

Enclosure 1 - Tender specifications

Attached to the 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)

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Summary

Contracting authority	The European Maritime Safety Agency						
Purpose	The objective is to establish a two year service contract with regard to the provision of ICT services for the: 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)						
Type of tasks	<table border="1"> <tr> <td>Module 1</td><td>Implementation of the CHD and MAR-CIS 2 in accordance with section 2.4.1 of the tender specifications and the specifications in '<i>Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) & MARine Chemical Information Sheets Application (MAR-CIS 2)</i>'.</td></tr> <tr> <td>Module 2</td><td>Provision of further application upgrades (during a whole period of the contract) covering changes in the service requirements of the two applications in accordance with the requirements in section 2.4.2 of the tender specifications.</td></tr> <tr> <td>Module 3</td><td>Provision of helpdesk and corrective maintenance services regarding CHD and MAR-CIS 2 (in accordance with the requirements in section 2.4.3 of the tender specifications and the SLA in '<i>Annex D – Working procedures and Service Levels for Helpdesk and corrective maintenance</i>') covering the period from the launch of the applications in production until the end of the contract.</td></tr> </table>	Module 1	Implementation of the CHD and MAR-CIS 2 in accordance with section 2.4.1 of the tender specifications and the specifications in ' <i>Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) & MARine Chemical Information Sheets Application (MAR-CIS 2)</i> '.	Module 2	Provision of further application upgrades (during a whole period of the contract) covering changes in the service requirements of the two applications in accordance with the requirements in section 2.4.2 of the tender specifications.	Module 3	Provision of helpdesk and corrective maintenance services regarding CHD and MAR-CIS 2 (in accordance with the requirements in section 2.4.3 of the tender specifications and the SLA in ' <i>Annex D – Working procedures and Service Levels for Helpdesk and corrective maintenance</i> ') covering the period from the launch of the applications in production until the end of the contract.
Module 1	Implementation of the CHD and MAR-CIS 2 in accordance with section 2.4.1 of the tender specifications and the specifications in ' <i>Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) & MARine Chemical Information Sheets Application (MAR-CIS 2)</i> '.						
Module 2	Provision of further application upgrades (during a whole period of the contract) covering changes in the service requirements of the two applications in accordance with the requirements in section 2.4.2 of the tender specifications.						
Module 3	Provision of helpdesk and corrective maintenance services regarding CHD and MAR-CIS 2 (in accordance with the requirements in section 2.4.3 of the tender specifications and the SLA in ' <i>Annex D – Working procedures and Service Levels for Helpdesk and corrective maintenance</i> ') covering the period from the launch of the applications in production until the end of the contract.						
Budget	The maximum budget for the Service Contract over 2 years is EUR 400,000.						
Type of Contract	The Service Contract is expected to be signed during December 2015.						
Duration of contract	Two years.						
Places of delivery	The place of performance of the tasks shall be at the contractor premises, except for the kick-off and design review meetings, which will take place at EMSA premises, Praça Europa, nº 4, 1249-206 Lisbon, Portugal.						
Particulars of delivery	Services provided by the contractor at EMSA premises or any contact/meetings with EMSA will be carried out during normal EMSA working days/hours. The necessity to deliver services outside the normal working days/hours may occur for Module 3.						
Variants	Not permitted.						
Joint offers	Permitted.						
Subcontracting	<p>Subcontracting is permitted for those subcontractors proposed in the offer of the tenderer. Apart from that, subcontracting will only be permitted with the prior specific written authorisation of EMSA.</p> <p>Tenderers should note that the successful tenderer (and the successful tenderer's subcontractors) to be awarded this contract will not be taken into consideration for any future tender concerning testing services on software deliveries associated with this procurement, since they will be considered to be in a conflict of interest for those future tenders.</p>						

1 Introduction

The European Maritime Safety Agency (EMSA) was established under Regulation 1406/2002/EC (as amended) for the purpose of ensuring, amongst other tasks, a high, uniform and effective level of maritime safety, pollution prevention and efficiency of maritime traffic.

The SSN users have agreed on the development and maintenance of a central reference database for dangerous and polluting goods (Hazmat) information that have to be notified and exchanged in accordance with the VTMS Directive and the RFD. This database is referred to in this document as the “Central HAZMAT Database (CHD)”.

Regarding Hazardous Materials, EMSA has also already implemented MAR-CIS 1 (MARine Chemical Information sheets), a pc desktop-based application. It gathers specific information on chemical substances for emergency response to chemical spills.

The information included in the MAR-CIS datasheets can be understood as an “extension” of the information to be provided in the CHD dataset for a number of chemical substances. The CHD and MAR-CIS applications should be therefore developed as two separate applications but sharing a unique database.

2 Objective, scope and description of the contract

2.1 Overall objective

The overall objective of this open procedure is to conclude a two year Service Contract with regard to the provision of ICT services for the design, development, upgrade, helpdesk and corrective maintenance to the CHD and the MAR-CIS 2 application.

2.2 Specific objectives and scope

The ICT services to be contracted in the framework of this procurement procedure concern the two applications: the CHD and the MAR-CIS 2.

2.2.1 In terms of CHD

The first objective of the contract is to design and implement a first version of the CHD application and to make it available:

- To SSN users & general public via the single Maritime Application Portal (MAP) of EMSA;
- To SSN users via a system-to-system interface.

The implementation shall incorporate utilities enabling the manual change of specific Hazmat items in the database or the automatic uploading from standard templates, in conformance with changes/amendments of the relevant legislation, including IMO codes and conventions.

