

**Invitation to tender N° EMSA/OP/19/2015
for the provision of ICT services related to the design and development of the EMSA
SafeSeaNet Ecosystem Common Graphical User Interface, and corresponding helpdesk,
corrective and adaptive maintenance services**

Questions and Answers

Question 01 (03/07/2015 09h45):

Referring to the call for tenders in subject for the contract "EMSA/OP/09/2015 - ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem common graphical user interface, and corresponding helpdesk, corrective and adaptive maintenance services", published in the Official Journal 2015/S 125-228589, we would like to express our interest and receive the tender specifications and any other additional documentation, in electronic form (via e-mail).

Answers to question 01:

The tender documentation related to procurement procedure EMSA/OP/19/2015 can be downloaded from the procurement section of EMSA's website at:

<http://www.emsa.europa.eu/work/procurement/calls/item/2403-emsa-op-19-2015.html>

The bidder should note that Annex E of the tender specifications only provides a summary of the relevant technical interfaces. Should the bidder require the referred Annex in its entirety, it can be made available upon written request to the dedicated email box OPEN192015@emsa.europa.eu. This documentation will be provided directly to the bidder and not published on the EMSA website.

Question 02 (06/7/2015 11h28):

Could you please send me the Terms of Reference associated with the following Call for Tender: Services related to the design and development of the EMSA SafeSeaNet Ecosystem common graphical user interface, and corresponding helpdesk, corrective and adaptive maintenance services - 2015/S 125-228589

Answers to question 02:

Please refer to Answer to Question number 1.

Question 03 (10/07/2015 15h29):

We would like to kindly request additional Annexes to Technical Specifications and Interfaces for the following tender "EMSA/OP/09/2015 - ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem common graphical user interface, and corresponding helpdesk, corrective and adaptive maintenance services". In particular we would like to receive the following:

Appendix A: SSN Ecosystem Architecture; Appendix B: Functional requirements and scope of releases; Appendix C: SEG Wireframes; Appendix D: Technical requirements for implementation

Appendix E: ICDs of business services; Appendix F: Access and Identity Management Guide; Appendix G: Project Delivery; Appendix H: Service Procedures for Maintenance; Appendix I: Initial Quality Gate for Java Projects; Appendix J : Template for bidders; Appendix K: CV Template; Appendix L: Compliance Matrix.

Answers to question 03:

Please refer to Answer to Question number 1.

Question 04 (13/07/2015 12h02):

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?

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.

Answers to question 04:

Please note that all tender documents related to procurement procedure EMSA/OP/19/2015 can be downloaded free of charge from the procurement section of EMSA's website at:

<http://www.emsa.europa.eu/work/procurement/calls/item/2403-emsa-op-19-2015.html>

Question 05 (13/07/2015 16h36):

PT - Solicitamos, por favor, acesso ao caderno de encargos, relativo ao procedimento mencionado no assunto.

EN – We kindly request access to the specifications on the abovementioned procurement procedure.

Answers to question 05:

PT - Consulte por favor a resposta à pergunta nº 1.

EN - Please refer to Answer to Question number 1.

Question 06 (15/07/2015 11h52):

With reference to the Invitation to Tender for “ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem Common Graphical User Interface, and corresponding helpdesk, corrective and adaptive maintenance services” EMSA/OP/19/2015, we kindly request from you to extend the deadline for submission of this tenders for a period of 4 week in order to give adequate time to us to define our technical solutions and prepare our best and most competitive offer. We kindly ask you to consider that in Italy the offices of public agencies will be closed in August and we will have difficulties in delivering the administrative documents needed for the tender preparation.

Answers to question 06:

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.

Question 07 (22/07/2015 17h00):

Please answer the following questions related to EMSA/OP/19/2015:

Question 7.A:

Document 5 - "Tenderer's (Candidate's) Checklist- SCA.pdf" states that all documents listed in Tenderer's Checklist should be scanned and sent by email.

This package could contain approx. 100 MB of data. Will this amount of data be accepted by EMSA email account? Should the documents be split into separate emails - if yes than please let us know about the maximum email size.

Answer 7.A:

There was a clerical error in the Tenderer’s checklist. The tenderer shall provide the documents as indicated in the Invitation to Tender, together with a CD-ROM also containing the entirety of the tender documents requested.

Question 7.B:

Could you please provide the draft of the framework contract that is going to be signed between EMSA and the selected Contractor?

