

**Tender Specifications
attached to the Invitation to tender**

**Invitation to tender N° EMSA/NEG/09/14 for the Implementation of a Single Entry
Point for Maritime Applications (MAP)**

1 Introduction

The European Maritime Safety Agency (EMSA) was established under Regulation 1406/2002/EC of the European Parliament and of the Council to contribute to the enhancement of European maritime safety.

Among its tasks, the Agency is developing, hosting, operating and monitoring a number of maritime applications including:

- The SafeSeanet system that supports the exchange of maritime safety information and terrestrial AIS data among EU Member States, Norway and Iceland, and in some cases with third countries.
- The CleanSeaNet system that provides European coastal States with near real time satellite based oil spill monitoring and covers all European sea areas.
- The LRIT CDC system that disseminates LRIT information on EU-flagged ships on behalf of all European Flag States, and exchanges information with other data centres around the world about LRIT vessel positions and tracking.
- The THETIS system that supports the Port State inspections of ships calling at EU ports
- IMDatE - The Integrated Maritime Data Environment (IMDatE) is a technical framework that combines and processes data from EMSA's maritime applications and other external sources to provide more comprehensive and configurable services to users. IMDATE also supports the exchange of data between the applications themselves, based on existing access rights.
- The Common Management Console (CMC) is the centralized front-end of the User and Base Registries Management system at EMSA. The CMC covers several aspects of User Management including setting of user credentials, user attribute management, handling 1st level authorization details and provisioning users to other systems.
- The RULECHECK system that provides documentation support for maritime legislation
- The LRIT ship database that is receiving, storing and disseminating information on ships that report to the EU LRIT CDC and is accessible to all Member States and associated countries online.

- The STCW application that supports the implementation of the STCW maritime convention by the EU Member States

The majority of the applications mentioned above (with the exception of STCW and Rulecheck) are considered to be time critical applications supporting the maritime safety. They are administered, operated and monitored by EMSA on a 24/7 basis with a warranted availability that exceeds 99% over a year with a maximum downtime of 12 hours. EMSA has established a Maritime Support Service (MSS) that is manned 24/7 for the first level monitoring and helpdesk related to these applications.

2 Objective, scope and description of the contract

The Maritime Application Portal (MAP) envisages creating a single entry point for EMSA maritime applications that centralizes user access in a single portal. The overall scope of the MAP is to implement a user friendly, aesthetically pleasing, secured, scalable and resilient single entry point to the maritime applications operated by the Agency in order to enable users accessing functionalities offered by EMSA maritime applications. These developments are focused on creating:

1. Welcome page, with:
 - a. Login
 - b. Services / Portals
 - c. Links
 - d. Public alerts
2. User Private Home page, with:
 - a. EMSA app portlets
 - b. Liferay App Portlets
 - c. Private news
3. Generic elements, including:
 - a. Control panel
 - b. My Account
 - c. Portal
 - d. Home
 - e. Refresh
 - f. Logout

The project shall consist of 4 work packages:

WP1 – Graphic design implementation

WP2 – Software development

WP3 – Go Live and migration

WP4 – Maintenance

Detailed EMSA requirements for these work packages are included in Annex A of these tender specifications.

3 Project Planning

Ref	Work package name	Work package main activities
WP1	Graphic design implementation	<ul style="list-style-type: none">▪ Implement all the graphic design requirements present in Annex A (WP1 requirements)▪ Deliver all graphical elements used in the implementation of the developed graphic solution▪ Follow an agile methodology for the graphic design implementation.
WP2	Software development	<ul style="list-style-type: none">▪ Implement all the software requirements present in Annex A. (WP2 requirements)▪ Provide a detailed test plan for the intermediary and final versions of MAP (according to requirements defined in Annex A)▪ Correct all issues found in all testing procedures▪ Deliver all relevant source code of the developed solution, along with build scripts and instructions▪ Provide all deliverables as defined in Annex A (chapter 6)
WP3	Go Live and migration	<ul style="list-style-type: none">▪ Support EMSA in the Go Live phase of the MAP▪ Correct any errors in the MAP that prevent the correct deployment or configuration▪ Provide detailed documentation on the configuration actions▪ Adhere to all requirements present in Annex A – WP3
WP4	Maintenance	<ul style="list-style-type: none">▪ Implement corrective and preventive maintenance when needed, according to the requirements of Annex A – WP4

4 Timetable

The estimated date for signature of the contract is middle of April 2014. The following milestones are foreseen:

- 1) The kick-off meeting shall be organised within 5 calendar days from the contract signature.
- 2) An intermediary delivery shall be provided no more than 60 calendar days after the KO meeting of the project. Scope of this delivery to be discussed at KO.
- 3) Total time from contract signature to deployment into production of the final version of MAP should not exceed 110 calendar days.
- 4) The Maintenance phase of the project is initiated as soon as MAP final version is deployed into production and lasts for 2 years.