2.2.2 In terms of MAR-CIS 2

The second objective of the contract is to replace the current MAR-CIS 1 by designing/ implementing a new version of the application (MAR-CIS 2) which shall be made available:

- To MAR-CIS 2 users via a dedicated interface integrated in the single Maritime Application Portal (MAP) of EMSA;
- To CHD SSN users via the single Maritime Application Portal (MAP) of EMSA;
- To MAR-CIS 2 users via an application running on mobile devices.

The aim is to broaden the current user group of MAR-CIS 1. In this respect, as aforementioned, apart from making MAR-CIS 2 available via web portal and mobile application, the MAR-CIS 2 information will be made available to SSN CHD users via the CHD web application. CHD public (guest) users shall not access MAR-CIS 2. The existing MAR-CIS 1 information stored in the database will be slightly modified upon integration in EMSA's maritime application environment. The information content will be regularly updated by EMSA. The implementation of this service shall incorporate utilities enabling the manual change of the information stored in the database or by importing information from excel files. Modification to the information content of the database shall be carried out by authorised EMSA administrators of the database.

2.3 Modules

This Service Contract covers activities for design, development, upgrading, helpdesk and corrective maintenance subdivided in three modules:

Module 1	Implementation of the CHD and MAR-CIS 2 in accordance with section 2.4.1 of the tender specifications and the specifications in ' <i>Annex A - Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) & MARine Chemical Information Sheets Application (MAR-CIS 2)</i> '.
Module 2	Provision of further application upgrades (during a whole period of the contract) covering changes in the service requirements of the two applications in accordance with the requirements in section 2.4.2 of the tender specifications.
Module 3	Provision of helpdesk and corrective maintenance services regarding CHD and MAR-CIS 2 (in accordance with the requirements in section 2.4.3 of the tender specifications and the SLA in ' <i>Annex D – Working procedures and Service Levels for Helpdesk and corrective maintenance</i> ') covering the period from the launch of the applications in production until the end of the contract.

For the purpose of this procurement procedure refer to the definitions of "*Helpdesk*", "*Incident management and corrective maintenance*", "*System upgrades*" and "*Training*" in the glossary at the end of this document.

2.4 Specific requirements

2.4.1 Requirements Module 1 – Software implementation

The required background information and technical requirements for the design and implementation of the CHD and MAR-CIS 2 development and upgrade are detailed in Annex A. Module 1 shall only refer to **the mandatory requirements marked as “M”** in Annex A.

Regarding this module, the contractor will undertake the following activities:

- a. Analysis/ Design of the CHD/ MAR-CIS 2 applications addressing the mandatory requirements marked as “M” in Annex A;
- b. Programming;
- c. Development/Coding;
- d. Factory acceptance tests;
- e. Provision of design documentation, test plans, installation and configuration instructions and user manuals.
- f. Training for application administrators at EMSA:
 - i. Prepare training material (training plan, presentations, documents, etc.);
 - ii. Execute the training services, collect and report feedback from the trainees;
 - iii. Provide remote coaching.

These tasks will be performed respecting the procedures in ‘*Annex E – EMSA ITIL Procedures related with service transition and service operation*’ and project delivery in ‘*Annex C - Work Procedures for Project Delivery*’.

Two payments are foreseen for services delivered under module 1. An interim payment (30% of the total value of module 1) which will be performed within 60 days from the delivery to EMSA of the software and the FAT report (refer to the indicative timetable in Point 5) as well as a balance payment. Referring to the indicative timetable in Point 5, the balance payment shall be executed within 60 days following the software acceptance by EMSA and the GO LIVE of CHD and MARCIS 2 application in production.

Tenderers should take into account when preparing their offer that they should foresee in their price offer for Module 1, the costs associated to the participation of two meetings in Lisbon (kick-off meeting and design review). In the kick-off meeting, only the project manager appointed by the contractor is required, and in the design review the project manager and the senior analyst are required. Tenderers should also note that EMSA may request frequent teleconferences (at least one per month) for monitoring the project's progress.

2.4.2 Requirements Module 2 – Further upgrades (refinement of existing requirements or implementation of new requirements) of the applications.

Following the GO live CHD and MAR-CIS 2 delivery of the initial CHD/MAR-CIS 2 applications, the contractor within this type of service might be requested to implement upgrades or further enhancements to the

applications developed under Module 1. The upgrades may include changes required for the on-going integration of EMSA applications within the SSN Ecosystem (refer to the '*Annex F – SSN Ecosystem – guiding principles for system architecture*'), e.g. further integration with new component systems within the CMC as well as user's feedback following the launch of the software to be delivered under Module 1. The contractor might be requested to carry out further developments of the applications in accordance with the **"Desired" requirements identified in Annex A.**

Actual requests for upgrades or further developments will be placed at any time through request for changes registered in the application lifecycle management system of EMSA (TeamForge) and confirmed via e-mail. A fixed scope of work, price and delivery time shall be agreed for each request. The prices shall be calculated on the basis of the number of person-days per expert profile (see Point 12); that shall be agreed to be consumed for executing the change.

These tasks will be performed respecting the procedures in '*Annex E – EMSA ITIL Procedures related with service transition and service operation*' and project delivery in '*Annex C - Work Procedures for Project Delivery*'.