Answer 7.B:

For the draft Framework Contract please refer to document ‘3 - IT FWC_Special Conditions’.

Question 7.C:

Please confirm that the Project Plan expected to be delivered in scope of 'Quality criterion 1: Project Management' should only cover the scope of the module 1 Specific Contract

Answer 7.B:

The Project Plan shall focus only on Module 1.

Question 7.D:

According to '0x_Encl_I_Appendix-J-Template-for-the-Bidder.pdf' chapter 'Template# 3 – Project Plan' the Project Plan presented in the proposal should contain WBS, schedule, Effort, Risk Quality Assurance Plan and Quality Assurance Plan.

a) Does it mean that the rest of the scope of a standard Project Plan e.g. Communication Management, Change Management, Scope Management, etc. which is needed to fulfil the criterion "- Project plan for the implementation of the requirements in Appendix B, C, D, E and F;" can be omitted?

b) If answer to question a) is "no" then can the 30 page limit be extended?

Answer 7.D:

The bidder is only required to focus on the project plan areas indicated in the Template #3.

Question 7.E:

According to "0x_Encl_I_Appendix-J-Template-for-the-Bidder.pdf" chapter "Template# 3 – Project Plan" the Project Plan presented in the proposal should not exceed 30 pages. Does this limit also apply to the Quality Plan (should the QP be treated as part of the Project Plan)?

Answer 7.E:

For this tender the quality assurance plan should be included as a chapter of the project plan, and the total for the project plan should not exceed 30 pages.

Question 7.F:

Chapter '15.1. Quality criterion 1 (25 %): Project Management' of '2 -SEG_Tender Specifications_1.0.pdf' states that 'A risk assessment should also be described'. Does the risk assessment relate to the module 1 specific contract or the whole framework contract (including modules 1, 2 and 3)

Answer 7.F:

The Risk Plan shall focus on Module 1 only.

Question 7.G:

Chapter "15.1. Quality criterion 1 (25 %): Project Management" of "2 -SEG_Tender Specifications_1.0.pdf" states that the Project Management described in the proposal will be assessed based on "

- Roles, tasks and responsibilities of each member of the proposed team;
- The Proposed team structure and the involvement and interaction of each team member within the project and available for execution of the activities requested by the Agency."

Could you please point the part of the Project Plan (as described in document "0x_Encl_I_Appendix-J-Template-for-the-Bidder.pdf", chapter "Template# 3 –Project Plan") where the above descriptions should be placed?

Answer 7.G:

Please include such information under the chapter on 'Work Breakdown and Work Package Description'.

Question 7.H:

If there is a need to modify underlying business service to provide required information for the GUI, who is responsible for such modifications? SEG Tender specification document page 13 section 2.2 point 2 states:

"In addition to the graphical elements of the interface, the contractor shall also develop and implement the relevant and necessary calls to the underlying business services of each application, as defined in Appendix E. It should be noted that the technical and operational documentation of these underlying business services may be subject to minor modifications. The updated set of documents shall be made available to the winning tenderer." This suggests that all functionalities required by GUI are already provided by underlying business. Is it correct understanding? If not, can you clarify the scope of work?

Answer 7.H:

The implementation and modification of the underlying backend services is not part of this tender and is assured by EMSA through other contractual arrangements. The contractor shall nonetheless implement the relevant calls to the underlying services. As indicated in Appendix E the majority of backend services already exist and those that still need to be implemented will be covered by EMSA in other development contracts.

Question 7.I:

On page 6 of the "0x_Encl_I_Appendix-B-Business Requirements and release order.pdf" document there is the following information:

"Additionally, due to the nature of this particular project, information is given whether the functionality is present (or partially present) in one of the existing EMSA's maritime application GIs or if it is a new feature (Available today: New / Partially / Existing)."

Could you please answer the following questions related to the information presented above:

- a) What is the meaning of the GIs abbreviation? Is it a typo and should be GUIs?
- b) Does the "New / Partially / Existing" applies to the web services/GIS services/GUI layer?
- c) There are no information provided along with requirement as to the application in which given change should be applied. Will the contractor be responsible for modifications of all the applications the requirements apply to? If so, is it expected that the contractor unifies all these applications in scope of look-and-feel and their usability or just apply requested changes?
- d) Are all these applications built on top of the Liferay portal. If not, can you provide their specifications.

