

**Invitation to tender N° EMSA/OP/24/2015
for the provision of ICT services for the design, development, upgrade, helpdesk and
corrective maintenance to the Central Hazmat Database application (CHD) and the MARine
Chemical Information Sheets application (MAR-CIS 2).**

Questions and Answers

Question 01 (31/08/2015 10h 54m):

Referring to the call for tenders in subject for the contract "EMSA/OP/24/2015 - Provision of ICT services for the design, development, upgrade, helpdesk and corrective maintenance to the central Hazmat database (CHD) application and the MARine chemical information sheets (MAR-CIS 2) application", published in the Official Journal 2015/S 159-291565, we would like to register our interest for the tender and inform you that we have already downloaded the available electronic copy of the tender specifications from your portal (<http://www.emsa.europa.eu/>).

Furthermore, we would like to request for the MAR-CIS 1 database file mar-cis.tdbd. Please find attached the Declaration of Confidentiality, duly signed.

Please kindly inform us if this declaration is required to be signed by all the members of a consortium (in the case of a consortium participation in this call).

Thank you in advance for registering our company in the list of potential tenderers (if so required) and for informing us for any additional material/documentation may be available.

Answer to question 01:

There is no need to register your interest to the tender. The tenderers who wish to submit an offer are invited to send to the Agency a tender, according to the instructions referred in the Invitation to Tender N°. EMSA/OP/24/2015.

We acknowledge the receipt of the declaration of confidentiality from your company.

In case of a consortium, the Declaration of Absence of Conflict of Interests and Confidentiality in regard to the Provision of MAR-CIS 1 database file must be signed by all members of the consortium.

Therefore, we will provide you with the database upon receipt of the Declaration of Absence of Conflict of Interests and Confidentiality signed by all members.

Alternatively, a statement from consortium members stating that your company will act on their behalf and thus ensure the confidentiality of the database thereof should be sent to EMSA at your earliest convenience.

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

Question 02 (22/09/2015 14h 01m):

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 02:

Please note that all tender documents related to procurement procedure EMSA/OP/24/2015 can be downloaded free of charge from the procurement section of EMSA's website at:

<http://www.emsa.europa.eu/work/procurement/calls/item/2434-emsa-op-24-2015.html>

Question 03 (25/09/2015 14h 01m):

Referring to the invitation to tender in subject "EMSA/OP/24/2015 - Provision of ICT services for the design, development, upgrade, helpdesk and corrective maintenance to the central Hazmat database (CHD) application and the MARine chemical information sheets (MAR-CIS 2) application", published in the Official Journal 2015/S 159-291565, we would like to request clarifications for the following aspects:

Question ID	Area/Document	Question
1	Annex A- MODULE1_CHD and MARCIS2vfinal - CHD_REQ_4	<p>In the "Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) & MARine Chemical Information Sheets Application (MAR-CIS 2)" the requirement CHD_REQ_4 under the chapter "7 1.4 CHD Update and maintenance" of the specific service requirement for MAR-CIS 2 states that:</p> <p>"The CHD web console shall include a user interface allowing the CHD Content administrators to create, update or deactivate individual HAZMAT items manually or whole sections (bulk changes) of the CHD through the upload of excel or word files "</p> <p>It is of our understanding that the HAZMAT item's fields are editable through a dedicated user interface available for the CHD content administrators. Having in consideration that the unique identifier of a HAZMAT item, named HazmatID, is composed by the rules described on the "Appendix A – CHD/MAR-CIS 2 – IMO Codes and Conventions elements" included on the same document, it is of our interpretation that none of the elements that compose the HazmatID are subject to edition by CHD</p>

		<p>Content Administrator on the dedicated interface</p> <p>We would like to confirm that our assumption is correct.</p>
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Answer 1

Taking into consideration the approach for data organisation as per SSN_CHD_MARCIS_INT_REQ_3 it is anticipated that the content administrator during the creation process of a Hazmat item via the CHD web console will have first to indicate the relevant IMO code and then introduce all the data, for the Hazmat item. This would allow the automatic creation of a unique HAZMATID by the system with the structure suggested in the Appendix A of the technical requirements.

The data elements used to create the HAZMATID are editable. When the CHD Content Administrator attempts to change any of these elements the system should provide a warning advising the administrator that the change will result in a change to the HAZMATID. If the administrator continues with this task the HAZMATID for the item is to be appended in the database. This is necessary because it may well happen that in a certain version of the IMO codes the item may not have a UN number and in a next release a UN number is associated to the item.

