

## Question/ Answer

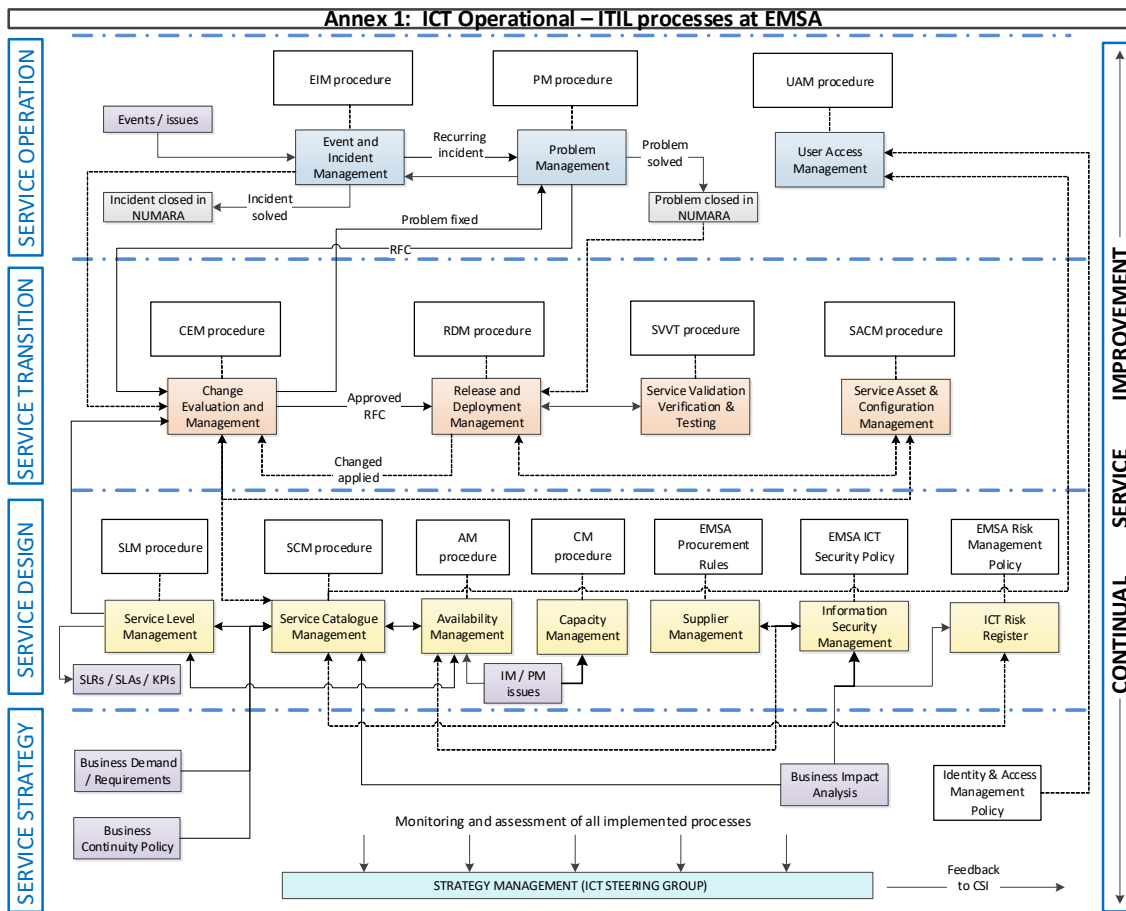
### Procurement procedure: EMSA/NEG/4/2019

**Question 01 (dated 23/07/2019 23:02):** Is it supposed that the software licensing of the solution to be included in that amount?

**Answer to question 01:** No, the established maximum amount (50.000€) is only for services (set-up, installation, configuration, implementation, training and on-site support during the implementation, go-live and stabilisation periods). However please take into consideration that, as mentioned in the specifications, Appendix 1 to the Tender Specifications, "Project Product Description", the Tenderer must also provide detailed information on future new type and number of licenses required, support services, and costs associated to new licenses and future support services.

**Question 02 (dated 23/07/2019 23:02):** What ITIL processes/ practices are intended to be implemented?

**Answer to question 02:** ITIL processes already implemented at EMSA are the ones shown on the image below. Event, Incident and Problem Management are already being managed by JIRA Service Desk (and will stay like that). Our Tender Specifications address the others that are related to Service Strategy, Design and Transition, in particular all activities that are currently being managed by TeamForge, which are the ones that we want to integrate in the same Atlassian environment, such as Requirements (Demand) Management, Change Evaluation and Management, Release and Deployment and Service Validation and Testing. Please refer to Appendix 1 to the Tender Specifications to see more detailed information, in particular the last page.