The change requests may be related to services such as:

- a. Make design proposals for addressing new requirements or changes in user/ functional, non-functional/ technical requirements for CHD and/ or MARCIS applications;
- b. Programming;
- c. Prototyping;
- d. Development/Coding;
- e. Factory acceptance tests;
- f. Updates of the system documentation to incorporate changes made in software components/features.

Note that travelling is not foreseen for Module 2. EMSA may request frequent teleconferences (at least one per month) for monitoring the project's progress.

Several payments could be executed for software to be delivered under Module 2, each payment corresponding to the agreed value to be paid for software services against a specific service request. Each payment shall be executed within 60 days from the acceptance of a software service to be delivered against a specific change request.

2.4.3 Requirements Module 3 – Corrective maintenance including 24/7 helpdesk for application incident management

Following the GO Live date of CHD and MAR-CIS 2 applications under Module 1, the contractor will carry out, until the end of the contract, the following tasks under Module 3:

- a. Receive notifications from the EMSA applications support team or the Maritime Support Services (MSS) on service failures and analyse/ resolve reported incidents respecting agreed service levels;
- b. Provide 24/7 remote second line helpdesk according to the Service levels set in '*Annex D - Work Procedures and Service Levels for Helpdesk and Corrective Maintenance Services*';
- c. Analyse the incidents causing unforeseen service interruption and in the event that the reported issue is not associated with a mal-function in the CHD/ MAR-CIS application software provide feedback to orient the required interventions for repair or maintenance by EMSA or by its contractors;
- d. Incorporate minor changes to the application code to correct blocking errors or address urgent requests from Member States affecting business logic of the affected applications;
- e. Support the back-up and recovery in case of failure;
- f. Propose deployment options (within the limits of the design of the application in production) to avoid performance bottle-necks and to improve performance;
- g. Propose deployment options (within the limits of the design of the application in production) to address changes in the back-up needs for production environments;
- h. Implement changes in the applications necessary for implementing monitoring processes.

These tasks will be performed in line with the incident management procedure of EMSA (refer to the '*Annex E – EMSA ITIL Procedures related with service transition and service operation*' Appendices E and F) respecting the SLA in the '*Annex D - Work Procedures and Service Levels for Helpdesk and Corrective Maintenance Services*'.

Corrective maintenance activities, as above defined in points a. to h., cover all the modules of software to be delivered under the contract (those initially delivered by module 1 and those that subsequently shall be added under module 2).

Note that travelling is not foreseen for Module 3. EMSA may request frequent teleconferences (at least one per month) for monitoring the project's progress.

The payment for module 3 services shall be executed in several proportional instalments every six months following the GO Live date of CHD and MAR-CIS 2 applications of the Module 1 Services. As foreseen in Point 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 to EMSA, an invoice for the proportional part of the module 3 services price indicating the reference number of the Contract. Conditioned to the acceptance of Services already delivered under Module 3, EMSA shall have 60 Days from receipt to approve or reject the second quarterly report of each semester and to pay to the Contractor the proportional part of the Module 3 Services. The Contractor

shall have 20 Days in which to submit additional information or corrections, a new quarterly report or other documents if it is required by EMSA.

2.5 General Conditions for the Provision of Services

Language

The working language of EMSA is English. The English language shall be used throughout the duration of any activities associated with this Service Contract for all communication, reports and other documentation.

Used products and infrastructure

The technologies and tools to be used for the provision of services and products are listed in Appendix 1 to Annex II of the contract – “ICT Architecture – System and Application Technical Landscape”. The personnel providing the service will use only the standard software packages utilised by the Agency, and no other software may be installed or used without the prior written authorisation of EMSA.

Third party licences for products used in the software implementation

The offers for service and associated specific contracts should, unless explicitly agreed otherwise, cover the costs of any licence or product required to perform the service.

Place of performance and access to EMSA environments

The place of performance of the tasks shall be the contractor premises. VPN access could be provided to EMSA infrastructure and the test environments, on the basis of the signature of conditions of use regarding security.

Work time

Except for the Module 3 on helpdesk and corrective maintenance, services provided by the contractor at EMSA premises or any contact/meetings with EMSA shall be carried out within the normal working hours/days of EMSA (a calendar will be provided to the contractor when available, usually three months before the end of the previous year). Office hours are from 8.30 a.m. to 6 p.m. on normal working days. Under exceptional circumstances and with the previous agreement of both EMSA and the contractor, work might be performed outside of normal working hours/days.

Tests and audits

As a European body, EMSA itself or its contractors might perform any kind of test or audit on the services provided by the contractor awarded the service contract following this tender procedure. Checks and audits could in particular be performed in accordance with article I.15 of the General Conditions to the draft Service Contract.

Project team

EMSA reserves the right to evaluate any change or new nomination of members to the contractor's project team. CVs and appropriate documentation of each person foreseen to take up duties shall be

presented to EMSA for approval at least 15 days before the schedule start date of involvement of taking up duties.

2.6 Description of the contract system

Please refer to the draft Service Contract in Enclosure 3 attached to the Invitation to tender for contractual conditions.

3 Contract management responsible body

The European Maritime Safety Agency – Unit C.3, Information Services Technical Management will be responsible for managing the contract.

4 Project Planning, reports and deliverables

The minimum reports and deliverables listed in this section apply per type of service and should be considered as part of the “technical report” required for any interim and balance payments.