Answer 7.I:

- a) *The words 'GI' and 'GUI' are synonymous, wherever used in the document.*
- b) *This indicates whether similar functionality is available in the GUIs of existing EMSA applications.*
- c) *The contractor will not be responsible for changing the existing backend applications (SSN, LRIT DC, IMDatE, CSN/EO DC), their services, nor their graphical user interfaces. The contractor will implement a brand new common graphical user interface that connects to the underlying services. Please refer to Appendix D (Technical Requirements) and Appendix E (ICDs) for further details.*
- d) *All graphical user interfaces use the Liferay portal but their use of Liferay features varies from application to application. For the implementation of the SEG refer to Chapter 3 of Appendix D (Technical Requirements).*

Question 08 (23/07/2015 17h20):

Please answer the following questions related to EMSA/OP/19/2015

Question 8.A:

In relation to module 2:

a) Does the execution of Module 2 cover only the scope of the software developed as Module 1 or also the rest of the layers*business layer, database, etc.) used by the developed User Interface?

b) If answer to question a) is that Module 2 is limited to the software of module 1 then please confirm that availability of the system expected to be assured by the contractor (chapter "2.7 Service Levels" of "2 -SEG_Tender Specifications_1.0.pdf") does not refer to cases where unavailability was caused by software/hardware which is not covered by the scope of Module 1 or any COTS.

Answer 8.A:

- a) *Module 2 only includes the scope of what is implemented under Module 1 and Module 3. It does not include the business layer and database of underlying backend services.*
- b) *The availability only relates to the components implemented under Module 1 or Module 3. The contractor should however ensure proper design of the SEG to achieve this availability level*

Question 8.B:

In our opinion there is a need to include the role of Software Architect for the purpose of development of Module 1. Such person would be responsible for the preparation of the final solution design and would supervise the software development from the technical point of view.

Does EMSA allow to extend the list of profiles with this role?

Answer 8.B:

The list of profiles should not be increased. Such role could be assumed by one of the roles already indicated by EMSA in the tender specifications.

Question 8.C:

In our opinion there is a need to include the role of a Tester for the purpose of development of Module 1 and Module 3. Such person would need to be involved in the whole process of programming working in parallel with the programmers and to perform the integration tests after the programming is finished.

Does EMSA envisage that testing activities should be performed by one of the existing profiles or should the profile list be extended with a Tester?

Answer 8.C:

One of the existing roles should be used for these tasks. The programmer role is recommended.

Question 8.D:

The role of Quality Assurance Officer was mentioned in "Module 3 – Enhancements Scenario" of "0x_Encl_I_Appendix-J-Template-for-the-Bidder.pdf".

Could you please describe this role. Is this person expected to test the software or should he/she be responsible for verification of the documents or assure that the development process is being followed.

Answer 8.D:

The role of the Quality Assurance Officer is to verify independently the quality of the project deliverables, whether software or documentation, as well as checking that the relevant procedures are being followed.

Question 8.E:

Document "0x_Encl_I_Appendix-J-Template-for-the-Bidder.pdf", chapter "Technical Proposal", page 5 states:

"Propose your technical solution for the GUI in Template #3 and show your understanding of the technical requirements described in the Tender Specifications by filling the template below."

Template #3 applies to the Project Plan. Should the sentence above be corrected to reference to Template #4?

Answer 8.E:

The sentence should mention 'Template #4' and not 'Template #3'.

Question 8.F:

Document "2 -SEG_Tender Specifications_1.0.pdf", Chapter 15.2 states:

"iii. Bidder shall indicate how:

...

- a new geo object may be added and associated to the search capability
- range of symbolizers and how they are updated

iv. Integration issues (10%)

...

- Bidder shall which indicate which SEG resources will be exposed for authorisation and how this will be exposed to an external authorisation service."

Our questions are:

- a) What does the "geo object" mean? Can you provide examples of such objects?
- b) How to understand sentence "Bidder shall indicate how range of symbolizers and how they are updated"? What does the "range of symbolizers" mean? What is the symbolizer? Can you provide an example of symbolizer?
- c) What is meant by the "external authorisation service"? Is it external for the application (IdM) or is it supposed to be exposed to the external systems (organisations)?

Answer 8.F:

a) A 'geo object' can be data that is queried and displayed on the SEG, typically on the map.

b) A 'symbolizer' allows the display characteristics of a GIS object to be modified. For example the display of vessels may vary in colour and shape according to specific criteria (e.g vessel risk, vessel cargo, reporting source).

c) A service external to the SEG, likely to be in the integration layer indicated in Appendix D, will indicate the authorisation policies for a given user. The SEG should make a call to this external web service.