5 Estimated Value of the Contract

The maximum budget available for this contract is of 50 000€ Euro excluding VAT. Additionally:

- 1) The total value for implementation (Annex A - WP1+WP2+WP3 requirements linked with graphic design, software development, testing, deployment and configuration) should not exceed 40 000€
- 2) The total value for maintenance (Annex A – WP4 requirements linked with maintenance) shall not exceed 10 000€.

6 Terms of payment

Payment will be made in accordance with the provisions of the draft contract available in the Procurement Section under the call to tender EMSA/NEG/09/2014 on the EMSA website at the following address: www.emsa.europa.eu

7 Terms of contract

In drawing up a bid, the tenderer should bear in mind the terms of the draft contract.

EMSA may, before the contract is signed, either abandon the procurement or cancel the award procedure without the tenderers being entitled to claim any compensation.

8 Subcontracting

If the tenderer intends to either sub contract part of the work or realise the work in co-operation with other partners he shall indicate in his offer which part will be subcontracted, as well as the name and qualifications of the subcontractor or partner. (NB: overall responsibility for the work remains with the tenderer).

If the tenderer relies on the capacities of subcontractors to fulfil selection criteria as specified in section 12.5 (technical and professional capacity) then each subcontractor must provide the required evidence for the exclusion and selection criteria. To rely on the capacities of a subcontractor does not mean that the contractor has to use deliveries or services of another company but that this company and its special capacity is central to the capacity of the contractor to fulfil the contract and that it cannot be easily changed or replaced. The exclusion criteria will be assessed in relation to each economic operator individually. Concerning the selection criteria, the evidence provided will be checked to ensure that the tenderer and its subcontractors as a whole fulfils the criteria.

9 Requirements as to the tender

Bids can be submitted in any of the official languages of the EU. The working language of the Agency is English. Bids must include an English version of the documents requested under point 12.5 & 13 of the present tender specifications.

The tenderer shall complete Tenderer's checklist.

If the tenderer intends to either sub contract part of the work or realise the work in co-operation with other partners (Join Offers) he shall indicate in his offer by completion of the form – Information regarding joint offers and subcontracting.

The tender must be presented as follows and must include:

Signed cover letter indicating the name and position of the person authorised to sign the contract/Purchase Order and the bank account on which payments are to be made.

Financial Form completed, signed and stamped; available on the Procurement Section (Financial Form) on the EMSA Website at the following address: www.emsa.europa.eu

Legal Entity Form completed, signed and stamped and requested accompanying documentation, available on the Procurement Section (Legal Entity Form) on the EMSA Website at the following address: www.emsa.europa.eu

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.

Part A: all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the points **8, 11, 12.2, 12.3** of these specifications (**Exclusion criteria**)

Part B: all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Economic and Financial capacity** (part of the Selection criteria) set out under point **12.4** of these specifications;

Part C: all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Technical and professional capacity** (part of the Selection Criteria) set out under point **12.5** of these specifications.

Part D: all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Award Criteria** set out under point **13** of these specifications;

Part E: setting out **prices** in accordance with **point 10** of these specifications.

10 Price

10.1 General considerations

- Price must be quoted for the **Implementation of a Single Entry Point for Maritime Applications (MAP)** and shall include:
 - Price for implementation (WP1 + WP2 + WP3)
 - Price for Maintenance for 2 years (WP4)
- Prices must be fixed amounts and non revisable.
- Prices must be quoted in euro.
- Prices are all-inclusive (e.g. travel expenses)
- The bidder shall fill in Annex B of these tender specifications with all relevant price elements.
- Maximum price quoted for all work packages is 50 000€. Total price will be calculated by the sum of all WP (WP1+WP2+WP3+WP4).
- Under Article 3 and 4 of the Protocol on the privileges and immunities of the European Communities, the latter is exempt from all duties, taxes and other charges, including VAT. This applies to EMSA pursuant to the Regulation 1406/2002/EC. Therefore price and the amount of VAT must be shown separately.