4.1 Minimum requirements for deliverables/ reports associated with Module 1 and 2:

- a. Provision of the services required respecting the requirements, procedures and service levels;
 - b. SRS (functional Software Requirements Specification). Indicative content:
 - 1. Requirements specification,
 - 2. Business process diagrams,
 - 3. Analysis of interactions with other systems,
 - 4. Analysis of interactions with users,
 - 5. Conceptual data model and data dictionary,
 - 6. Traceability with the requirements.
 - c. SDS (System Design Specification);
 - 1. SDS will normally include volumes for:
 - i. SDD (Software Design Document),
 - ii. GIDD (Graphical Interface Design Document),
 - iii. SDDb (System Database Design Document),
 - iv. SIG (System Interface Guide) (comprising volumes for each system interface made available),
 - v. SSG (System Security Guidelines).
- The content of SDS shall cover:
- i. Conceptual and physical system architecture,

- ii. Use case description and business rules,
- iii. Wireframes, mock-ups of user interfaces,
- iv. Software design and layering,
- v. Modules and components,
- vi. Object models and interactions between objects,
- vii. Process, workflows and algorithms design and documentation,
- viii. Internal interfaces definitions,
- ix. Traceability matrix between components and business processes and use cases,
- x. Database definition, data model,
- xi. In particular the SIG of the SDS should include the applicable specifications for an interface with an external system and/ or an interface between systems integrated into the SSN Ecosystem. That is, SIG shall comprise one or more documents defining the system external interfaces, which should include all details for external systems to interact with the module (s) to be upgraded or created under this contract.

d. STP (System Test Plan)

The STP should be segregated in several docs/ booklets to distinguish very clearly the test cases concerning each distinct software component or service under testing. Tests that are related with external systems interfaced with a system included in the SSN Ecosystem should be segregated into “commissioning” test plans. These shall be provided by EMSA to the operators of external systems for executing tests on the interface between the external system and the system integrated into the SSN Ecosystem.

Tenderers should note that in terms of the testing documentation referenced in the ISVVT procedure of EMSA (refer to Appendix C of ‘*Annex E - EMSA ITIL Procedures related with service transition and service operation*’) the STP shall include, at minimum, the information understood as “Test Cases Specification (Standard IEEE 829-1998)”.

e. UM (User Manual);

f. ICM (Installation & Configuration Manual);

- i. Installation and configuration and clustering manual, data migration procedures and data migration strategy,
- ii. Infrastructure dimensioning requirements,
- iii. Data migration strategy,
- iv. Release notes,
- v. Operation and maintenance manual, including all necessary information to monitor the system.

g. Release “Master” test plan

The Release “Master” test plan constitutes the guideline by which the application will be tested during the site acceptance cycles envisaged in the contract, defining the acceptance criteria and the tests to be executed in each one of the SAT runs. In general the Test Plan makes reference to functional and non-functional tests under the following categories:

- Smoke tests: to check out if the main function of an application work properly, but not going into great details. They are put in place before the exhaustive testing activities or after the deployment on a different environment. EMSA may propose to contractor “smoke” tests for inclusion in the plan.
- Functional tests: to check out the functional behaviour of the application, including regression, in respect to specific function/feature.
- Non-Functional test: security, integration, load, stress, soak, and Business Continuity Facility (BCF) compliance. Load, stress and soak test descriptions must define all test scenarios to be executed, goals to be achieved, tools to be used and resources to be monitored.
- Acceptance (Business Validation) test: to validate that the business requirements are fulfilled by the new release. The ‘Acceptance’ formally acknowledges that the release has met the requirements once the release is deployed into the production environment. The ‘Acceptance Criteria’ should be agreed with EMSA (EMSA may propose the relevant tests) and include at least a prioritized list of defined and measurable attributes, which are application-related, that must be satisfied to achieve the final acceptance.

Tenderers should note that in terms of the testing documentation referenced in the ISVVT procedure of EMSA (refer to ‘*Annex E – EMSA ITIL Procedures related with service transition and service operation/ Appendix C – Service Verification, Validation and Testing*’) the Release “Master” test plan shall include, at minimum, the information understood as “Test Plan (Standard IEEE 829-1998).

- h. FAT reports;
- i. Feedback to SAT reports, Analysis/ Comments on SAT reports drawn by EMSA or parties contracted by EMSA to execute SAT. Such feedback will be usually recorded in TeamForge (on the usage of TeamForge, refer to ‘Annex C - Work Procedures for Project Delivery’ and ‘Annex E – EMSA ITIL Procedures related with service transition and service operation/ Appendix C – Service Verification, Validation and Testing’);
- j. Automation scripts used to execute FAT of the software delivered.
- k. For a typical delivery (at the end of the development phase or following the SAT runs when it is delivered an updated patch release) the contractor must deliver:
 - i. Source code in a versioning structure for the specific components developed for EMSA (respecting the procedure in ‘*Annex E - EMSA ITIL Procedures related with service transition and service operation*’).
 - ii. Binaries for all the COTS and libraries used in the system.
 - iii. Scripts/artifacts/instructions on how to build the code.
 - iv. A list of deprecated components.
 - v. An update of the ICM document specifying the version of the software configuration items being delivered including references to COTS and software libraries included in the delivery. The document should also include the Release note describing changes as well as reference to the tests made attaching any relevant SPRs (software problem report).