**Question 03 (dated 23/07/2019 23:02):** Is the integration with the indicated solutions part of the project scope? If so, confirm us all the solutions to integrate with Jira SD.

**Answer to question 03:** In 2018 a project was conducted to implement new EMSA Ticketing tools using JIRA Service Desk. It is now expected this new integration project to be also based on Atlassian solutions, offering a consolidated, cohesive and automated environment for the rest of the integration of the several electronic tools used for ITIL and ICT project management (e.g. MS Project Online) at EMSA (shown in the diagram of the Appendix 1 to the Tender Specifications); in particular the replacement of TeamForge which is currently the main tool used at EMSA for the above mentioned ITIL processes. Please refer to description given in "Project Boundaries" to have more detailed information (page 1 of the Appendix 1 to the Tender Specifications).

**Question 04 (dated 30/07/2019 14:11):** How many users should be considered for the licensing and provisioning of these services?

**Answer to question 04:** The current number of TeamForge users are 200. These users should have access to the tool/environment that will replace TeamForge in the several ITIL processes implemented at EMSA, as well as a collaboration tool. ITIL processes already implemented at EMSA are the ones shown in the file attached. Event, Incident and Problem Management are already being managed by JIRA Service Desk (and will stay like that). Our Tender Specifications address the others that are related to Service Strategy, Design and Transition, in particular all activities that are currently being managed by TeamForge, which are the ones that we want to integrate in the same Atlassian environment, such as Requirements (Demand) Management, Change Evaluation and Management, Release and Deployment and Service Validation and Testing. Please refer to Appendix 1 to the Tender Specifications to see more detailed information, in particular the last page.

**Question 05 (dated 30/07/2019 14:11):** What is the current number of licenses in JIRA?

**Answer to question 05:** The current number of JIRA SD licences (Confluence and add-ons) is 100.

**Question 06 (dated 31/07/2019 11:31):** Scope: In the document "Project Specifications" (page 1) it is stated that project aims to "fully integrated and consolidated solution, to support electronically the implementation of all EMSA ITIL procedures/services, covering **Service Strategy, Design, Transition and Operation phases**"