<p>2</p>	<p>Annex A- MODULE1_CHD and MARCIS2vfinal - SSN_CHD_MARCIS_INT_REQ_5</p>	<p>In the "Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) & MARine Chemical Information Sheets Application (MAR-CIS 2)" the requirement SSN_CHD_MARCIS_INT_REQ_5 under the chapter "9.4 Data update operations" of the requirements concerning the technical implementation of CHD and MAR-CIS 2 states that:</p> <p>"(...)The CHD "version" code will be generated automatically and have the value: "CHD_[to-be-updated IMO code at the scheduled date e.g. IMDG, IBC]_[Scheduled cut-off Date]"_[incremental version number].</p> <p>Examples: CHD_IMDG_15062016_v1, CHD_IBC_ISMBC_20032017_v2 (-)"</p> <p>Interpreting literally the requirement text above, these codes are generated by the following concatenated sequence:</p> <ol style="list-style-type: none"> 1. "CHD_" prefix 2. to-be-updated IMO code at the scheduled date 3. "_" separator 4. Scheduled cut-off Date 5. "_" separator 6. The incremental version number <p>Induces the notion that the element 2. in this composition is a singular IMO Code. Analyzing the examples given in "Examples: CHD_IMDG_15062016_v1, CHD_IBC_ISMBC_20032017_v2 (...)", suspecting that the (...)_ISMBC(...) fragment is a typo for the IMO code IMSBC and (...)_IBC(...) fragment refers to the IBC IMO code leads the tenderer to an interpretation that this CHD "version" code may contain several IMO codes.</p> <p>We would like for this question to be clarified in order to understand how many IMO codes are foreseen for the creation of a CHD "version" code</p>
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Answer 2

The database is composed of 5 codes. Although it is theoretically possible that more than one code will come into force on the same day experience indicates that this is not happening. Therefore, it can be assumed that only one Code shall be updated during a given cut-off date. Consequently the version number will include only one Code.

3	Annex A- MODULE1_CHD and MARCIS2vfinal - SSN_CHD_MARCIS_INT_REQ_5	<p>In the "Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) & MARine Chemical Information Sheets Application (MAR-CIS 2)" the point 9.1.3.2 under the chapter "9.1.3 Implementation approach/ MAR-CIS 2 application" of the conceptual approach describes a MAR-CIS 2 business layer service named "Get Item History" with the following detail:</p> <p>"Get Item History – the service returns the full list of changes undergone by the specific datasheet (per substances/MarcisID) based on temporal criteria and Query-by-Example search"</p> <p>Having not found on this document any reference of a MAR-CIS 2 application functionality related to the consult of history of changes that would benefit from this service and being that the sole reference to MAR-CIS 2 history of changes consult is present on the CHD_REQ_10:</p> <p>"()The history of updates and access to MAR-CIS 2 shall not be made available via the request/response messages (.)"</p> <p>We would like to inquire EMSA about the propose of this service and if the MAR-CIS 2 application will contemplate a history of changes consult functionality on the scope of this contract.</p>
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Answer 3

The tenderers are invited to note requirement MARCIS_REQ_15 in relation to the proposed overarching architecture (refer to Figure 8 in Annex A) which invites tenderers to propose an architecture clearly segregating business and presentation layer function. In the context of the architecture suggested in Figure 8, a "Get item History" can be utilised for the implementation of the functionality required in MARCIS_REQ_15.

4	Tender Specs OP242015 - 11	<p>In the document "Enclosure 1 - Tender specifications" the point 11 "Requirements as to the tender" states the following</p> <p>"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 15.1 of these specifications;"</p> <p>In turn, the point 15.1 states:</p> <p>"1. Quality criterion 1 (20 %)</p> <p>Quality of the team based on the proposed team organisation, professional merit and the description of the responsibilities of each member within the team and profiles of staff members (in this respect the tenderers should fill-in the staff list as in 'Annex B – Template for Staff list for the contract')"</p> <p>Which leads to the notion that the Part D to be delivered as part of the tenderers proposal shall contain the information and documents required by the contracting authority for the appraisal of the tenderers team quality.</p> <p>We would like to inquiry EMSA about the correctness of the assumption above and clarify that the part D is to contain only the information and documents to expose the quality of the tenderers team.</p>
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Answer 4

Your understanding is confirmed, however it should also be noted that detailed CVs of the proposed members of the team should be included in the information required for Part C, where it is stated that " 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 14.5 of these specifications". The CVs are required in the 14.5.(a).iv.