- vi. Applicable scripts to perform the installation: database scripts, configuration and deployment scripts, data migration scripts from the current version to the next one.
- vii. Installation manual/instructions including information on software components whose installation could be automated by utilising tools like e.g. Redhat Package Manager (RPM).
- viii. To facilitate the installation of software delivered, contractors must comply with the following requirement as far as deployables on the weblogic servers are concerned:
 - 1. Weblogic Configurations (e.g. datasources, foreigner JNDI providers, JMS queues) and deployments (e.g. war, ear) must be automated using Weblogic Scripting Tool (WLST) or Ant with WLST tags.
 - 2. All needed configurations must be centralised on a property file defined per environment (test/training/pre-prod/production).
 - 3. The source code versioning structure must follow the existing structure as used in EMSA (e.g. for enhancements/upgrades to the existing components). For new components, the contractor shall propose a versioning structure to be agreed with EMSA.

Tenderers should note that a request for payment for services should be always accompanied with proofs that the design documentation in points (b) to (i) and software (under points j, k) have been made.

4.2 Minimum deliverables/ reports associated with Module 3:

- a. Provision of the services required respecting the requirements, procedures and service levels.
- b. Inclusion of the results of analysis of each incident in TeamForge (the tool used by the Agency for Application Lifecycle Management).
- c. Quarterly reports for the services provided.
- d. Quarterly, if requested by EMSA, Teleconference followed by a meeting report.

4.3 Other reports required for the execution of the contract

The contractor should deliver the following additional reports:

- a. Reports provided along with the technical and financial offer for Module 1 or as part part of the technical/ financial offers for change requests under Module 2:
 - i. Project Plan:
It must include at least project charter, project management approach/ methodology, scope, Work Breakdown Structure (WBS), project team, Gantt chart, deliverables milestones, working locations, meetings planning and reports, completion percentage to date, detailed planning for the next reporting period, reporting on decisions taken and pending. The project plan is to be maintained during the whole duration of the contract.
 - ii. Software Development Plan:
This must define overall processes, tools and practices to be used during software development, such as Software development approach, description of the strategy of the software development

life cycle (waterfall, incremental, evolutionary life cycle, etc.), Software engineering environment, Software configuration management plan, Design standards, Coding standards, Testing standards and practices.

iii. Risk Management Plan and Risk Registry.

iv. Description of the change management, release and deployment and software verification procedures. These should be aligned to the procedures followed by EMSA (included in the '*Annex E - EMSA ITIL Procedures related with service transition and service operation*').

v. Quality management plan.

b. "Monthly report" provided within 10 days from the end of each calendar month of the project.

The contractor shall provide a simple "flash" report identifying, as a minimum, the status of on-going tasks, resource usage, progress status and issues foreseen.

c. Quarterly report provided within 10 days from the end of a project quarter.

The contractor should deliver a "Project status Report" reporting on the current status of the project, including, if required proposals on updating the project plan and risk registry.

d. "Meeting agenda" and "Meeting minutes" for meetings executed via personal contact or teleconference/ video-conference.

The contractor shall be responsible for providing:

i. Prior to a meeting, a detailed agenda whose content shall be agreed with EMSA as well as drafts of the presentation(s) to be made in a meeting.

ii. Post meeting, the minutes for meeting. The minutes must include at least the topics discussed, decisions taken and action items with indication of the responsible person and deadline of the actions.

e. "Final report" provided within 30 days from the acceptance of services under Module 1 or 2 or 3

A final report shall be always submitted when completing the services under the service contract, for modules 1 or 2 or 3 accompanying with the request for balance payment for that module.

f. The reports to be submitted for final payments for each Module shall summarise the tasks performed, the software deliveries made, dates and references of the deliverables (those mentioned in articles 4.1, 4.2, 4.3 and/ or of any additional deliverable provided under the service contract).

5 Timetable

The indicative date for signature of the Service Contract is December 2015.

The schedule is to be provided by the contractor in the offer and agreed with EMSA at the kick-off meeting. The schedule in the offer for Module 1 must at least meet the indicative dates as indicated in the Table 1 below.

Activities	Date	
Signature of the contract	T0	Contract milestone
Kick-off meeting	T1 = T0+7 calendar days max	
Delivery of design documentation and the amended STP	T2=T0+4 weeks	
Design review meeting	T3=T0+5 weeks max	Contract milestone
Delivery of software and FAT report for CHD application (including the initial CHD dataset content) as well as of the request/invoice for interim payment	T4=T0+16 weeks	Contract milestone
Delivery of software and FAT report for MAR-CIS 2 application including MAR-CIS 1 database content migration scripts.		
Positive acceptance by EMSA (following 3 SAT cycles maximum accompanied by bugs corrections)	T5=T0+25 weeks	
Go live CHD	T6=T0+27 weeks	
Go live MARCIS		
Final report	T7 = T6 + 30 days	

Table 1- Project's schedule and contract milestones for Module 1 of the contract

6 Value of the Contract

The maximum budget available for this contract is of 400.000 Euro excluding VAT.

7 Terms of payment

Payments shall be issued in accordance with the provisions of the draft Service Contract available on the Procurement Section under the call to tender EMSA/OP/24/2015 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 service 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 Financial guarantees

Not Applicable.

10 Sub-contracting

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).

The tenderer must provide required evidence for the exclusion and selection criteria on its own behalf and when applicable on behalf of its subcontractors. The evidence for the selection criteria on behalf of subcontractors must be provided where the tenderer relies on the capacities of subcontractors to fulfil selection criteria¹. 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.

11 Requirements as to the tender

Tenders 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 14.5 & 15.1 of the present tender specifications.