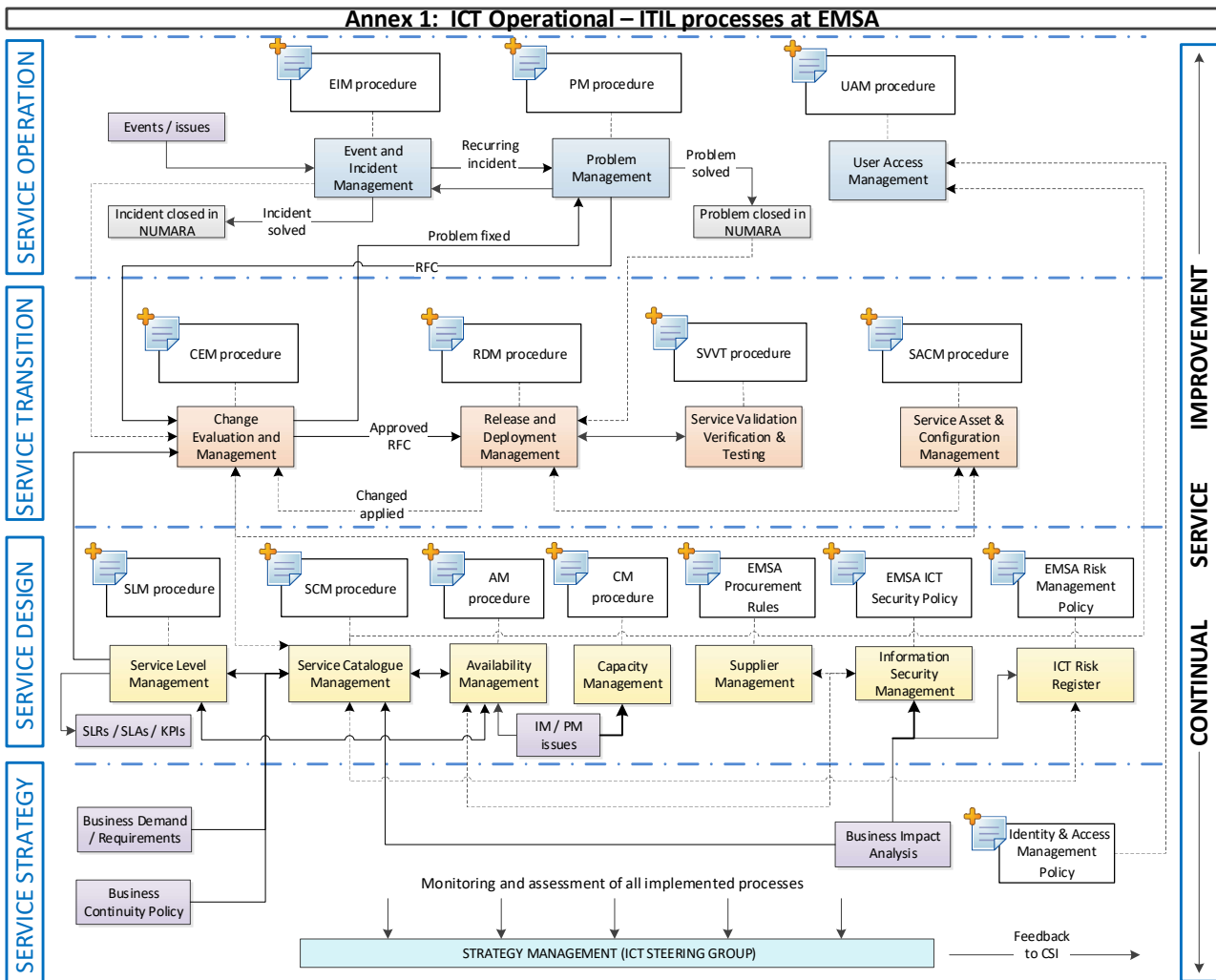
But, in the same document (page 4) under the section "**ICT Operational Management (Activities, Templates, Tools & Guidelines)**", the workflow shows EMSA processes to be enhanced, where we don't find any references both to Service Strategy ITIL processes and Service Design ITIL processes.

Therefore, could you clarify the scope of the project?

**Answer to question 06:** The users should have access to the tool/environment that will replace TeamForge in the several ITIL processes implemented at EMSA, as well as a collaboration tool. ITIL processes already implemented at EMSA are the ones shown on the image below. Event, Incident and Problem Management (on going) are already being managed by JIRA Service Desk (and will stay like that). Our Tender Specifications address the others that are related to Service Strategy, Design and Transition, in particular all activities that are currently being managed by TeamForge, which are the ones that we want to integrate in the same Atlassian environment, such as Requirements (Demand) Management (Service Strategy), Supplier and Design Coordination (Service Design), Change Evaluation and Management, Release and Deployment and Service Validation and Testing (Service Transition). Please refer to Appendix 1 to the Tender Specifications to see more detailed information, in particular the last page.

**Question 07 (dated 31/07/2019 11:31):** Number of users: Could you inform about the number of end-users expected for the solution?

**Answer to question 07:** The current number of TeamForge users are 200.



**Question 08 (dated 31/07/2019 11:31):** The referred JIRA Ticketing Solution is full implemented? What are the main features that EMSA is using?

**Answer to question 08:** Event and Incident Management are already being managed by JIRA Service Desk. Problem Management is being implemented.

**Question 09 (dated 31/07/2019 11:31):** Test Link application: is to be discontinued or to maintain in the to-be architecture?

**Answer to question 09:** Test Link is to be maintained in the architecture.

**Question 10 (dated 31/07/2019 14:29):** In the document “Annex C.04 Tender Specifications LV Final”, section “6. Estimated Value of Contract”, it’s written: “The maximum budget available for this contract is EUR 50000 excluding VAT.”. Does this budget include future costs for licenses after go-live? This means productions licenses, not the evaluation licenses. Or will EMSA issue another RFO for the production licenses?

**Answer to question 10:** The established maximum amount (50.000€) is only for services (set-up, installation, configuration, implementation, training and on-site support during the implementation, go-live and stabilisation periods). However please take into consideration that, as mentioned in the specifications, Appendix 1 to the Tender Specifications, “Project Product Description”, the Tenderer must also provide detailed information on future new type and number of licenses required, support services, and costs associated to new licenses and future support services.