5	Financial - Page 7 of Enclosure 1 - Tender Specs.	<p>Under Module 1, two payments are foreseen for the services delivered: 30% of the total value of module 1 which will be performed within 60 days from the delivery of SW and FAT report planned according with §5 (time table) on T4 milestone (T0 + 16 weeks), and a balanced payment to occur after 60 days following the software acceptance by EMSA and the GO live of CHD and MARCIS 2 application in production.</p> <p>To balance the payments from the start-up of all the activities under module 1, is EMSA open to re-consider an advanced payment to occur at T0 (signature of the contract) for the kick-off of the activities to perform ? If yes, in which percentage ?</p>
<p>Answer 5</p> <p>The payment model proposed in the draft contract is part of the tendering conditions, which under the Open Procedure Rules may not be altered at the current stage of the tendering process.</p>		
6	Financial - Page 8 of Enclosure 1 - Tender Specs.	<p>Under Module 2, several payments could be executed for software to be delivered. Also each payment corresponding to the agreed value to be paid for software services against a specific service request.</p> <p>Is EMSA open to re-consider an advanced payment to occur on the beginning of the activities to perform for each specific service request, and the other part of the payment to occur within 60 days from the acceptance of the software service to be delivered against a specific change request ? If yes, in which percentage ?</p>
<p>Answer 6</p> <p>Refer to the Answer 5</p>		
7	Financial - Page 9 of Enclosure 1 - Tender Specs.	<p>Under Module 3, the payments shall be executed in several proportional installments every six months following the GO LIVE date of CHD and MAR-CIS 2 applications of Module 1 Services.</p> <p>As foreseen in 4.2 c, each quarter (following the go live) the contractor shall submit a quarterly report. After six months following the go live and within maximum 10 days from the submission of the second quarterly report, the contractor shall submit an invoice for the proportional part of the module 3 services price.</p> <p>Under this module, is EMSA open to re-consider the invoicing of corresponding services of the proportional part of the module 3 services price, to occur with the delivery of these quarterly reports, e.g, every 3 months?</p>
<p>Answer 7</p> <p>Refer to the Answer 5.</p>		
8	Warranty	<p>Regarding with the warranty of the software delivered, we did not found in the documentation associated with this tender any specific request to be considered after the acceptance by EMSA.</p> <p>The terms of warranty is generically defined in 'Annex D - Work Procedures and Service</p>

		<p>Levels for Helpdesk and Corrective Maintenance Services', but no other information if found.</p> <p>Can you clarify if there is any specific need associated with the period of the warranty to consider?</p>
<p>Answer 8</p> <p>Tenderers should note the provision made in Annex C "Work Procedures for Project Delivery" where in page 5 under the section on "Test environment for software pre-view" it is stated that "<i>Important to note in this respect is that the contract duration will normally include 12 months for bug corrections under warranty</i>". Therefore, the warranty period is 12 months at minimum. Tenderers may propose a longer period of warranty.</p>		
9	Penalties	<p>Under the service contract for all the modules, which penalties should we consider for the elaboration and competitiveness of our proposal?</p> <p>The only information referred with penalties found in the documentation delivered are associated with the helpdesk SLA's (See 'Annex D - Work Procedures and Service Levels for Helpdesk and Corrective Maintenance Services') service to be provided under module 3.</p> <p>Does EMSA foreseen any special condition associated with penalties related with the performance of the work to execute under the other modules and activities for module 1 and 2 ?</p>
<p>Answer 9</p> <p>In relation to conditions associated with penalties concerning project delivery, the tenderers shall refer to Article 1.5 of "Enclosure 3 Annex I general Conditions" on liquidated damages.</p>		

Question 04 (01/10/2015 17h43):

Regarding the call for tenders EMSA/OP/24/2015 we have the following questions:

- 4.1- Annex A, section 8.1.10 Web Portal, MARCIS_REQ_10: "The EMSA communication team (...) will develop a logo for the project"

Will this logo follow the colors of the EMSA logo?

Answer to question 4.1:

The logo will include the colours of the EMSA logo and additional colours from EMSA's colour pallet described in 'Annex A Appendix K EMSA Visual Identity'

- 4.2- Will this logo be used both in MAR-CIS 2 Application and CHD Application?

Answer to question 4.2:

The MAR-CIS logo will be only for MAR-CIS application. A different logo will be developed for CHD Application, to be developed by EMSA communication team.

- 4.3- Shall the layouts of the project include both the EMSA logo and this new project logo?

Answer to question 4.3:

Yes. The MAR-CIS logo will be a sub-branding of EMSA's logo. It will also include EMSA logo.

- 4.4. **Annex A, section 8.1.11 Application for mobile devices, MARCIS_REQ_11: "The application for mobile devices (smartphones and tablet PCs) should work on android, windows phone and IOS operating system".**

Which version of the Windows operating system shall be considered for application for tablet PCs (Windows 8.1 or Windows 10)?

Answer to question 4.4:

The MAR-CIS Application for mobile devices (smartphones and tablet PCs) to be delivered under module 1 shall work on android and IOS operating system. A version compatible with Windows may be requested as an enhancement under Module 2 – 'Further upgrades of applications', if so decided by EMSA during the Service Contract implementation phase.

Question 05 (01/10/2015 19h04):

To increase the quality of our proposal and, due to vacations to give time to finish the bid to all potential bidders, is EMSA open to extend the deadline for the receipt of tenders from 14/10/2015 (18:00 Lisbon time) one month?

