

## Questions and Answers

### Procurement procedure: EMSA/OP/02/2017

#### Question 01 (dated 23 February 2017, 09:19):

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 01 (published on 24 February 2017):

With reference to your queries, please be informed that all tender documentation can be found on the Internet at [www.emsa.europa.eu](http://www.emsa.europa.eu), in the procurement section related to the call for tender EMSA/OP/02/2017 and can be downloaded free of charge. You may also sign up to our procurement mailing list on the EMSA website, in order to be kept informed of new procurements.

In relation to the geographical location of the eligible tenderers, point 18 of the Invitation to Tender establishes that: *"In addition to economic operators established in the Member States of the Union, only economic operators from the following countries are eligible to participate in the present procurement procedure: Albania, FYROM, Iceland, Liechtenstein, Montenegro, Norway, Serbia and Bosnia and Herzegovina"*.

#### Question 02 (dated 14 March 2017, 17:01):

In Appendix 4 - Working Procedures and Service Requirements (Table 1, p. 3), we read the following: *The maintenance shall be provided during normal working hours (08.00 to 17.00 Lisbon time) on normal working days (Monday to Friday). For Blocking and Urgent Types of Faults (see below) maintenance shall be provided on 24x7 basis.*

*Maintenance has the following time definition:*

**Table 1 - Maintenance reaction times**

Type of Fault	Time to acknowledge	Time to solve
Blocking	immediately	immediately
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	4 working weeks

Furthermore, in p. 8 (Section "Release Levels") of the same document it is stated: *"Patches and emergency software fixes should only be issued for blocking problems, while non-blocking issues shall be planned and*

*included in Major Releases and Service Packs that are scheduled in advance and are issued during agreed intervals."*

In Appendix 1 - STCW-IS Technical Overview, (Table "STCW-IS Corrective Maintenance Metrics - estimate for 1 year", p. 4.), corrective maintenance incidents have priority *critical, high, medium and low*.

*Questions:*

- a) Should we assume that the two classifications "blocking, urgent, critical, standard" (Appendix 4) and "critical, high, medium and low" (Appendix 1) are equivalent?
- b) Are urgent faults handled on a 24x7 basis (as described in the text) or during working hours (as indicated in the table)?
- c) Is the definition of "blocking problems" (i.e. which require an emergency fix) in p. 8 of Appendix 4 correlated with the "blocking" type of fault in the table above? If yes, should we assume that no emergency releases are foreseen for urgent or critical faults? How should we understand 'immediately' in time units (e.g. how many hours)?

**Answer to question 02 (published on 15 March 2017):**

Please note that these documents are templates. In all specific contracts under the Framework Contract, procedures and tasks always go along with the lines described in the templates but the final document will be modified and tuned according to each Specific Contract requirements. Bearing this in mind:

- a) For the purpose of answering this tender, you may consider the two classifications as equivalent;
- b) For the purpose of answering this tender, you may consider the working hours;
- c) The contractor shall provide a solution (or workaround to recover the system) respecting the "Time to solve". The decision of making/deploying an emergency fix stays with EMSA. For the purpose of answering this tender, you may consider "immediately" as less than one hour.

Requests for additional information regarding this tender should be sent by e-mail to the following address [OPEN022017@emsa.europa.eu](mailto:OPEN022017@emsa.europa.eu) . Requests for additional information received less than six 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 **30 March 2017**.

The responsibility for monitoring the EMSA's website for replies to queries and/or further information remains with potential applicants.