The tenderer shall complete Tenderer's checklist (see Enclosure 5 attached to the Invitation to tender).

If the tenderer intends to either sub contract part of the work or realise the work in co-operation with other partners (Joint Offers) he shall indicate in his offer by completion of the form – Information regarding joint offers and subcontracting (see Enclosure 4 attached to the Invitation to tender).

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 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.

¹ To rely on the capacities of a subcontractor means that the subcontractor will perform the works or services for which these capacities are required.

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 **13, 14.2-14.3** of these specifications (part of the 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 **14.4** 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 **14.5** 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 **15.1** of these specifications;

Part E: setting out **prices** in accordance with **point 12** of these specifications.

12 Price

The total value for the offer (to be translated to the contractual value for the successful tender) shall be calculated on the basis of the following formula (see Equation 1 below):

$$\text{Contractual Value} = [P_{\text{MODULE1}} + P_{\text{MODULE2}} + P_{\text{MODULE3}}]$$

Equation 1

- 1) The fixed price for Module 1 [P_{MODULE1}] including all costs related to the services as per requirements in Point 2.4.1 above, shall be calculated according to the Equation 2 and Equation 3 below:

$$P_{\text{MODULE1}} = \begin{matrix} \text{Price} \\ \text{for travelling costs and} \\ \text{subsistence allowance} \end{matrix} + \sum_{\text{All requirements}}$$

Equation 2

$$\sum_{\text{Per requirement}} = \sum_{\text{all profiles}} (\text{Price per person day per profile} \times \text{number of person days per profile})$$

Equation 3

The price for **[P_{MODULE1}]** shall include the price for the travelling costs and subsistence allowance for the participation to the kick-off meeting and design review meeting plus the price for implementing the Module 1 requirements listed in Enclosure 2 (see Equation 2). The price for each requirement (see Equation 3) shall be calculated on a price per person day for each of the following profiles:

- a. Project Manager (P_M)
- b. Senior Analyst (P_{SA})
- c. Web Designer Ergonomist (P_{ERGO})
- 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)

multiplied by the **number of days** needed to implement the Module 1 “M” Mandatory requirements. The prices and the number of days quoted in the ‘Price Grid Template’ will be used for defining the fixed price for Module 1 **[P_{MODULE1}]**. For more instructions on the scope of services associated with each requirement in the price grid, see refer to Annex A of the technical requirements, section 11 Table 3.

2) The fixed price for Module 2 **[P_{MODULE2}]**, shall be calculated as below:

$$P_{MODULE2} = 30\% * P_{MODULE1}$$

The **P_{MODULE2}** will be the budget ceiling for the “Desired” requirements identified in Annex A, as per Point 2.4.2. The execution of the tasks under Module 2 will depend on specific change requests to be made by EMSA. The price **per person day for each of the following profiles**:

- a. Project Manager (P_M)
- b. Senior Analyst (P_{SA})
- c. Web Designer Ergonomist (P_{ERGO})
- 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)

as quoted in the ‘Price Grid Template’ will be used for calculating the costs associated to specific change requests to be made by EMSA. These will also be used for calculating the costs of implementing one or more of the “D” Desired requirement mentioned in Annex A.

3) A fixed price for Module 3 **[P_{MODULE3}]** as per requirements under point 2.4.3 above covering the services starting from the GO Live date of CHD and MAR-CIS 2 applications under Module 1 until the end of the contract.

The price offer should not exceed the maximum budget available for this procurement (EUR 400,000.00).

General Conditions on prices:

- A. Prices must be quoted in Euro. Prices must be fixed amounts, non-revisable and remain valid for the duration of the contract.
- B. Under Article 3 and 4 of the Protocol on the privileges and immunities of the European Union, EMSA is exempt from all duties, taxes and other charges, including VAT. This applies to EMSA pursuant to the Regulation 1406/2002/EC. These duties, taxes and other charges shall therefore not enter into the calculation included in the tender. The amount of VAT must be shown separately.

13 Joint Offer

Groupings, irrespective of their legal form, may submit tenders. Tenderers may, after forming a grouping, submit a joint tender 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 tender.

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 consortia of firms or groups of service providers, contractors or suppliers must specify the role, qualifications and experience of each member or group.

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

14.1 Legal position – means of proof required

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

14.2 Grounds for exclusion - Exclusion criteria

To be eligible for participating 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 Union financial interests;
- f) they have been the subject of the administrative penalty for being guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or failing to supply an information, or being declared to be in serious breach of his obligation under contract covered by the budget.

14.3 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 (see Enclosure 6 attached to the Invitation to tender).

Please note that the tenderer to whom the contract is to be awarded shall provide additional proof evidencing eligibility.

For situations described in 14.2 (a), (b) and (e), production of a recent extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the tenderer is a legal person and the national legislation of the country in which the tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the tenderer.

For the situation described in point 14.2.(d) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations 14.2.(a), (b), (d) or (e), where any document described in two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the

interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

If the tenderer is a legal person, information on the natural persons with power of representation, decision making or control over the legal person shall be provided only upon request by the contracting authority.

When the tenderer to be awarded the contract has already submitted relevant evidence to EMSA, it remains valid for 1 year from its date of submission. In such a case, the reference of the relevant project(s) should be mentioned and the Contractor is required to submit a statement of confirmation that their situation has not changed.

14.4 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.

