

Invitation to tender N° EMSA/OP/18/2015

for

Provision of ICT services for upgrades related to SafeSeaNet European Index Server, Central Ship/Location/ Organisation databases as well as helpdesk, corrective maintenance services for applications supporting SSN Central System services to MS

Questions and Answers

Question 01 (27/07/2015 14h31):

Please find below a request for additional information related to the Invitation to Tender in subject:

In relation to Tender specifications, sections 14.5 Technical and professional capacity – selection criteria and 14.6 Technical and professional capacity – Award Criteria:

- a) **Our understanding is that all CVs (covering the minimum number of experts required per profile in accordance to the tender specifications) should be included in the selection criteria while in the award criteria and in response to Quality criterion 1 we need to include only the staff list as in Annex B completed with the key-persons of the Team. Could you please confirm our understanding or otherwise clarify?**
- b) **If answer to a) is yes we further understand that Annex B should be completed only with the key-persons of the team as described in the proposed team organisation and not with all minimum number of experts required. Could you please confirm our understanding?**

Answers to question 01:

According to article 14.5 of tender specification the tenderers should include in their offer CVs of a minimum of three consultants per profile requested in article 12 point 3 of tender specifications (except for web designer ergonomist where a minimum of 1 CVs is required). As part of the selection process shall be evaluated (among other criteria for the selection):

- 1. *If the tenderer submitted the minimum number of CVs required per profile;*
- 2. *If the minimum requirements for project manager, senior analyst and Web design ergonomist are met.*

The professional merit/ qualifications of experts corresponding to the rest of profiles will be evaluated as part of the award process. That is, as part of the award process (refer to article 14.6) and for evaluation of compliance to quality criterion 1, shall be evaluated the proposed team organisation, the description of the responsibilities of each member within the team and the professional merit of each expert proposed to participate in the project team. In this respect the

tenderers should fill-in the staff list as in Annex B of the tender specs. This list should include all the experts proposed by the tenderer corresponding to the CVs to be submitted.

Question 02 (29/07/2015 09h43):

Our understanding regarding the provision of CVs required in section 14.5 Technical and professional capacity – Selection criteria is that the tenderer can propose both employees and freelancers. Apart from their CV, freelancers do not need to provide any other documents (e.g. declaration of honour, letter of intent to provide their services etc). Please confirm our understanding or clarify.

Answer to question 02:

Yes, the understanding is correct.

Question 03 (24/08/2015 08h12):

Within the Technical and professional capacity requirements for the Invitation to tender mentioned in object, you mention that the experts must have “Experience in mission-critical transnational systems”. Could you please clarify what do you mean by “mission-critical”? Which minimal features does a reference need in order to be considered “mission-critical”?

Answer to question 03:

The term “mission-critical transnational systems” in the context of the EMSA/OP/18/2015 refers to multi-node systems (each node operated by national organizations (public and or private) in different Countries and/ or international Organizations) with 24hours/ 7 days availability supporting business functions and goals. A mission-critical system’s failure may severely impact business operations agreed by the organizations involved in the operation of the system.

Question 04 (28/08/2015 10h14):

We have found your tender TED 2015/S 142-260088 [1] and went through the documentation. Please confirm, if our understanding regarding the tender is correct.

We understand that the tenderer should provide the overall picture of sufficient staff able executing proposed project activities and its work methodology. All tasks, terms and timetables regarding the developing and upgrading will be agreed through the special contracts. If yes, then the amount of work per each profile will not exceed the days from price calculation table (table 1., page 33 in Tender Specifications) per year?

[1] Provision of ICT services for upgrades related to SafeSeaNet European index server and central ship/location/organisation databases as well as helpdesk, corrective maintenance services for applications supporting SSN central system services to MS.

Answer to question 04:

According to the tender specification (articles 14.5.vi and 12. 3), the tenderers are invited to present in their quotation a team of experts which shall include 3 experts per profile. The profiles required are mentioned in article 12.3. The requirement for 3 experts per profile is valid for all the profiles (except for web designer ergonomist profile where a minimum of 1 expert is required - refer to 14.5.vi).

Indeed the specific tasks and time table will be agreed for specific service requests that are to be translated to specific contracts under the FWC. The terms of these specific contracts will be conforming to the FWC terms and conditions and more specifically the work procedures in Annex C or D or the tender specifications (assignments for Task 1 will conform to specific requirements in Annex C and assignments for Tasks 2 and/ or 3 will conform to specific requirements in Annex D).

The effort to be allocated to a specific contract will be determined in accordance to the requirements of each specific request (in case of Time and Means assignment the effort is to be pre-determined by EMSA. In the case of "Fixed deliverable and Timing" the effort is to be determined by the contractor taking into account the EMSA requirements for a specific contract).

Table 1 in page 33 defines a standard evaluation scenario which shall be solely utilised (as it is stated in article 14.6.4.c) for the evaluation of the price of the bid. The effort to be determined by the bidders for this evaluation scenario does not relate with the actual effort for service requests within a project year. This actual effort will be corresponding to the service contracts to be drawn within a year. As stated in the summary information in the page 2 of the tender, the maximum amount for the initial period of the contract (two years) is 800.000 Euro, excluding VAT. The contract, if so to be decided by the Agency, could be renewed up to two times at maximum. Each extension covering one year with budget ceiling per additional year, 400.000 Euro excluding VAT.

Requests for additional information regarding this tender should be sent by e-mail to the following address: OPEN182015@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 07.09.2015, 17h00 (Lisbon time).

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