Question & Answer

Question 1 (dated 11/12/2015, 10:18):
"I would like to obtain the Tender specifications for the opportunity in object."

Answer to question 1 (published on 11/12/2015):
All tender documentation can be found on the Internet at www.emsa.europa.eu in the procurement section related to the tender EMSA/OP/31/2015 and can be downloaded free of charge. You may also sign up to our procurement mailing list on the EMSA website, as above, in order to be kept informed of new procurements.

Question 2 (dated 11/12/2015, 13:38):
"With reference to the above invitation to tender I would appreciate it if you could send us the relevant documentation.
It would be very helpful if we could have it also in electronic form by e-mail. Please forward the information in the following address"

Answer to question 2 (published on 11/12/2015):
Please refer to the answer provided to Question 1.

Question 3 (dated 14/12/2015, 08:47)
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 3 (published on 14/12/2015):
Please refer to the answer provided to Question 1.

Question 4 (dated 7/1/2016, 11:48):

Clarification 1:

Tender Specifications, Section 15, Quality Criterion 2, page 11.
Question:
Regarding scenario 1 (Replace the mobile client) please clarify the following:
a) We would like to know the main problems/deficiencies that the current application faces so that we can propose a suitable technical solution that could overcome the current issues.
b) Which versions of Linux should be supported? Please also indicate the bit edition.
c) Should the new mobile client be released through the corresponding mobile app stores (Android / iOS)?
d) For the new mobile client it is mentioned that the "most common browsers where relevant" should be supported. Do you imply that the new mobile client should be a web-based application?
e) One of the requirements for the new mobile client is its "easiness to be installed". As this depends on the profile of each user, could you please provide the minimum actions that a user should perform for an installation on different platforms? Is the installation of a specific runtime (e.g. Java) considered as a standard step for an installation?
f) The respective market places for Windows, Mac and Linux could also be used to assist the easy installation requirement. However, this narrows the versions of each OS that can be used. Is this an acceptable trade-off between the supported versions of the various OS and the 'easy to install' requirement?
g) By "Proposed XSD" do you mean an "XML Schema Definition" should be delivered only if necessary?

Clarification 2:

Tender Specifications, Section 15, Quality Criterion 3, page 11.
Question:
Regarding scenario 2 (Entry of statutory certificates in a ship's record) please clarify the following:
a) Do you expect a completely new system with its own login process where authenticated users will be able to provide certificates for the available ships in THETIS?
b) Can we assume that the users of this new system will be stored and managed in the existing IDM?
c) Please clarify whether this new interface should be publicly available on the Internet or the issuer entities should access the interface through a private communication channel (VPN).

Clarification 3:

Appendix 2 (THETIS Documentation), Silent_Installer_Mobile_Client_Technical_Document-v4.9.0.pdf
Question:
Does this document refer to the current mobile client (1.18.2)? We could not find the "*silent_installer.bat*" in the downloaded version.

Clarification 4:

Appendix 2 (THETIS Documentation), THETIS_SA_Software_Architecture_Document-v4.9.0.pdf
Question:
Figures 21, 22, 23, 24 and 25 of THETIS software architecture document are not readable due to low image resolution. As they describe basic features of the mobile client, could you please provide us with these figures with improved resolution?

Clarification 5:

Appendix 1 (Technical Overview), Section 1.3 (Current Metrics), page 2-3.
Question:

In the fifth Table of Section 1.3, the "*Corrective Maintenance Metrics (estimate for 1 year)*" have been provided. In order to provide a more accurate estimation of the effort/resources required for maintenance activities while developing the financial offer,

a) Can you please specify in more detail how the effort required to tackle the maintenance activities was distributed between on-hours and off-hours by the current support team?

b) Can you please provide the maintenance log files (e.g. server logs, database logs) for the application(s)?

c) Can you please provide the source code for the application(s) in order to verify its maintainability?

Clarification 6:

Appendix 8 (Working Procedures and Service Requirements), Section 3 (Maintenance), page 2-3, "• *The Contractor providing a Service Desk to EMSA during normal working hours (incl. telephone and e-mail support) to receive and handle any communication related to the system (…)*".
and
Appendix 8 (Working Procedures and Service Requirements), Section 3 (Maintenance), page 2-3, "• *The Contractor providing "hot–line" support to resolve urgent problems and system failures by means of a dedicated phone line and a dedicated e-mail address. Hot-line should be available 24x7*".
and
Appendix 8 (Working Procedures and Service Requirements), Section 4.3 (Service Desk Management), page 7, "*With the purpose of supporting the day by day use of the system the Contractor is requested to provide a Service Desk to serve as a Single Point of Contact to the EMSA project team members*".
and
Appendix 8 (Working Procedures and Service Requirements), Section 4.3 (Service Desk Management), page 8, "*(…) with the following main objectives*:
• *Single Point of Contact, available during working hours,*
• *Receiving calls, first-line liaison, (…)*".
Question:
It is our understanding that the Contractor will provide second and third level support to EMSA's personnel and EMSA will provide first level support to its end-users during working days/hours and during "*hot-line*". Please confirm our understanding or clarify.