14.5 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 not to any mother company or company of the same group:

- a) The suitability of the tenderer's organisational structure to supply the services covered by the Service 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. CVs of a minimum of two consultants per profile requested (except for web designer ergonomist where a minimum of 1 CVs are required provided that one CV will demonstrate experience in designing mobile applications). Regarding senior programmers, at least one of the CVs should refer to an expert in mobile application development.
- v. For the project manager (PM), senior analysts (PSA) and web designer ergonomist (P_{ERGO}) expert the minimum requirements are:

Project Manager

Education

- University degree(s) in the IT or Engineering field.
- Excellent English verbal and writing skills.

Professional experience

- More than 10 years of experience (proven experience, not attendance of seminars) including at least 5 in project management positions.
- Experience in systems similar to those of EMSA as described in the Annexes hereto.
- Experience in trans-European projects and systems concerning the implementation of EU Decisions and Directives.
- Experience in projects involving different countries related to the production of systems and coordination with beneficiaries' personnel.
- Experience in mission-critical trans-national systems.

Senior Analyst

Education

- University degree(s) in the IT field.
- Excellent English verbal and writing skills.

Professional experience (mandatory)

- More than 10 years in system design (at least 5 years of experience in analysing user requirements and translating them into functional, technical, and testing specifications.
- Proven experience (not attendance of seminars) in business requirements and processes analysis.
- More than 5 years of experience in tools applying UML and RUP.
- Experience in systems similar to those of EMSA, in terms of business logic and used architectures.
- Experience in trans-European projects and systems concerning the implementation of EU Decisions and Directives.
- Experience in projects involving different countries related to the production of specifications, implementation, and consulting of beneficiaries' personnel (e.g. on-site consulting and training of users in the systems specifications in different countries).
- Experience in mission-critical trans-national systems.

Web/ Mobile application Designer Ergonomist

Education

- Degree (minimum 2 years post-secondary), or equivalent background knowledge and experience in communication-related field.
- Good knowledge of English language.

Professional experience (mandatory)

- Proven experience in web design and development of ergonomic charters (the tender should include references to his/her previous assignments and images/screenshots of work delivered).
- 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 of experience in projects related to ergonomics of operational web-based interfaces demonstrated by the description of the performed projects;
- Mobile application design.

- b) The extent of experience of the tenderer in the projects related to services similar to those described here-in. The tenders should provide evidence of:
- Experience of systems similar to those specified in Annex A, in terms of business logic and used architectures.
 - Experience of trans-European projects and systems concerning the implementation of EU Decisions and Directives.
- c) Experience of projects involving different countries related to the production of specifications, implementation, and consulting of beneficiaries' personnel (e.g. on-site consulting and training of users in the systems specifications in different countries).
- d) Experience in mission-critical trans-national systems.

These criteria will be evaluated based on a description of the last four major contracts performed during the past three years similar to those described in the tender specifications. Each reference must at least include the following information:

- Contract number or reference
- Start and finish date
- Client name
- Volume in Euros
- Short description of the services covered by this contract

15 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 tender (the one with highest score) based on the following quality and price criteria and their associated weightings:

1. Quality criterion 1 ($W_1 = 20 \%$)

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*').

2. Quality criterion 2 ($W_2 = 10 \%$)

General Project management methodology for the contract based on a document describing the project management methodology used by the company per type of service including:

- a. A detailed description for the methodology to be used during the whole lifecycle of the contract (including, if essential, further breakdown and description of the way activities shall be organised for each one of the Modules);
- 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;
- c. 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);
- d. Concrete reference to ICT standards applicable for each type of service to be delivered under all Modules.

3. Quality criterion 3 ($W_3 = 40\%$)

Quality of the proposal for Module 1 services (the mandatory requirements marked as “M” in Annex A). The evaluation of this Quality criterion shall be based on:

- a. The overall quality of the solution to implement Module 1;
- b. A detailed compliance matrix, per requirement including the tenderer's analysis of each requirement. This table shall be the basis for drafting the Software Requirements Specifications document (SRS);
- c. Risk analysis and mitigation measures;
- d. Project plan for the implementation of the Module 1 requirements.
- e. Indicative wire frames and/or mock-ups as per Chapter 11 of Annex A, point i. and ii..

4. Price scenario for the bid evaluation ($W_{\text{Price}} = 30\%$)

For the evaluation of the price the following prices shall be considered (see Enclosure 2 attached to the invitation to tender for the price grid for evaluating the offers):

- a. The fixed price for Module 1 (P_{MODULE1}), refer to Point 12, item number 1 for services to implement the “Mandatory” requirements in Annex A;
- b. An indicative evaluation scenario (P_{SCENARIO}) for implementing the **four** “Desirable” requirements mentioned in Enclosure 2. For more instructions on the scope of the “Desirable” requirements, refer to Annex A of the technical requirements, section 9.4, 9.7, 9.10 and 9.15;
- c. The fixed price for Module 3 (P_{MODULE3}), refer to Point 12, item number 3.

The total price for tender evaluation (P_T) will be the sum of the three amounts specified in a.,b.,c., above as indicated in the formula below:

$$P_T = \text{Price for tenders evaluation} = [P_{\text{MODULE1}} + P_{\text{SCENARIO}} + P_{\text{MODULE3}}]$$

Evaluation process

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

The 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 tenders that have reached:

- a minimum of 50 % for Q_1 ,
- a minimum of 50 % for Q_2 ,
- a minimum of 50 % for Q_3 ,

will be taken into consideration when calculating the score for quality SQ , score for price SP and score S .