Question 09 (24/07/2015 14h54):

Regarding your solicitation for “ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem Common Graphical User Interface, and corresponding helpdesk, corrective and adaptative maintenance services”, invitation to tender No. EMSA/OP/19/2015, we hereby present a set of questions:

Question 9.A:

2 – SEG_Tender Specifications, page 23 – Where is the comment related to “draft service framework contract²”

Answer 9.A:

The reference to a footnote related to the draft Framework Contract was a typo and should therefore be disregarded by the tenderer.

Question 9.B:

2 – SEG_Tender Specifications, page 27 (chapter 14.3 Evidence to be provided by the tenderers) – Do you confirm that this documents are to be provided only by the tenderer to whom the contract is to be awarded?

“For situations described in 14.2 (a), (b) and (e), production of a recent extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the tenderer is a legal person and the national legislation of the country in which the tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the tenderer.

For the situation described in point 14.2.(d) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations 14.2.(a), (b), (d) or (e), where any document described in two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance. If the tenderer is a legal person, information on the natural persons with power of representation, decision making or control over the legal person shall be provided only upon request by the contracting authority.”

Answer 9.B:

All tenderers are required to provide the evidence indicated in chapter 14.3.

Question 9.C:

0x_Encl_I_Appendix-C-SSN Ecosystem GUI Wireframes, page 16 – What is the difference among incidents, accidents and accidents/incidents?

Answer 9.C:

An 'incident' is a broad term for any relevant event that has occurred and useful for the users. An 'accident' relates to events that occur at sea with one or more vessels and are relevant for maritime safety and security.

Question 9.D:

0x_Encl_I_Appendix-J-Template-for-the-Bidder – What is the difference between “Description of the quality assurance procedures” and “Quality Assurance Plan”?

Answer 9.D:

Quality assurance procedures are those typically used in the contractor's organisation for the activities of this tender, whilst the quality assurance plan is specific in which measures will be implemented for the actual project.

Question 9.E:

On requirements SSN_ECOSYS_GUI_REQ_29: Density maps – On this requirement is the generation of the density maps also envisaged by the SEG or just the display of pre-generated density maps?

Answer 9.E:

The generation of the density maps will be implemented by the backend service, not the SEG. The SEG shall display the density maps.

Question 10 (27/07/2015 08h39):

Referring to the Invitation to Tender mentioned in Object (“ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem Common Graphical User Interface, and corresponding helpdesk, corrective and adaptive maintenance services”), I would like to know if there is any limit in the number of subcontractors, or if there is any limit to the value of the contract which is to be executed by a subcontractor.

Answers to question 10:

EMSA does not impose any limit on the number of suppliers or the value that is attributed to them.

Question 11 (28/07/2015 16h11):

Please answer the following questions related to EMSA/OP/19/2015.

Question 11.1:

Document "2-SEG_Tender Specifications_1.0", chapter 14.4 states: "... Statement of overall turnover and turnover relating to the relevant services for the last three financial years." Please clarify the term “relevant services” with regard to the procedure.

Answer 11.1:

Under the present context, the term “relevant services” refers to the services which fall under the scope of this Call for Tender. The bidder shall therefore provide a statement of the turnover related to such services.

Question 11.2:

The timetable presented in the "2 -SEG_Tender Specifications_1.0.pdf" document shows the following development timeframe:

release 0,1 should be provided in 6'th week from the kick-off meeting,
release 0,2 should be provided in 18'th week from the kick-off meeting,
release 0,3 should be provided in 30'th week from the kick-off meeting and
release 0,4 should be provided in 42'nd week from the kick-off meeting

This means that releases 0.1-0.2 should complete in 18'th week and 0.3-0.4 in 42'nd week. Based on our estimations the split of effort between releases 0.1-0.2 and releases 0.3-0.4 is 3:1. Taking into account the time needed to start project, design system, etc. which is done at the beginning of the project there is very little time for implementation of the releases 0.1-0.2 in the expected timeframe. This would mean that to fulfil the required schedule roughly three times more software developers would need to work on the development of rel. 0.1-0.2 than on 0.3-0.4.

Is it acceptable to change timeline in the following way:

release 0,1 should be provided in 18'th week from the kick-off meeting,
release 0,2 should be provided in 30'th week from the kick-off meeting,
release 0,3 should be provided in 36'th week from the kick-off meeting and
release 0,4 should be provided in 42'nd week from the kick-off meeting?