10.2 Price for WP1, WP2 and WP3

The price for WP1, WP2 and WP3 shall include all requirements mentioned in Annex A of these tender specifications. Furthermore it should include all necessary meetings, works and adaptations of products to be compliant with the specifications. Compliance is only ensured after the necessary acceptance tests of each delivery are passed.

Price for these 3 Work packages shall be a maximum of 40 000 €.

10.3 Price for WP4

WP4 includes the maintenance phases of the project. Outside of the scope of the Price of WP4 is the warranty that should cover all elements of MAP that are part of the requirements in WP1, WP2 and WP3. Warranty shall not entail any cost to EMSA. Maintenance price should include all requirements defined in Annex A – WP4, and respective appendices.

The maximum price for WP4 is 10 000€.

11 Joint Offer

Groupings, irrespective of their legal form, may submit bids. Tenderers may, after forming a grouping, submit a joint bid on condition that it complies with the rules of competition. Such groupings (or consortia) must specify the company or person heading the project and must also submit a copy of the document authorising this company or person to submit a bid.

Each member of the consortium must provide the required evidence for the exclusion and selection criteria. The exclusion criteria will be assessed in relation to each economic operator individually. Concerning the selection criteria, the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.

If awarded, the contract will be signed by the person authorised by all members of the consortium. Tenders from consortiums of firms or groups of service providers, contractors or suppliers must specify the role, qualifications and experience of each member or group.

12 Information concerning the personal situation of the service provider and information and formalities necessary for the evaluation of the minimum economic, financial, technical and professional capacity required

12.1 Legal position – means of proof required

When submitting their bid, tenderers are requested to complete and enclose the **Legal Entity Form** available on the Procurement Section on the EMSA Website at the following address: www.emsa.europa.eu.

12.2 Grounds for exclusion – Exclusion criteria

To be eligible to participate in this contract award procedure, tenderers must not be in any of the following exclusion grounds:

- (a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or

are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

- (b) they have been convicted of an offence concerning their professional conduct by a judgement which has the force of res judicata;
- (c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- (d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- (e) they have been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- (f) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

12.3 Evidence to be provided by the tenderers

For this purpose the Declaration on Honour available on the Procurement Section on the EMSA Website (www.emsa.europa.eu) shall be completed and signed.

12.4 Economic and financial capacity – Selection criteria

Requirements:

- The tenderer must be in stable financial position and the economic and financial capacity to perform the contract

Evidence:

- Financial statements for the last three years for which accounts have been closed.
- Statement of overall turnover and turnover relating to the relevant services for the last three financial years.
- Tenderers are exempt from submitting the documentary evidence if such evidence has already been completed and sent to EMSA for the purpose of another procurement procedure and still complies with the requirements. In this case the tenderer should simply indicate on the cover letter the procurement procedure where the evidence has been provided.
- If, for some exceptional reason which EMSA considers justified, a tenderer is unable to provide one or other of the above documents, he may prove his economic and financial capacity by any other document which EMSA considers appropriate. In any case, EMSA must at least be notified of the exceptional reason and its justification in the tender. EMSA reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

12.5 Technical and professional capacity – Selection criteria

The tenderer's technical capacity will be evaluated on the basis of the following criteria that will be applied to the legal entity submitting the offer and executing the contract:

- a) The suitability of the tenderer's organizational structure to supply the services covered by the contract, based on the description of the measures employed to ensure the quality of the services covered. This description should include:
- i. An overview of the company departments mentioning the currently allocated number of staff and levels
 - ii. Description of the relationship of this company and those of the group if relevant,
 - iii. Description of the Quality assurance procedures.
 - iv. Updated CVs (in Europass format) of the proposed project manager, technical manager / architect, software developer and Web designer
 - v. Evidence of the proposed team experience in projects dealing with Liferay Portal projects

The minimum requirements for the project manager, Technical manager / Architect, software developer and Web designer are:

Project Manager

- University Degree(s) in IT or Engineering field.
- More than 5 years of experience as project manager of ICT projects
- Excellent English speaking and writing skills (C1 or C2 CEFR level).
- Experience in projects involving different countries related to the production of systems and coordination with beneficiaries' personnel.

Technical Manager/Architect:

- University Degree(s) in IT or Engineering field.
- Experience in team coordination and managing development projects
- Experience in software architecture
- Experience in Software Testing, Quality Assurance and Quality Control
- Very good English speaking and writing skills (B2 or above CEFR level).
- At least 3 years' experience in projects using Liferay Portal.

