

Tender Specifications attached to the Invitation to tender

Invitation to tender N° EMSA/NEG/35/2014 for the extension of the existing IdM infrastructure.

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 should progress on the Integrated Maritime Data Environment (IMDatE), data integration (the exchange of data between information systems) and data fusion (combining data from different sources).

During the past years, EMSA has developed a common infrastructure to provide identity management and single sign-on services to the EMSA Maritime Applications, named EMSA IdM. Identity Management is the management of this unique digital identity, associated attributes, security model and permission behind it. The set of user attributes varies from application to application and includes, amongst others, First Name, Last Name, Address, Groups and Roles. The security model establishes the management relationships (e.g. who is entitled to create other users) and the permission rules (e.g. an Application Administrator can create users inside his own application and a National Administrator can create users belonging only to his own country).

User access requires each user to assume a unique digital identity across applications and systems, which enables access control to be assigned and evaluated against this identity at a central place. Single Sign-On (SSO) is a mechanism whereby a single action of user authentication and authorization can permit a user to access all applications and systems where he has access permission, without the need to enter multiple passwords. A service providing co-ordination and integration at (single) sign-on level conveys benefits to an enterprise through:

- Central user repository for all applications and systems;
- Central User Management avoiding different implementations and rules across the enterprise;
- Reduction of human errors, a major component of systems failure, therefore highly desirable but difficult to implement;
- Reduction in the time taken by users in sign-on operations to individual domains, including reducing the possibility of such sign-on operations failing;
- Improved security due to the reduced need for a user to handle and remember multiple sets of authentication information;

- Reduction in the time taken, and improved response, by system administrators in adding and removing users to the system or modifying their access rights;
- Improved security through the enhanced ability of system administrators to maintain the integrity of user account configuration including the ability to inhibit or remove an individual user's access to all system resources in a co-ordinated and consistent manner;
- Significantly reduce the User Management maintenance and operation effort.

With the recently integration of a new Maritime Application into EMSA IdM platform and also the addition to EMSA's applications portfolio of a Mobile application (the IMS mobile application, which allows users to access EMSA services in an integrated way from a mobile device), EMSA IdM platform needs to be extended to provide additional functionalities and services.

2 Objective, scope and description of the contract

The objectives of the services to be provided are:

- 1) Implementation of a Mobile Access gateway that to allow IMS mobile application to make user authentication against EMSA IdM infrastructure.
- 2) Extension of current EMSA IdM infrastructure to:
 - a) Duplicate an existent application integration to provision users to a different environment (training);
 - b) Add a new user attribute to an existent application integration;

3 Contract management responsible body.

The European Maritime Safety Agency – Unit A.3, Operations Support – will be responsible for managing the contract.

4 Project Planning

The project plan shall include the following work-packages as per the table below. The offer should detail further the specific activities to be executed under each work-package and the milestone events associated with the activities.

Ref	Work package name	Work package main activities
WP1	Development of Mobile Access gateway	Development of a Mobile Access gateway that to allow IMS mobile application to make user authentication against EMSA IdM infrastructure.
WP2	Extension and Enhancement	Implement specific change requests on the existent IdM platform
WP3	Maintenance	Provide one year of maintenance and support for the developed solutions

5 Timetable

The foreseen date for signature of the contract is October 2014. The following milestones are to be considered:

- 1) The kick-off meeting should be organised within 5 calendar days from the contract signature.
- 2) Estimated total time from the KO meeting to deployment into production of WP1 should be 90 calendar days.
- 3) Estimated total time from KO meeting to conclusion of WP2 should be 30 calendar days.
- 4) WP3 (Maintenance phase of the project) is initiated as soon both WP2 and WP1 are deployed into production and lasts for one year.

6 Estimated Value of the Contract

The maximum budget available for this contract is of EUR 30 000, excluding VAT.

7 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/35/2014 on the EMSA website at the following address: www.emsa.europa.eu.

8 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.

9 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 13.4 (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 fulfil the criteria.

10 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 13.4 & 14 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 **9, 12, 13.2, 13.3** 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 **Technical and professional capacity** (part of the Selection Criteria) set out under point **13.4** 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 **Award Criteria** set out under point **14** of these specifications.

Part D: setting out **prices** in accordance with **point 11** of these specifications.

11 Price

11.1 General considerations

- Price must be quoted for the **extension of the existing IdM infrastructure** and shall include:
 - Price for implementation (WP1+WP2)
 - Price for Maintenance (WP3)
- 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 (WP1+WP2+WP3) is 30 000€.
- Maximum price for implementation (WP1+WP2) is 25 000€.
- Maximum price for maintenance (WP3) is 5 000€

- 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.

11.2 Price for WP1, WP2

The price for WP1, WP2 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 2 Work packages shall be a maximum of 25 000 €.

11.3 Price for WP3

WP3 includes the maintenance phases of the project. Maintenance price should include all requirements defined in Annex A – WP3, and respective appendices.

The maximum price for WP3 is 5 000€.

Warranty is outside of the scope of the Price of WP3. The warranty should cover all elements of IMS App developments that are part of the requirements in WP1 and WP2, shall not entail any cost to EMSA and have a duration of one year.

12 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.

13 Information concerning the personal situation of the service provider and information and formalities necessary for the evaluation of the technical and professional capacity required

13.1 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.

13.2 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.

13.3 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.

13.4 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 organisational 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. List of relevant projects developed by the company linked with Oracle IdM suite, and in particular OAM (Oracle Access Manager), OIM (Oracle Identity manager) and implementation of Mobile Access Gateways.
 - iii. Updated CVs (in Europass format) of the project team
 - iv. Evidence of the proposed team experience in projects dealing with Oracle IdM suite and implementation of Mobile Access Gateways.
- b) The minimum requirements for the project manager, Technical manager / Architect and software developer:

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 involving Oracle IdM suite, and in particular OAM (Oracle Access Manager), OIM (Oracle Identity manager) and implementation of Mobile Access Gateways.

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 3 years of experience in development of software linked Oracle IdM suite, and in particular OAM (Oracle Access Manager), OIM (Oracle Identity manager) and implementation of Mobile Access Gateways.

14 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 and WP3 ($W_1 = 45\%$). In this respect the offer should include:
 - i. Detailed compliance matrix for all the requirements mentioned in the Annex A (Technical specifications), providing the necessary details to enable EMSA to assess the quality of the bid. Compliance matrix should include: Requirement name and code, level of compliancy (fully compliant, partially compliant, not compliant) and a clear description on the analysis of the requirement and how this compliancy will be ensured.
 - ii. Assessment of risks and specific mitigation measures. This assessment should include:
 - a. Description of the risk, associating it specifically with a WP (or within a WP to the specific development, if possible)
 - b. Probability and impact
 - c. Concrete mitigation measures and responsibility for their implementation (bidder, EMSA or shared).
 - iii. Clear list of dependencies. 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.

- iv. 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.
2. Quality of the proposed project implementation plan and associated project team – based on the clarity and completeness of the project plan, team profiles and distribution of responsibilities for each member of the team ($W_2 = 25\%$). In this respect the offer should include:
- i. Team composition and organization
 - ii. Detailed work plan and Gantt chart for all work packages
 - iii. Clear allocation of tasks to team members, per work package
 - iv. Effort per profile per work package for executing the work
 - v. Duration of the project (total and per work package)
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

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

Only bids that have reached a minimum of 70% for the score S , and a minimum of 50% for the score SQ , will be taken into consideration for awarding the contract.

15 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.

16 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.

17 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.