We understand that EMSA needs to control the development process and check the implementation progress therefore the verification could be performed by presenting (on contractor's environment) the current version of the application more frequently than the version release schedule.

Answer 11.2:

Any proposed changes to the schedule shall be indicated in the offer and will be evaluated as part of the Award Criteria.

Question 12 (28/07/2015 22h03):

Referring to the Invitation to Tender mentioned in Object ("ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem Common Graphical User Interface, and corresponding helpdesk, corrective and adaptive maintenance services"), the Tender Specifications mention that "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".

We have submitted such Documents in a previous Tender to the Publications Office of the European Union. Is that valid as "EU Institution"?

Answer to question 12:

The European Maritime Safety Agency is an independent Agency from the European Union Institutions (which are the ones listed in Article 13 of the EU Treaty). The Publication Office is an EU Inter institutional body, which is not amongst the EU Institutions. Therefore, a re-submission of the Legal Entity and Financial Identification Forms will be necessary.

Question 13 (29/07/2015 16h44):

Regarding your solicitation for “ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem Common Graphical User Interface, and corresponding helpdesk, corrective and adaptative maintenance services”, invitation to tender No. EMSA/OP/19/2015, we hereby present a new set of questions:

Question 13.1

2 – SEG_Tender Specifications, page 15, section 2.4.1 – Do you confirm that the mentioned factory acceptance tests (FAT) will be responsibility of the bidder under the scope of this tender? And the support to site acceptance tests (SAT) that will be performed under EMSA responsibility?

Answer 13.1

EMSA confirms both assumptions are correct.

Question 13.2

2 – SEG_Tender Specifications, page 21, section 5 – What is expected to be implemented for release 0.1 (t0 + 6 weeks)?

Answer 13.2

The expected content of each release is indicated in Chapter 4 of Appendix B (Business Requirements of SEG and scope of releases).

Question 13.3

2 – SEG_Tender Specifications, page 25, section 11 – Can you confirm that all information and documents required by contracting authority for the appraisal of tenders on the basis of the Award Criteria set out under points 15.2 and 15.3 of the tender specifications should be part of the Part D of the tenders offer?

Answer 13.3

The correct text should refer to ‘under points 15.1 to 15.4’.

Question 13.4

2 – SEG_Tender Specifications, page 25, section 12, topic 2 – How many years should we consider to answer with a fixed price per year of corrective maintenance? The maximum budget available for Module 2 (“up to EURO 200,000”) considers how many years of corrective maintenance? Only 1 year? Three years (considering the Framework Contract over 4 years and that Module 1 will be completed in 46 weeks)?

Answer 13.4

The bidder shall provide an annual cost for the corrective maintenance and such maintenance shall only start when Module 1 is complete. From this milestone to the end of the framework contract the maximum cost should not exceed EURO 200,000.

Question 13.5

2 – SEG_Tender Specifications, page 28, section 14.5 – Does the requirement below work for every Joint Offer or it is applicable just when the Joint Offer members belong to the same group of companies?

“Description of the relationship of this company and those of the group if relevant”

Answer 13.5

This requirement is applicable to companies which belong to a broader structure, involving a parent company and its subsidiaries. Thus, at the time of awarding the Contract, it needs to be clear to EMSA that the entity submitting the offer is the parent company or instead one of its subsidiary companies, as this may have a direct impact in the services to be provided and in the overall management of the Contract.

Question 13.6

2 – SEG_Tender Specifications, page 28, section 14.4 – Which documents should be provided to satisfy the requested evidence mentioned below?

“Financial statements for the last three years for which accounts have been closed” and “Statement of overall turnover and turnover relating to the relevant services for the last three financial years”

Answer 13.6

The documents required are balance sheets or extracts of balance sheets and profit and loss account for the last three financial years.

Question 13.7

2 – SEG_Tender Specifications, page 33, section 15.2, topic iii. Modularity and Extensibility – The instructions below refer to situations where EMSA will need in the future, for example, to create a new geo object or they refer to actions that final users may be able to fulfill?

“Bidder shall indicate how:

- ***a new display panel may be added and customized***
- ***a new display panel may be added and customized***
- ***a new geo object may be added and associated to the search capability***
- ***range of symbolizers and how they are updated***
- ***a new layer can be added***
- ***which tools will be provided to support this customisation of operational software.”***

Answer 13.7

Such customisation shall be made by EMSA and not by the end user.