Answer to question 05:

The European Maritime Safety Agency is not in a position to extend the deadline upon individual requests of tenderers. Such approach would impact on the timely execution of the Agency's planned activities and therefore affect its overall output.

Question 06 (05/10/2015 11h 04m):

Clarification 1:

1.2 Price grid for evaluating the offers, Cell M10 formula "=SUM(M12:M49)" and Tender Specifications, Point 12, Equation 2, p. 18/31 "Price for travelling costs and subsistence allowance + Sum(all requirements)"

Question:

The formula in cell M10 of the financial offer does not include the price for travelling cost and subsistence allowance (which is in cell M11), contrary to what is stated in point 12 of the Tender Specifications. Please consider sending a new version of the price grid.

Answer to clarification 1:

Yes, correct. A new version of the price template was already uploaded on EMSA website on 6/10/2015. The cell M10 formula should read "=SUM(M11:M49)" including the travelling costs and subsistence allowance for the participation to the kick-off and design review meeting.

Clarification 2:

Tender Specifications, Point 15 Award Criteria, Quality criterion 3 (40%), p. 25/31 3. "Quality of the proposal for Module 1 services" and "b. A detailed compliance matrix, per requirement..."

Question:

- a) Since criterion 3 refers to Module 1, which includes only the mandatory requirements, our understanding is that the compliance matrix should include only the mandatory requirements. Please confirm our understanding or clarify.
- b) Annex A includes specific codified requirements in sections 7, 8, 9, 10 and Appendix H, such as CHD_REQ_xx, MARCIS_REQ_xx, SSN_CHD_MARCIS_INT_REQ_xx. Can you please confirm that the compliance matrix should address the requirements in all these sections?
- c) Are any additional requirements required in the compliance matrix to the ones mentioned in question b?

Answer to clarification 2:

- a) For the purposes for the evaluation of the bids for Module 1 (quality criterion 3) as clarified in point 15.3.b the compliance matrix shall include only the mandatory requirements. However, it is highly desirable tenderers to include in the overall technical description of the proposed solution, the information (compliance matrix) on the way they plan to address the four "Desirable" requirements mentioned in Enclosure 2.
- b) Yes. The compliance matrix should address all Mandatory requirements marked as "M" in Annex A (in cells marked as "Nature"). The answers to be provided for the requirements listed in Chapter 7, 8 should ideally focus more on the analysis of the functionalities and answers in chapter 9, on the technical approach for implementing the functionalities.
- c) No additional requirements The compliance matrix should include the specific codified requirements in sections 7, 8, 9, 10 and Appendix H (Appendix H requirements detail the SSN_CHD_MARCIS_INT_REQ_24 in chapter 10 with respect to non-functional requirements of applications integrated into the SSNv3).

Clarification 3:

Tender Specifications, Point 11 Requirements as to the tender, p. 18/31:

"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 15.1 of these specifications Part E: setting out prices in accordance with point 12 of these specifications." and Tender Specifications, Point 15 Award Criteria, p. 25/31 "4 Price scenario for the bid evaluation (30%)" and Annex A, Section 11 Instructions for preparing the offer, p. 78/166, "c. The detailed breakdown, in terms of effort (person-days) and price, per expert profile for the execution of module 1. In this respect shall be followed the instructions here-after and the financial quotation shall respect the template included in the 'Enclosure 2 - Price grid for evaluating the offers (...)'".

Question:

- a) As the point 15.1 refers only to award criterion 1, our understanding is that the quotation on page 18 should read "under point 15 of the specifications". Please confirm.

b) Our understanding is that the price scenario (financial offer) is not to be included in Part D, even if it is mentioned in point 15 and Annex A Section 11 as part of the award criteria. Pricing is an independent part of the tender (Part E). Please confirm.

Answer to clarification 3:

a) Correct. For Part D, tenderers should include all information required for the appraisal of tenders on the basis of award criteria under point 15.1, 15.2 and 15.3 and 15.4.

b) Prices/financial offers should be indeed included in part E using the price grid template.

Clarification 4:

Tender Specifications, Point 15 Award Criteria, Quality criterion 2 (10%), p. 25/31, "a. A detailed description for the methodology to be used during the whole lifecycle of the contract [...]"

b. Description of the means, tools that the tenderer shall use to conduct the activities, including procedures and tools to be used for unit test during FAT, as well as the anticipated level of code coverage testing during these unit tests".

Question: Our understanding is that, with the exception of unit test during FAT (which depends heavily on the means and tools used) and anticipated level of code coverage, all other procedural and methodological details of our proposal are to be provided in point a. Please confirm.

Answer to clarification 4:

Yes. Methodology and procedures should be described under point a, Quality criterion 2.

Clarification 5:

Tender Specifications, Point 15 Award Criteria, Quality criterion 2 (10%), p. 25/31, "Provision of a proposal on the table of contents for the key documents (referring to the minimum requirements for deliverables and reports under point 4.1)" and Tender Specifications, Point 4 Project Planning, reports and deliverables, p. 11-15/31.

