

## **Provision of Training Services for ICT End User Applications**

### **Procurement Procedure - EMSA/OP/02/2015**

#### **Questions & Answers**

##### Question 01 (dated 23/02/15, 10:20):

*"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. Please revert back to this same mail."*

##### Answer to question 01:

All information related to procurement procedure EMSA/OP/02/2015 - *Provision of training services for ICT End User Applications* can be found at: <http://emsa.europa.eu/work/procurement/calls.html>

##### Question 02 (dated 24/02/15, 12:32):

*"We have seen the above tender advertised via the Public Tenders portal and would like to access the tender documents. Can you please advise as to how we can download the tender documents for review?"*

##### Answer to question 02:

All information related to procurement procedure EMSA/OP/02/2015 - *Provision of training services for ICT End User Applications* can be found at: <http://emsa.europa.eu/work/procurement/calls.html>

Question 03 (dated 18/03/15, 17:21):

- “1. We cannot find either the Financial Form or the Legal Entity form on your web-site. We believe we have already completed them, but would ask if you could please send us copies (or direct us to them) so we can confirm they are the same forms.*
- 2. Can you please give a view of the way training is spread over the year? Is it delivered in blocks or is it taken throughout the year as required, in smaller groups, in one or two day sessions?*
- 3. We cannot find the Declaration of Honour on the web-site. Could you please send us a copy or direct us to it?*
- 4. We would plan to fly trainers from the UK to deliver training. Is this an acceptable approach for EMSA?”*

Answer to question 03:

1. As stated under Point 10 of the Tender Specifications, *“Tenderers are exempt from submitting the Legal Entity Form and Financial Form requested if such a form has already been completed and sent either to EMSA or any EU Institution previously. In this case the tenderer should simply indicate on the cover letter the bank account number to be used for any payment in case of award.”*

Should the tender be required to complete the Financial Form or the Legal Entity forms, those can be found on the EMSA Website under the Call for tender page under “documents for tenderer”

<http://www.emsa.europa.eu/work/procurement/calls.html>

2. Training opportunities are currently offered to EMSA staff throughout the year. Though, in order to tackle special training needs of larger groups, trainings may be delivered in consecutive sessions.
3. The Declaration of Honour, can be found on the EMSA Website under the Call for tender page under ‘documents for tenderer’  
<http://www.emsa.europa.eu/work/procurement/calls.html>
4. It is up to the tenderer to define the suitable way to deliver the requested services under the tender.

Question 04 (dated 27/02/15, 09:29):

*“(…) I have a question surrounding the need requirement for ‘Software Verification and Validation - (Addressing objectives, concepts, techniques, tools, phases, planning, applicability, limitations)’. Can you please advise if this is vendor specific, and if so, specify the vendor?”*

Answer to question 04:

It is not vendor specific. Should be a generic course on the subject “Software Verification and Validation” and within this subject, addressing mentioned topics.

Question 05 (dated 7/04/15, 11:47):

*“(...) Considering that there is a latest version of ITIL (as mentioned), can we propose the 2011 version for the ITIL training?”*

Answer to question 05:

For the purpose of this tender, the course purposed should be aligned with the version of ITIL v3, as mentioned under Point 2 of the Tender Specification.

Question 06 (dated 7/04/15, 18:17):

*“(...) regarding the requirement for ‘Current training catalogue of the company with current prices’ (point 7, chapter 2.1). We would like to know what exactly is meant by term catalogue? Are we supposed to deliver our training catalogue with prices (in addition to filling in the Appendix I - Proposal - Conditions and Cost Summary)?”*

Answer to question 06:

For the purpose of the clarity questions will be answer separately:

- 1) *“Current Training catalogue of the company with current prices”, should be understood a catalogue or list of courses and prices a company currently provides to any potential clients in the market;*
- 2) *As mention under Point 11 of the Tender Specification, “(...) In presenting prices tenderers shall give information on the Standards Courses, Tailor Made Courses, Consultancy Services and Brokership using the template available under Appendix (Proposal – Conditions and Cost Summary);”*

Question 07 (dated 14/04/15, 17:16):

*“(...) Please can you provide further information regarding:*

- Software verification and validation*
- Non-Functional testing for J2EE Web Applications using Weblogic applications servers.”*

Answer to question 07:

As stated in Point 2 of the Tender specifications, *“(...) the contractor should be able to provide as a minimum: (...)”*

- Software Verification and Validation – (Addressing objectives, concepts, techniques, tools, phases, planning, applicability, limitations);*
- Non-Funtional testing for J2EE Web Applications using Weblogic Applications Servers – (Addressing objectives, concepts, techniques, tools, phases, planning, applicability, limitations).”*

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European Maritime Safety Agency

Requests for additional information regarding this tender should be sent by e-mail to the following address **open022015@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 22/04/2015.

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