Question 13.8

Appendix D – Technical requirements for implementation – Is it correct to consider that any OSB development will be responsibility of EMSA (and that it is not under the scope of this tender)?

Answer 13.8

The integration layer, that includes the OSB, will be the responsibility of EMSA.

Question 13.9

Appendix J – Template for the bidder, page 4, topic “Effort” – The column “Total Effort (person-days)” should include effort for Module 1 only or for both Module 1 and 2?

Answer 13.9

As indicated in the template on Page 4, it shall only include effort for Module 1.

Question 13.10

Appendix L – Compliance Matrix – Can you please provide us the editable version (.xls) of the compliance matrix?

Answer 13.10

The Excel version of the Compliance Matrix is now available as well as the Word version of the Template for Bidder (0x_Encl_I_Appendix-J-Template-for-the-Bidder).

Question 14 (30/07/2015 10h14):

Please answer the following questions related to EMSA/OP/19/2015. The same questions are sent in the content of the email and as an excel file in the attachment.

Question 14.1

The document "Tender specifications" in its point 2.7 "Service Levels" states that the Contractor shall assure the availability of the system as:

- 97.5% of the time over any 24-hour period;
- 99.5% over any 1 month; and
- 99.9% over a year.

The figures above mean that unavailability of the system is allowed for the following periods:

- 36 minutes in a 24-hour period;
- 3 hrs 36 minutes in a month;
- 8 hrs 46 minutes over a year.

Given the above, please confirm that the allowed unavailability of the system relates to planned maintenance activities and does not refer to maintenance times to solve incidents as described in Appendix H to Tender Specifications, which state the following:

Type of Fault - Time to acknowledge - Time to solve

Urgent - 3 working hours on 5 days/week basis - 1 working day

Critical - 2 working days on 5 days/week basis - 7 working days

Standard - 1 working week on 5 days/week basis - 20 working days

Please note that if the allowed system unavailability referred to Maintenance times to solve incidents, the real time to acknowledge and solve e.g. an urgent incident would be 36 minutes and not 1 working day.

Answer 14.1

The service level figures mentioned in 2.7 are not related to the maintenance reaction times indicated in Appendix H.

Question 14.2

Given the Maintenance times to solve stipulated in Appendix H to Tender Specifications, please confirm that once an incident is reported, if there is a need for further information from EMSA needed to solve the incident, the clock stops running for the period between the times the Contractor requests information and such information is provided by EMSA.

Answer 14.2

EMSA confirms this is acceptable.

Question 14.3

Please advice whether the Contractor will have remote access to EMSA's environments (testing environment, pre-production environment and production environment) in order to analyse and diagnose problems and incidents or will this be performed by EMSA's ICT department (providing logs, etc.).

Answer 14.3

EMSA will provide VPN access to test and pre-production environments. For the production environment remote access is not usually allowed and diagnosis should be performed with the support of EMSA's ICT department. Only in exceptional cases will remote access be allowed to production.

Question 14.4

Please advice whether the deployment of the new releases to EMSA's environments (testing environment, pre-production environment and production environment) will be performed by EMSA or the Contractor. Should the deployment be performed by the Contractor, will it be possible to perform it remotely?

Answer 14.4

Deployment of releases will be performed by EMSA. The contractor is allowed to perform a dry run for checking the deployment in the test environment and in this case remote access will be permitted.

Question 14.5

Could you please explain the architecture of SSN Ecosystem components by answering the questions below:

I. "EO DC" - is it hosted as a

- A) Portlet in Liferay Portal;**
- B) Application in Liferay Portal as an iframe;**
- C) Separate application not hosted in Liferay Portal ?**

II. "LRIT CDC" - is it hosted as a

- A) Portlet in Liferay Portal;**
- B) Application in Liferay Portal as an iframe;**
- C) Separate application not hosted in Liferay Portal ?**

III. "STAR" (SSN GUI) - is it hosted as a:

- A) Portlet in Liferay Portal;**
- B) Application in Liferay Portal as an iframe;**
- C) Separate application not hosted in Liferay Portal ?**

IV. "EIS" - is it hosted as a:

- A) Portlet in Liferay Portal;
- B) Application in Liferay Portal as an iframe;
- C) Separate application not hosted in Liferay Portal?

Answer 14.5

Please refer to Answer 7.I. The implementation approach with Liferay for the mentioned Ecosystem components is not relevant.

