 1 which will be performed within 60 days from the delivery of SW and FAT report planned according with \$5 (time table) on T4 milestone (T0 + 16 weeks), and a balanced payment to occur after 60 days following the software acceptance by EMSA and the GO live of CHD and MARCIS 2 application in production.</p> <p>To balance the payments from the start-up of all the activities under module 1, is EMSA open to re-consider an advanced payment to occur at T0 (signature of the contract) for the kick-off of the activities to perform ? If yes, in which percentage ?</p>
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**Answer 5**

The payment model proposed in the draft contract is part of the tendering conditions, which under the Open Procedure Rules may not be altered at the current stage of the tendering process.

6	Financial - <b>Page 8 of Enclosure 1 - Tender Specs.</b>	<p>Under Module 2, several payments could be executed for software to be delivered. Also each payment corresponding to the agreed value to be paid for software services against a specific service request.</p> <p>Is EMSA open to re-consider an advanced payment to occur on the beginning of the activities to perform for each specific service request, and the other part of the payment to occur within 60 days from the acceptance of the software service to be delivered against a specific change request ? If yes, in which percentage ?</p>
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**Answer 6**

Refer to the Answer 5

7	Financial - <b>Page 9 of Enclosure 1 - Tender Specs.</b>	<p>Under Module 3, the payments shall be executed in several proportional installments every six months following the GO LIVE date of CHD and MAR-CIS 2 applications of Module 1 Services.</p> <p>As foreseen in 4.2.c, each quarter (following the go live) the contractor shall submit a quarterly report. After six months following the go live and within maximum 10 days from the submission of the second quarterly report, the contractor shall submit an invoice for the proportional part of the module 3 services price.</p> <p>Under this module, is EMSA open to re-consider the invoicing of corresponding services of the proportional part of the module 3 services price, to occur with the delivery of these quarterly reports, e.g. every 3 months?</p>
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<b>Answer 7</b>		
Refer to the Answer 5.		
8	Warranty	<p>Regarding with the warranty of the software delivered, we did not found in the documentation associated with this tender any specific request to be considered after the acceptance by EMSA.</p> <p>The terms of warranty is generically defined in 'Annex D - Work Procedures and Service Levels for Helpdesk and Corrective Maintenance Services', but no other information if found.</p> <p>Can you clarify if there is any specific need associated with the period of the warranty to consider?</p>
<b>Answer 8</b>		
<p>Tenderers should note the provision made in Annex C "Work Procedures for Project Delivery" where in page 5 under the section on "Test environment for software pre-view" it is stated that "<i>Important to note in this respect is that the contract duration will normally include 12 months for bug corrections under warranty</i>". Therefore, the warranty period is 12 months at minimum. Tenderers may propose a longer period of warranty.</p>		
9	Penalties	<p>Under the service contract for all the modules, which penalties should we consider for the elaboration and competitiveness of our proposal?</p> <p>The only information referred with penalties found in the documentation delivered are associated with the helpdesk SLA's (See 'Annex D - Work Procedures and Service Levels for Helpdesk and Corrective Maintenance Services') service to be provided under module 3.</p> <p>Does EMSA foreseen any special condition associated with penalties related with the performance of the work to execute under the other modules and activities for module 1 and 2 ?</p>
<b>Answer 9</b>		
<p>In relation to conditions associated with penalties concerning project delivery, the tenderers shall refer to Article 1.5 of "Enclosure 3 Annex I general Conditions" on liquidated damages.</p>		

**Question 04 (01/10/2015 17h43):**

Regarding the call for tenders EMSA/OP/24/2015 we have the following questions:

- 4.1. Annex A, section 8.1.10 Web Portal, MARCIS\_REQ\_10: "The EMSA communication team (...) will develop a logo for the project"

Will this logo follow the colors of the EMSA logo?

**Answer to question 4.1:**

The logo will include the colours of the EMSA logo and additional colours from EMSA's colour pallet described in 'Annex A Appendix K EMSA Visual Identity'

**4.2 Will this logo be used both in MAR-CIS 2 Application and CHD Application?**

**Answer to question 4.2:**

The MAR-CIS logo will be only for MAR-CIS application. A different logo will be developed for CHD Application, to be developed by EMSA communication team.

**4.3 Shall the layouts of the project include both the EMSA logo and this new project logo?**

**Answer to question 4.3:**

Yes. The MAR-CIS logo will be a sub-branding of EMSA's logo. It will also include EMSA logo.

**4.4 Annex A, section 8.1.11 Application for mobile devices, MARCIS\_REQ\_11: "The application for mobile devices (smartphones and tablet PCs) should work on android, windows phone and IOS operating system".**

**Which version of the Windows operating system shall be considered for application for tablet PCs (Windows 8.1 or Windows 10)?**

**Answer to question 4.4:**

The MAR-CIS Application for mobile devices (smartphones and tablet PCs) to be delivered under module 1 shall work on android and IOS operating system. A version compatible with Windows may be requested as an enhancement under Module 2 – 'Further upgrades of applications', if so decided by EMSA during the Service Contract implementation phase.

**Question 05 (01/10/2015 19h04):**

**To increase the quality of our proposal and, due to vacations to give time to finish the bid to all potential bidders, is EMSA open to extend the deadline for the receipt of tenders from 14/10/2015 (18:00 Lisbon time) one month?**

**Answer to question 05:**

The European Maritime Safety Agency is not in a position to extend the deadline upon individual requests of tenderers. Such approach would impact on the timely execution of the Agency's planned activities and therefore affect its overall output.

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Requests for additional information regarding this tender should be sent by e-mail to the following address: [OPEN242015@emsa.europa.eu](mailto:OPEN242015@emsa.europa.eu). Requests for additional information received less than **five** working days before the closing date for submission of tenders will not be processed.

The deadline for submission of the bids of this tender is 14.10.2015, 18h00 (Lisbon time).