Question: Please clarify whether the key documents also include documents described in sections 4.2 (module 3) and 4.3 (other reports required).

Answer to clarification 5:

The tenderers should include in their bids, indicative templates only on the documents mentioned under point "4.1 Minimum requirements for deliverables/reports associated with Module 1 and 2".

Clarification 6:

Tender Specifications, Point 15 Award Criteria, Quality criterion 1 (20%), p. 25/31, "Quality of the team based on the proposed team organisation, professional merit and the description of the responsibilities of each member within the team and profiles of staff members" and Annex A, Section 11 Instructions for preparing the offer, p. 78/166, "b. The assigned team (names of team members, basic tasks assigned to each member for the provision of Module 1 services"

Question:

- a) Our understanding is that the information regarding the team members and their responsibilities will be evaluated under "Quality Criterion 1". Please confirm.
- b) Our understanding is that the professional merit of the team will be evaluated based on the CVs of the team. Please confirm.
- c) Is the information required in Quality Criterion 1 to be also included in the response to Quality Criterion 3, according to section 11 of Annex A?

Answer to clarification 6:

- a) As stated in the tender requirements, under quality criterion 1, shall be assessed the proposed team organisation considering the specific responsibilities/ role assigned to specific profiles to be proposed in the team.
- b) The professional merit of the team will be assessed on the basis of the collective expertise of the team and the coverage, collectively, of all the knowledge/ expertise domains required for executing the contract. The individual CVs of the team Members will be used for evaluating the tenderers compliance to the selection criteria (refer to the requirements under 14.5.a.iv).
- c) No. Quality criterion 3 concerns the quality of the tenderer's proposal for executing Module 1. The quality of the team will be evaluated under Quality Criterion 1.

Clarification 7:

Tender Specifications, Section 12 "Price", p. 19/31.

- "{...} a. Project Manager (PM)*
- b. Senior Analyst (PSA)*
- c. Web Designer Ergonomist (PERGO)*
- d. Senior Programmer (PSP)*
- e. Programmer (PP)*
- f. Application Engineer (PENG)*
- g. Web designer expert (PWEB)*
- h. Quality Assurance Officer (PQA)*
- i. Network & Security Expert (PNS) {...}"*

Question: Can you please provide a description of the Senior Programmer, Programmer, Application Engineer, Web Designer Expert, Quality Assurance Officer, and Network & Security Expert profiles?

Answer to clarification 7:

There are no minimum requirements specified by EMSA on these profiles (apart from the fact that the “title” of the profiles defined in the specifications already clearly indicates the anticipated scope of activities to be executed by expert to be proposed for each one of them). It is up to the bidders to elaborate further, within their tender, the responsibilities for each expert assuming a specific profile. The to-be- proposed team organisation, professional merit and the description of the responsibilities of each member within the team and profiles involved shall be evaluated during the evaluation stage (quality criterion 1).

Clarification 8:

Tender Specifications, Section 2.4 “Specific Requirements”, p. 7-10/31.

Question:

Can you please clarify who will be responsible (EMSA or the contractor) for installing/deploying and configuring the developed software on EMSA’s environments?

Answer to clarification 8:

EMSA staff will be responsible for installing/deploying and configuring the developed software on EMSA’s environments on the basis of the instructions to be provided by the contractor within the Installation and configuration manual (ICM – refer to Enclosure 1 - list of required deliverables in the section 4.1.f).

Clarification 9:

Tender Specifications, Point 15 Award Criteria, Quality criterion 3 (40%), p. 25/31, “e. Indicative wire frames and/or mock-ups as per Chapter 11 of Annex A, point i. and ii.” and Annex A, Section 9.1.3.3 Presentation layer - Web console accessible via MAP section, p. 45/166.

Question: According to “MARCIS_REQ_10” the design and layout of the MAR-CIS 2 web portal shall include EMSA’s visual identity, and the EMSA communication team will provide guidance and will develop a logo for the project. The interfaces should have the same MAR-CIS look. However, in “9.1.3.3 Presentation layer - Web console accessible via MAP section” and “SSN_CHD_MARCIS_INT_REQ_2 ”, it is mentioned that the Business Services should be accessible through a web interface inside the single Maritime Application Portal (MAP) of EMSA and thus comply with the MAP design approach. The applications in MAP have no individual logo, while their look should follow the MAP Graphical Interface Design Document (GIDD). As those two points contradict each other, can you please clarify whether there will be 2 distinct web interfaces, one for an application inside MAP and another outside of MAP?

Answer to clarification 9:

There is no “contradiction” in the EMSA specification. MAP application provides merely a single entry point for web users of all the EMSA critical maritime applications. Once users “leave” the private home page of the user, within, MAP, they access the application-dependent web pages of each individual EMSA application.