Question 15 (04/08/2015 17h09):

Please answer the following questions related to EMSA/OP/19/2015. The same questions are sent in the content of the email and as an excel file in the attachment.

Question 15.1

Chapter 1. Project Phases of 0x_Encl_I_Appendix-G-Project Delivery.pdf lists six major phases of the project:

1. Initiation
2. Design
3. Development and Test
4. Deployment
5. Go-Live
6. Training

On the other hand chapter 5. Timetable of 2 -SEG_Tender Specifications_1.0.pdf sets the tentative dates for FAT of Release 0.1 and delivery of Draft of System Design Specification to t0+6 weeks which would implicate that software development is expected to be performed in paralel with the software design.

On our opinion the System Design Specification should be prepared and accepted by EMSA before the software development is started, otherwise the application might not fulfil EMSAs expectations which would implicate the need to change the newly developed GUI.

Could you please advise on what is the expected approach.

Answer 15.1

It is should be noted that Release 0.1 is not expected to be a production grade release but a delivery with key functionalities, ensuring intermediate releases and visibility to EMSA. The bidder should assess the possibilities to meet the schedule in the tender specifications and if relevant indicate possible changes in their offer with clear justifications.

Question 15.2

Answer 7.H indicates that EMSA is responsible for implementation of all business services supporting SEG. This effectively means that the contractor is not fully responsible for implementation of the complete solution and may put releases' delivery times in jeopardy. A good example could be the implementation of the user configuration which potentially requires creation of a new service for which contractor is not responsible. Contractor is responsible for calling underlying service. If EMSA doesn't deliver this service in time, whole solution will not be delivered in time. How does such situation impact approval of the release?

Answer 15.2

The bidder should therefore identify any dependencies and assess the risks in their offer and during the project propose mitigation actions.

Question 15.3

Chapter 2.4.1 of 2 -SEG_Tender Specifications_1.0.pdf, among the list of requirements, specifies the need for "Prototyping of new features".

Could you please specify if in this case prototyping is expected to be performed in the phase of Software Design?

Answer 15.3

Prototyping should be used wherever the bidder believes it would be beneficial to seek feedback from EMSA on specific SEG functionalities.

Question 15.4

Chapter 2.4.1 of 2 -SEG_Tender Specifications_1.0.pdf, among the list of requirements, specifies the need for "system security guidelines,".

Could you please clarify if by "system security guidelines" EMSA means the security requirements needed to be fulfilled by the system? If not, then please clarify the expected scope of the document.

Answer 15.4

EMSA confirms it is regarding the system only.

Question 15.5

The Trainings are not listed as mandatory in the 2 -SEG_Tender Specifications_1.0.pdf but they are mentioned in other tender specification documents.

a) Does EMSA require the Contractor to deliver the training materials and perform the trainings?

b) If answer to question a is "yes" then where should the trainings be performed?

c) Who is to be responsible for the provision of the training environment (rooms, computers, etc.)?

Answer 15.5

a) Correct. The contractor will be responsible as per Section 2.6 of Appendix G.

b) At EMSA. See Section 2.6 of Appendix G.

c) EMSA will provide the training facilities. See Section 2.6 of Appendix G.

Question 16 (05/08/2015 16h28):

Below please find a question to the tender specification EMSA/OP/19/2015

Document 2 -SEG_Tender Specifications_1.0.pdf, chapter 2.4.1 point k states "Deliver automated test scripts and code".

Please clarify if by "automated tests" you mean the automated UI tests? If so, what are the requirements as to the coverage of such tests?

What's the present coverage of UI automated tests in the already existing software? Do you have any preferred tool to accomplish this task?

Answer to Question 16:

Automation, where possible, for any software components delivered under the SEG contract, including the UI components.

The test coverage should be 80% of the functionalities or the SEG.

Current coverage for existing software is 80%. EMSA uses SOAP UI and JMeter, however no specific UI tool. The bidder may propose additional tools to support UI testing.