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

16 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 condition of participation in the contract procedure or fail to supply this information.

17 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 14 and 15 above or have been found to have seriously failed to meet their contractual obligations in an earlier procurement 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.

18 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 to these 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.

19 Special negotiated procedure under Article 134(1)(f)

EMSA may at a later stage exercise the option to increase the estimated value of the contract via negotiated procedure with the successful tenderer in accordance with Article 134(1)(f) of the Rules of Application to the Financial Regulation.

20 List of Annexes

Annex A	Technical Requirements for the design and implementation of the Central Hazmat Database Application (CHD) & MARine Chemical Information Sheets Application (MAR-CIS 2)
Appendix A	CHD – IMO Codes and Conventions elements
Appendix B	MAR-CIS 1 (existing desktop application) database structure
Appendix C	MAR-CIS 1 information fields and sub-fields properties
Appendix D	Modifications to the MAR-CIS 1 database applicable for MAR-CIS 2
Appendix E	Example of MAR-CIS 1 datasheet
Appendix F	Glossary of MAR-CIS 1
Appendix G	EMSA mobile Access Gateway (<i>draft version - Informative</i>)
Appendix H	General non-functional/ security requirements for SSNv3.x application components
Appendix I	IdM Guide - Access and Identity Management Guide (Abridged Version)
Appendix J	MAP – Software design document
Appendix K	EMSA – Visual identity guidelines
Appendix L	Draft declaration of confidentiality
Appendix M	CMC (CARD) – Implementation approach <i>Informative</i>
Appendix N	System Interface Guide (sample) <i>Informative</i>
Annex B	Template for Staff list for the contract
Annex C	Work Procedures for Project Delivery
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Appendix A	Change Evaluation Management
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Appendix F	Problem Management
Annex F	SSN Ecosystem - Guiding principles for system architecture

21 Abbreviations

Abbreviation	Definition
BCF	Business Continuity Facility (belonging to EMSA),
CARD	Central Access Rights Database
CHD	Central Hazmat Database
CMC	Common Management Console
COTS	Commercial off the shelf
CSN	CleanSeaNet
EC	European Commission
EMSA	European Maritime Safety Agency
EO DC	Earth observation Data Centre – a system in the SSN Ecosystem Architecture (an evolution of CSN)
EU	European Union
EULRIT CDC	European Union LRIT Cooperative Data Centre – Another term identifying EU LRIT DC
FAT	Factory Acceptance Tests
GIDD	Graphical Interface Design Document
HAZMAT	Dangerous and polluting goods
ICM	Installation and Configuration Manual
ICT	Information and Communications Technology
IdM	Identity Manager (an Oracle application)
IMO	International Maritime Organisation
ITIL	Information Technology Infrastructure Library
MAP	Maritime Application Portal
MAR-CIS	MARine Chemical Information sheets
MS	Member State
MSS	Maritime Support Services (of EMSA)
MSs	Member State(s)
PM	Project Manager
RFD	Directive 2010/65/EU of the European Parliament and of the Council of 20 October 2010 on reporting formalities for ships arriving in and/or departing from ports of the Member States and repealing Directive 2001/6/EC
SAT	Site Acceptance Tests
SAR	Search and Rescue
SDS	System Design Specifications
SDD	System Design Document
Sddb	System Database Design Document

Abbreviation	Definition
SIG	System Interface Guide
SLA	Service Level Agreement
SPR	Software Problem Report
SRS	Software Requirements Specifications
SSG	System Security Guidelines
SSN	SafeSeaNet
SSN Ecosystem	A “system of systems” includes, in addition to SSN EIS, STAR, EO DC and EU LRIT CDC
STAR	Ship Tracking, Awareness and Reporting data system, a system of the SSN Ecosystem
STMID	Shore-based Traffic Monitoring Information Database
STP	Software Test Plan
SVVT	Service Validation, Verification and Testing
UM	User Manual
VTMIS	Vessel Traffic Management and Information System
VTS	Vessel Traffic Services
WBS	Work Breakdown Structure
WWW	World Wide Web

22 Terms specific to this contract

Term	Definition
Helpdesk	Remote support to EMSA for the analysis and diagnosis of identified problems in the software applications or hotfixes that are to delivered under modules 1, 2 & 3 and proposals for temporary and permanent solutions.
Incident management (bug resolution) and corrective maintenance	Within the scope of activities to be covered by the Service Contract, all the IT helpdesk activities that are functional, non-functional and security related issues affecting the CHD and MAR-CIS applications to be identified in the contract. The issues could be detected either by EMSA staff or an EMSA contractor and/ or MS users following the placement of a patch release in production. A functional issue may relate to: <ul style="list-style-type: none">a. A “bug” (deviation of the system from the agreed specifications; and/ orb. Changes of minor scale in the system behaviour (i.e. those related to the change of an applicable business rule) addressing an existing operational requirement that was not foreseen in the implementation contract for the release that is in production and/ or a change in the system behaviour requested by the MS.
System upgrades	Referring to the applications mentioned in the scope of Module 2 in chapter 2, the activities concerning system upgrades relate to adding, changing or deleting functionalities from the system software and/or the software of individual subsystems.
Training	Training for of EMSA administrators (or advanced users) of the application to facilitate the applications administration, helpdesk, monitoring and diagnosis in the event of an incident.
Data entry/ collection	Data entry/ collection services that may require specific skills or expertise associated to the nature of data introduced in a reference database at EMSA