Only the EMSA logo is present on the MAP welcome and user private home page screens. In the current production release of MAP, the EMSA logo is already amended to be aligned with the logo included in the adopted visual identity of the Agency (refer to Appendix K).

The application portlets, such as those of MAR-CIS, designed for specific applications may include additional “project-specific” graphical elements, such as the logo foreseen in *MARCIS_REQ_10*.

The design of the application-dependent port lets should ideally conform with the MAP design approach (in this respect please refer also to the answer to clarification 10).

Clarification 10:

Appendix J to ANNEX A, Part B – MAP Graphical Interface Design Document, Section 4.1.1.1, p. 24/49. And Annex A, Appendix K - EMSA Visual Identity, p11-22/37.

Question: The EMSA logo proposed in MAP GIDD (Appendix J.Part B to Annex A_MAP GIDD) does not comply with the one provided in EMSA’s visual identity. Could you please clarify which one should be used?

Answer to clarification 10:

The MAP project was chronologically implemented before the adoption of the visual identity policy of EMSA (refer to the Appendix K). As clearly indicated in the *SSN_CHD_MARCIS_INT_REQ_2*:

QUOTE

*The presentation layer (web interfaces) design will be Liferay v6.2 compliant (refer for more details in *SSN_CHD_MARCIS_INT_REQ_19*) and shall be based on Liferay 6.2 compliant portlets providing the “look and feel” of the MAP portlets. MAP design specification is provided in Appendix J. EMSA visual identity guidelines (refer to Appendix K) should be followed. In the event of conflicts (e.g. fonts, stylesheets) among MAP design specifications and EMSA visual identity guidelines, a question should be submitted to EMSA during the design phase, asking for a decisions on the way conflict is to be resolved. The implementation will be based on the guidance to be provided by EMSA on the conflict resolution.*

UNQUOTE

As a general rule (for all questions concerning the design of the web consoles) the EMSA guidelines concerning visual identity (as per appendix K) prevail.

Clarification 11:

Appendix J to ANNEX A, Part B – MAP Graphical Interface Design Document, Section 4.1.1.1, p. 24/49 and <https://portal.emsa.europa.eu>

Question: In the live welcome page of MAP the top and bottom bars look different than what is proposed in MAP GIDD (different background & logo for top bar, and different text format 'colour and font-weight' for footer link). Could you please clarify which approach should be followed?

Answer to clarification 11:

The approach to be followed is the one in accordance with the "live welcome page" – see <https://portal.emsa.europa.eu/login.html>.

Clarification 12:

Appendix J to ANNEX A, Part B – MAP Graphical Interface Design Document, Section 4.3.3.2, p. 34/49.

Question: In the document containing the MAP style-guide, there is an inconsistency regarding the top menu element. The text indicates that the colour of menu icons should be white (#ffffff) but in the accompanying picture the icons are black. Similarly, the menu text font seems to be of regular weight instead of bold. Could you please clarify which approach should be followed in the aforementioned cases?

Answer to clarification 12:

The menu icons in the top menu should be white – see example in <https://portal.emsa.europa.eu/login.html>

Clarification 13:

Tender Specifications, Section 14.5. Technical and professional capacity – Selection criteria, p. 24: "The last four major contracts performed during the past three years ..."

Question:

- a) Can we describe more than four reference contracts?
- b) Should the requirements (Experience in systems similar to those specified in Annex A, trans-European projects concerning the implementation of EU regulations, projects involving different countries for the production of specifications etc., and mission-critical trans-national systems) be satisfied by every reference contract?

Answer to clarification 13:

Concerning the first bullet point the answer is "yes", tenderers may include additional reference projects in their response.

Concerning the second question bidders should note that the tenderer experience concerning each of the points 14.5.b, 14.5.c, 14.5.d should be proven by providing descriptions of the last four relevant major contracts performed during the past three years. A project to be quoted may of course satisfy more than one category of projects as defined in the points 14.5.b, 14.5.c, 14.5.d.

Clarification 14:

Annex C (Work procedures for Project Delivery), Acceptance procedure, p. 6/9: "{...} Appropriate access to TeamForge will be established for the contractor. {...}" and Annex D (Working Procedures and Service Levels for Helpdesk and corrective Maintenance), Procedures for issue analysis and resolution, p. 4/5: "• TeamForge artifact number as well as the EMSA ticketing tool reference (NUMARA) if this reference was previously recorded in the TeamForge artifact by the reporting officer that opened the artifact." and

Annex E – Appendix F (Problem Management): "The Problem Ticket analysis is then carried out by the MAT and/or ICT Operational Support. The EMSA responsible officer (MAT and/or ICT) will conduct an investigation in order to identify the root cause of the problem and to propose an interim (workaround) or a permanent solution. Support from software developers might be requested at this stage."