Software developer

- University Degree(s) in the IT field.
- Proven experience (not attendance of seminar) in Business requirements and processes analysis.
- Very good English speaking and writing skills (B2 or above CEFR level).
- More than 5 years in system design (at least 3 years' experience in analysing user requirements and translating them into functional, technical, and testing specifications).
- At least 3 years' experience as developer with Liferay Portal System

Web designer

- Degree (minimum 2 years post-secondary), or equivalent background knowledge and experience in communication-related field;
- Minimum 5 years previous experience in design projects demonstrated by the description of the performed projects;
- Proven experience in web design and development of ergonomic charters;
- Proven experience in web design, advertising or graphic interface development;
- Technical expertise in using design related tools, such as Photoshop, Illustrator, Dreamweaver, HTML, CSS, Javascript, Command of multi-platform problems: navigators/OS, XHTML/CSS;

- Minimum 2 years previous experience in projects related to ergonomics of operational web-based interfaces demonstrated by the description of the performed projects;
- Very good English speaking and writing skills (B2 or above CEFR level).

13 Award criteria

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.

The contract will be awarded to the tenderer who submits the most economically advantageous bid (the one with highest score) based on the following quality criteria and their associated weightings:

1. Quality of the proposed services - based on the information provided in the offer regarding the quality of the proposed solutions for WP1, WP2, WP3 and WP4 ($W_1 = 50\%$). In this respect the offer should include:
 - i. Detailed compliance matrix for all the requirements mentioned in the Annex A of this technical specification providing adequate details to enable EMSA to assess the quality of the bid.
 - ii. A table summarising the risks and potential mitigation actions. It must be ensured that the graphic solution adopted and the software development approaches are feasible and potential risks are properly addressed. Should the implementation of a specific requirement depend on actions to be undertaken on EMSA's side, concerning existing applications or middleware, the interdependencies should be clearly highlighted in the offer.
 - iii. Level of technical information and details included in the offer and the associated impact of implementing the proposed approach within EMSA existing systems/applications/ICT landscape.
 - iv. The level of knowledge of EMSA existing systems/portals and/or Liferay portal framework will be considered as an advantage.
2. Quality of the proposed project implementation plan and associated project team – based on the clarity and completeness of the project plan and the experience and distribution of responsibilities for each member of the team ($W_2 = 20\%$). In this respect the offer should include:
 - i. Team organisation/composition,
 - ii. Details on allocation of tasks to team members
 - iii. Detailed work plan and Gantt chart
 - iv. Person-day effort per work packages and allocated profiles for executing the work
3. Price of the bid ($W_{price} = 30\%$).

The total price as stated in the Price Grid (Annex B to the Tender Specifications).

For all bids evaluators will give marks between 0-10 (half points are possible) for each quality criterion.

The final score is calculated as

$$S = SQ + SP$$

where:

The average quality for quality criterion i is

$$Q_i = \frac{1}{\text{number of evaluators}} * \sum_{\text{evaluator}} \text{mark of the evaluator for quality criterion } i$$

The overall weighted quality is

$$Q = \sum_i Q_i * W_i$$

The score for quality is

$$SQ = \frac{Q}{Q \text{ of the bid with highest } Q} * 100 * \sum_i W_i$$

The score for price is

$$SP = \sum_i \frac{\text{lowest Price}_i \text{ of all bids}}{\text{Price}_i} * 100 * W_{\text{Price}_i}$$

Only bids that have reached a minimum of 70% for the score S will be taken into consideration for awarding the contract.

14 Contracts will not be awarded to tenderers who during the procurement procedure:

- (a) are subject to a conflict of interest
- (b) are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

15 False declarations

Without prejudice to the application of penalties laid down in the contract, tenderers and contractors who have been guilty of making false declarations concerning situations referred to in points 12 and 13 above or have been found to have seriously failed to meet their contractual obligations in an earlier procurement procedure or grant shall be subject to administrative and financial penalties set out in Article 145 of Commission Delegated Regulation of 29.10.2012 on the rules of application of Regulation (EU) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union.

16 Intellectual Property Right (IPR)

Please consult the contract for IPR related clauses.

If the results are not fully created for the purpose of the contract this should be clearly pointed out by the tenderer in the tender. Information should be provided about the scope of pre-existing rights, their source and when and how the rights have been or will be acquired.

In the tender all quotations or information originating from other sources and to which third parties may claim rights have to be clearly marked (source publication including date and place, creator, number, full title etc.) in a way allowing easy identification.