Clarification 7:

Appendix 1 (Technical Overview), Section 2.6 (Build Environment), page 5.
and
Appendix 8 (Working Procedures and Service Requirements), Section 4.2 (Release Management and Planning), page 4, "*Currently EMSA does not have a true Configuration Management Database (CMDB) tool; as such TeamForge will be used as a Project specific Definitive Software Library (DSL)*".
and
Appendix 8 (Working Procedures and Service Requirements), Section 4.2 (Release Management and Planning), page 6, "• *Contractors must stick to and use the tools used in the EMSA build environments and provide deliverables using them (…)*".
and
Appendix 8 (Working Procedures and Service Requirements), Section 4.3 (Service Desk Management), page 8, "• *Provide EMSA project team members (~5-10 people) with an on-line access to the tools used in the Service Desk processes,*".
Question:
a) We understand that EMSA has selected TeamForge as the application lifecycle management system for use in this contract. Will appropriate access to EMSA's TeamForge setup be established for the new Contractor?

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b) We understand that EMSA has defined the procedures for issue tracking, analysis and resolution in Appendix 8. Since TeamForge is not a ticketing/service desk tool, is it necessary for the Tenderer to use a distinct ticketing system for tracking incidents/issues/problems in the context of this contract?

Answer to question 4 (published on 11/1/2016):

Answer to Clarification 1, Question a):
The objective of the exercise under Scenario 1 is a proposal of workable substitution of the off-line mobile client application. It should allow updating, if necessary, on machines not under control of EMSA and within different security environments. Information on current deficiencies is not necessary to provide an alternative solution.

Answer to Clarification 1, Question b):
The Mobile Client should be installable on top of the latest version of Ubuntu and Fedora distributions.

Answer to Clarification 1, Question c):
This depends on the proposal and can not be answered conclusively.

Answer to Clarification 1, Question d):
The wording "where relevant" is deliberately added to leave space for alternative solutions.

Answer to Clarification 1, Question e):
As stated under Answer to Clarification 1, Question a), machines are neither property of nor under control of EMSA. Moreover, most machines are governed by IT security environments foreign to EMSA or the European Commission. On the other hand, upgrades of the main system and the database will happen frequently. To avoid involvement of high-tech IT staff to reinstall versions and/or lengthy authorisation processes, easiness of installation is a key successfactor.

Answer to Clarification 1, Question f):
Without precluding any alternative proposals, this could be a solution, subject to compliance with security and authorisation requirements as explained under Answer to Clarification 1, Question e).

Answer to Clarification 1, Question g):
This is indeed correct.

Answer to Clarification 2, Question a):
The proposal is expected to address that the issuer may or may not be a regular THETIS user, and no dedicated system role is yet foreseen.

Answer to Clarification 2, Question b):
All users are and will be managed in the IDM.

Answer to Clarification 2, Question c):
The proposal shall address the concerns expressed in the scenario description:
The solution proposed shall aim at security and safeguarding data integrity as well as maintainability of the system.

Answer to Clarification 3, Question:
Please note that there is a clerical error in the documentation: Silent_Installer_Mobile_Client_Technical_Document-v4.9.0.pdf. The "silent_installer.bat" shall not be referred to.

Answer to Clarification 4, Question:
Images with better readability for figures 21 – 25 are available in the download area for the requested Appendixes to the Tender Specifications.

Answer to Clarification 5, Question a):
Since the inception of the entire system and all subsequent development, only maintenance activities during on-hours were needed, with addition of some very exceptional off-hour activities.

Answer to Clarification 5, Question b):
This is not possible for reasons of IT security.

Answer to Clarification 5, Question c):
Source code of the application cannot be shared for reasons of IT security.

Answer to Clarification 6, Question:
This is correct. EMSA staff provides and will continue to provide first line support to the end-user. The Contractor will support EMSA in case of technical issues which require to be resolved.

Answer to Clarification 7, Question a):
Yes, the Contractor will receive appropriate access to be able to comply with the requirements.

Answer to Clarification 7, Question b):
Yes, this is correct.

Question 5 (dated 13/1/2016, 14:59):
We have been trying to do an inspection using the portal training site (https://extranet.emsa.europa.eu/) since yesterday and we get the following error for every ship and from both the Online and Mobile client:
"An unexpected condition was encountered.
(Please provide the following identifier to the System Administrator:
fulleu04|2016/01/13T13:54:08|T|9b728e05-ff3e-42f1-94a0-54f925c03dc8)"
Please fix the above and let us know when it is functioning again in order to finalise our review. Please consider that the deadline for tender submission is this Monday, so this is a very urgent matter.

Answer to question 5 (published on 13/12/2015):
Please note that the issue has been fixed.

Requests for additional information regarding this tender should be sent by e-mail to the following address OPEN312015@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 18/01/2015, 16:00 (Lisbon time).

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