Question:

- a) We understand that EMSA has selected TeamForge as the application lifecycle management system and NUMARA as the ticketing tool for use in this contract. Will appropriate access to NUMARA be established for the Tenderer in the same way as to TeamForge?
- b) We understand that EMSA has defined the procedures for issue analysis and resolution in Annex D, which states that communication takes place via emails and TeamForge. If the response to question a) is negative, is it necessary for the Tenderer to utilise a distinct ticketing system for tracking incidents/issues/problems in the context of this contract?

Answer to clarification 14:

EMSA and the to- be-selected contractor for the project shall use TeamForge for exchanging information on issues reported by EMSA for contractor analysis and resolution. The contractor should similarly use TeamForge for his feedback on issues reported. NUMARA is internally used in EMSA as a ticketing tool. The contractor shall not be granted access to NUMARA. It is up to the tenderers to utilise, based on their internal procedures, their own ticketing tools. Communication between EMSA/ Contractor shall be solely based on TeamForge and e-mail.

Question 07 (07/10/2015 12h00):

Regarding the call for tenders EMSA/OP/24/2015 we have the following questions:

Question 07.1

Annex A, section 3.6 Access:

- a) The mentioned "public site" will be only available for guest users?
- b) Do you confirm that it will never display links for MARCIS2 information datasheets?
- c) Will this "public site" use the layout of the MARCIS Web Console (regarding the limitations of the guest users role) or should it use a different layout

Answer to Question 07.1:

- a) Yes, "public site" will be only available for guest users (those assigned the profile CHD GUEST, refer to table 2, page 55 of Annex A)
- b) Yes, the public site will not display the MAR-CIS information datasheets.
- c) No. it should use the layout of the CHD Web Console which shall be accessible via the EMSA single Maritime Application Portal (MAP). Refer to the section 7.1.8 CHD_REQ_9.

Question 07.2

Annex A, section 9.4 Data update operations, requirement SSN_CHD_MARCIS_INT_REQ_8: "The MAR-CIS 2 administrator may search and retrieve at any time, via the CHD content management console, any version of those that are mentioned above. However he/she may introduce updates only in the "working" version of an item."

Can you please confirm that the mentioned "CHD content management console" should be read as "MARCIS content management console"?

Answer to Question 07.2:

It is confirmed. Text should read "MAR-CIS 2 content management console".

Question 07.3

Annex A, section 9.11 web consoles design, requirement SSN_CHD_MARCIS_INT_REQ_19: "The structure of the "CHD/ MAR-CIS data consultation" portlet or the "MARCIS data consultation" portlets caters for the following:

- a. A "contextual search" frame (subject to the implementation of the desirable requirement SSN_CHD_MARCIS_INT_REQ_18 above).
- b. A "Criteria-based" search frame ("expanded" in default) which shall enable the execution of searches:
 - i. In line with requirements MARCIS_REQ_4, MARCIS_REQ_10 for the "MARCIS data consultation" portlet.
 - ii. In line with section 3.3 CHD_REQ_7 and CHD_REQ_9 for the "CHD/ MAR-CIS data consultation" portlet."

Can you please confirm that the data consultation screen must display both search frames (contextual search and criteria-based search) simultaneously?

Answer to Question 07.3:

If EMSA would decide to implement the desirable requirement SSN_CHD_MARCIS_INT_REQ_18, it would have to determine whether the contextual help and "criteria-based" search would be placed on the same panel or not. The overall approach shall be agreed between EMSA and contractor during the design phase of the project, taking into account the proposal that will be made by the contractor. Such a proposal has to be formulated in a way that maximizes usability and ergonomics of the web console.

Question 07.4

Annex A, section 11 Instructions for preparing the offer, paragraph 2: "Wireframes or mock-ups of the web console portlet for CHD and MAR-CIS and mock-ups of the data consultation portlets taking into consideration the MAP design approach (refer to the requirements SSN_CHD_MARCIS_INT_REQ_19 points 2,3,4,5)."

Can you please confirm for which screens of the web console shall we deliver wireframes or mockups? (For welcome page and the data consultation screen?)

Answer to Question 07.4:

Refer to the chapter 11 page 78, bullet points i and ii of Annex A.

Question 07.5

Annex A, section 11 Instructions for preparing the offer, Table 3 – Instructions FOR FILLING THE PRICE GRID: "A distinct quotation shall be provided for the requirement marked as "Desired" requirements to be used as evaluation scenario of the bids, see point 14.4 b (PSCENARIO)."

Do you confirm that this refers to 15.4 b and not to 14.4 b?

Answer to Question 07.5:

Yes it should refer to point 15.4 b.