Question 17 (06/08/2015 10h01):

With Reference to the Invitation to Tender “ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem Common Graphical User Interface, and corresponding helpdesk, corrective and adaptive maintenance services” EMSA/OP/19/2015, please confirm that

- 1) the bid must be submitted in two envelopes, one inside other as indicated in the Invitation to tender (paragraph 3 page 2)**
- 2) the technical proposal and the financial proposal (e.g. PART E “Prices”) must be submitted in the same envelope.**

Answer to Question 17:

- 1) EMSA confirms this understanding is correct.*
- 2) EMSA confirms this understanding is correct.*

Question 18 (06/08/2015 11h16):

Regarding your solicitation for “ICT services related to the design and development of the EMSA SafeSeaNet Ecosystem Common Graphical User Interface, and corresponding helpdesk, corrective and adaptive maintenance services”, invitation to tender No. EMSA/OP/19/2015, we hereby present a new set of questions:

Question 18.1

- **2 – SEG_Tender Specifications, page 21, section 5 – Is it correct to consider that EMSA intends to have the 35 requirements identified for release 1 (on page 63 of the 0x_Encl_I_Appendix-B-Business Requirements and release order) implemented and tested (FAT) at week 6 of the project? And that the SAT tests will be finished by week 8 of the project?**

Answer 18.1

EMSA confirms the understanding is correct.

Please also consider the answer to Question 15.1.

Question 18.2

- **0x_Encl_I_Appendix-B-Business Requirements and release order, SSN_ECOSYS_GUI_REQ_70: Map projections – On this requirement are the different projections provided by EMSA or should be the maps platform to support this feature? And**

the three-dimensional visualizations of the globe?

Answer 18.2

*The map platform shall support these map projections. If a specific map e.g CMAP/ENC is provided on a given projection (Mercator for CMAP) the map platform should be able to support the re-projection to another projection (e.g. Plat Carre, UTM).
The same applies to the 3D visualisation, this should be supported by the map platform.*

Question 18.3

- **0x_Encl_I_Appendix-B-Business Requirements and release order, SSN_ECOSYS_GUI_REQ_70: Map projections – Is there any restrictions regarding the maps web platform?**

Answer 18.3

No specific restrictions.

Question 18.4

- **0x_Encl_I_Appendix-B-Business Requirements and release order, SSN_ECOSYS_GUI_REQ_70: Map projections – Will the CMap continue to be the basis for the maps platform?**

Answer 18.4

CMAP will continue to be main background (nautical) map. Other external map services may also be displayed as per the user preference.

Question 18.5

- 0x_Encl_I_Appendix-D-Technical Requirements, page 5, section 8 – Which plugins cannot be used? Browser plug ins, JQuery plugins, Flash and Silverlight plug ins, other?**

Answer 18.5

In order to avoid that SEG's users (European Union Member States) have to make a specific installation EMSA strongly prefers an application without plugins.

However if the bidder has good reason to use plugins (technical, graphical, performance, etc ...) they should provide the rational about the plugin that they intend to include in the solution. Moreover the bidder should also justify their choice taking into account that this application shall be maintained for the duration of the framework contract, therefore if the company that has the ownership of the plugin will officially announce that the plugin will be deprecated within the framework contract timeframe, the contractor shall replace this component at their expense.

Question 18.6

- 0x_Encl_I_Appendix-D-Technical Requirements, page 2, section 3 – Select the third option presented for SEG to be integrated in the EMSA's Liferay Portal means that the SEG will be totally independent of the EMSA's Liferay Portal?
"Develop application as an external application and configure Liferay to call an external URL:**
 - Front-End application will be an external application running outside Liferay in its own infrastructure.
 - Liferay will be configured only to call external URLs."

Answer 18.6

For the indicated option the SEG would be an independent application but the entry(ies) point(s) will always be the Maritime Application Portal (MAP) which is running on Liferay. Furthermore, the application (SEG) needs to handle all aspects related to authorization and authentication as referred to in Appendix F.

Question 19 (06/08/2015 14h50):

Below please find a question to the tender specification EMSA/OP/19/2015:

Question 19.1

Document "0x_Encl_I_Appendix-B-Business Requirements and release order.pdf" in chapter 1, page 6, states: Additionally, due to the nature of this particular project, information is given whether the functionality is present (or partially present) in one of the existing EMSA's maritime application GIs or if it is a new feature (Available today: New / Partially / Existing).

If other systems already implement GUI, will the contractor have access to their source code?

Answer 19.1

The selected contractor could be provided with the relevant source code from the SSN and IMDatE GUIs, if required, at the kick-off meeting.

*Requests for additional information regarding this tender should be sent by e-mail to the following address: OPEN192015@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 **14/08/2015, 17h00** (Lisbon time). Responsibility for monitoring the Agency's website for replies to queries and/or further information remains with potential applicants.*