Question 07.6

Annex A, section 11 Instructions for preparing the offer, Table 3 – Instructions FOR FILLING THE PRICE GRID, line "CHD_REQ_[7,9] [Consult CHD]", point 6: "6.Effort/ costs associated with business services design (those used by the web-based presentation layer of CHD (as per sections 9.1.2.2.) and the Web console design effort/costs as per the additional clarifications given in SSN_CHD_MARCIS_INT_REQ_19 for functionalities accessed by CSD web users."

Can you please confirm that we should consider CHD web users (instead of CSD web users)?

Answer to Question 07.6:

Yes. You should consider CHD web users.

Question 07.7

Annex A

Considering "Figure 8 - MAR-CIS 2 and CHD applications" we assume that MARCIS2 and CHD users accounts administration will be done through CMC and only guest users register on the application itself.

Based on that can you confirm our understanding that the "Account administration portlets" that will be displayed for account administrators only through the web consoles (as mentioned in the point 5c of the requirement SSN_CHD_MARCIS_INT_REQ_19) will only provide access to the administration of CHD guest users?

Answer to Question 07.7:

The account administration of all types of users will be done via the CMC. Therefore the url of the account administration portlet (mentioned in point 5.c of SSN_CHD_MARCIS_INT_REQ_19) will be a url that enables account administrators to access the CMC application for configuring users accounts.

Question 08 (07/10/2015 17h04):

Regarding the call for tenders EMSA/OP/24/2015 we have the following question:

Question 08.1

Annex A, section 9.11 web consoles design, requirement SSN_CHD_MARCIS_INT_REQ_19, point 7c 1: "In the case of "CHD/ MAR-CIS data consultation" the attributes 1 to 6, and 13 of table mentioned in CHD_REQ_1.

Note that the button to the MAR-CIS datasheet (attribute 13 as per table mentioned in CHD_REQ_1) is (are) only presented if the value of attribute 14 is TRUE and the reference key(s) MarcisID(s) has been recorded in the CHD schema.

Further note that when the user will click on the button for a MAR-CIS 2 datasheet, the user will be re-directed to the portlet displaying the corresponding MAR-CIS 2 datasheet."

Considering our analysis to the table provided in the Appendix A we ask you to please confirm: should the mentioned attribute 13 be read as 14?

Can you please confirm which information must be displayed in the search results of the CHD?

Answer to Question 08.1:

Annex A, section 9.11 web consoles design, requirement SSN_CHD_MARCIS_INT_REQ_19, point 7c 1 should read as follows:

“In the case of “CHD/ MAR-CIS data consultation” the attributes 1 to 6, and 14 of table mentioned in CHD_REQ_1.

Note that the button to the MAR-CIS datasheet (attribute 14 as per table mentioned in CHD_REQ_1) is (are) only presented if the value of attribute 14 is TRUE and the reference key(s) MarcisID(s) has been recorded in the CHD schema.

Further note that when the user will click on the button for a MAR-CIS 2 datasheet, the user will be re-directed to the portlet displaying the corresponding MAR-CIS 2 datasheet.

Likewise, any reference to attribute 13, in section 7.1.6 ‘Consult CHD in MAP’ should read as “attribute 14”.

Question 08.2

Annex A, section 9.11 web consoles design, requirement SSN_CHD_MARCIS_INT_REQ_19, point 7c 3: “By double clicking on any of the attributes in a line presenting a datasheet in the results, the user will be re-directed to the portlet displaying the corresponding MAR-CIS 2 information.”

Is it correct to assume that the described behaviour only applies to MARCIS2 web console?

Answer to Question 08..2:

Your assumption is correct. Point 3 clarifies further the workflow expected after the presentation of search results in the “display search results frame” of MARCIS web console.

Question 09 (07/10/2015 17h30):

Referring to the invitation to tender in subject “EMSA/OP/24/2015 – Provision of ICT services for the design, development, upgrade, helpdesk and corrective maintenance to the central Hazmat database (CHD) application and the MARine chemical information sheets (MAR-CIS 2) application”, published in the Official Journal 2015/S 159-291565, we would like to request clarifications for the following aspect:

- In section “14.5 Technical and professional capacity – Selection criteria” is referred that is requested a minimum of two consultants per profile.
- It’s our understanding that we can have more experienced elements in our team that can be able to assume more than one profile, despite only performing one of the roles at a given time.

Is it possible to provide the same CV for more than one of the requested profiles?

Answer to Question 9:

Tenderers should note that the timeframe for Module 1 software development is very tight (refer to article 5 in Enclosure 1). This imposes requirements on the structure of the team (tasks requiring similar skills to be conducted in parallel in a very short timeframe). Consequently it is unacceptable to provide the same CV for more than one of the required profiles except, as stated in the Tender Specifications, for web designer ergonomist where a minimum of 1 CV is required, provided that it will demonstrate experience in designing mobile applications.

Requests for additional information regarding this tender should be sent by e-mail to the following address: **OPEN242015@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 14.10.2015, 18h00 (Lisbon time).