

Tender Specifications

Attached to the Invitation to tender

Invitation to tender No. EMSA/NEG/22/2018 for Study on chat / collaborative tool for Integrated Maritime Services (IMS)

1. Introduction

The European Maritime Safety Agency (EMSA) was established under Regulation (EC) No 1406/2002 of the European Parliament and of the Council¹ for the purpose of ensuring a high, uniform and effective level of maritime safety. Among its tasks, the Agency should progress on the Integrated Maritime Data Environment (IMDatE), data integration (the exchange of data between information systems) and data fusion (combining data from different sources).

Following the amendment of Annex III of Directive 2002/59/EC, and the revision of the SSN Interface and Functionalities Control Document (IFCD), Integrated Maritime Services (IMS) are provided to EU Member States and EU bodies on an operational basis with 24/7 support.

IMS services are provided to Member States and European Union (EU) bodies, responding to detailed business requirements (as set by the end users), provided through an interoperable data and information sharing platform. Using the existing systems (SafeSeaNet - SSN, CleanSeaNet - CSN and the European Union Long Range Identification and Tracking Cooperative Data Centre [EU LRIT CDC]) as the main data sources, IMS provide horizontal data processing, correlation and integration capabilities. Services are offered to all EU Member State authorities executing functions in the maritime domain.

2. Objective, scope and description of the contract

The main deliverable of the contract is a study/detailed report (in Microsoft Word or similar electronic format) covering the requirements mentioned in Point 2.1 and the topics raised up in the regular status meetings (Point 5, Timeline).

The study/detailed report should include:

- Executive Summary (target audience is management and non-technical staff). The Executive summary should be written in a way that non-technical managers understand the costs and benefits of the possible options. The consolidated business requirements should be written in a way that it can be re-used as technical specifications for the procurement of one the suitable technical options identified;
- Summary scope of the project and methodology;
- Consolidated business requirements following EMSA's 'Department C Guidelines for Requirement Definition (Annex 1);
- Description of main options for the implementation of the results of the Study/detailed report.
- Conclusion including recommendation.

¹ Regulation (EC) No 1406/2002 of the European Parliament and of the Council of 27 June 2002 establishing a European Maritime Safety Agency (OJ L 208, 5.8.2002, p. 1.).

In order to draft the study/detailed report the contractor shall analyse current IMS applications architecture and prepare consolidated requirements for implementing the chat/instant messaging/collaboration tool.

The purpose of this contract is to:

- conduct a study to consolidate the business requirements;
- based on the above, identify at least two candidate technical solutions, in order to build an instant messaging tool within Integrated Maritime Services (IMS).

The study shall also take into consideration JABBER/XMPP protocol.

For the consolidation of the abovementioned requirements the list of high-level business requirements in point 2.1 and their priorities shall be taken into consideration.

The requirements in the study shall be formulated using EMSA's 'Department C Guidelines for Requirement Definition', as provided in Annex 1.

2.1 High level requirements for the instant messaging tool/collaboration tool

The objective of the chat/instant messaging/collaboration tool would be to support and improve cooperation between authorities of different Member States when executing their functions in the maritime domain. Typical use case scenarios for the tool may cover trans-border situations, like joint patrol or surveillance operations, salvage, response to emergencies, when simple text messaging between authorities may improve information exchange and further enhance the overview of the situation at sea, as well as the actions conducted by different countries/authorities. The tool is not going to replace any of the existing communication means at MS level, but rather top-up the information exchange, allowing IMS users to focus on their functions, for instance looking on one of the graphical SEG (or IMS Mobile App) maritime situation and at the same time freely exchanging text messages with other authorities/ Member States.

High-level, 'must have' end- user requirements (priority 1)

- The tool shall allow real time text messaging (chat) between different IMS registered users (i.e. within EMS IdM);
- The tool shall be either available via SEG Graphical interface or as a separate application/ tool accessible via 'Liferay' based Maritime Applications Portal (MAP);
- Only registered IMS users shall be able to use the tool once a specific IdM role is granted to them;
- The tool shall allow multiple, parallel/simultaneous chats;
- Typically, one of the users shall commence a chat and invite other users to join;
- In each chat users shall know if the invited users are active or not;
- The chats shall be logged and archived;
- At any moment it shall be possible to add new users to the on-going chat;
- When a new user joins an ongoing chat, all previous messages shall be loaded and displayed for him/her;
- The communication shall be encrypted;
- The communication shall be stored at data centres located in EU.

Requirements 'nice to have' (priority 2)

- Users can send files within the chat (docs, audio, video and pictures);
- If any of the selected users is inactive (is logged out from the chat) then a message shall be sent to the IdM userid associated email prompting attention to the active chat;
- Content of the chat shall be exportable (to an external file).

Lower priority requirements (priority 3)

- Mobile version of the chat tool shall be available for the Mobile devices (phones, tablets);
- Within each chat a user shall be able to send links showing locations of the SEG objects, e.g.: ships – latest or last known positions, favourite vessels, alerts, etc.

Use cases

Below are some use cases on how the tool could be used in different operational contexts:

- User from MRCC Riga (LV) dealing with trans-border search and rescue would like to contact their SE and EE counterparts to collaborate and share some information. He/ She opens MAP/ SEG and the chat app selects users from MRCC SE and MRCC EE to be contacted. A new chat is opened and the status of the users displayed (available/ not available). LV MRCC sends text messages confirming the actions conducted.
- Customs from DK and NL perform a joint operation in an area of interest. DK ship identified and located a potential smuggler. Information was reported to the command centre via secure radio-communication channel. DK would like to share the location and identification of the vessel with NL counterparts. They open the chat tool and select NL users involved in the operation. Identification and location of the ship is sent to the NL users in the chat in the form of text messages. Additional operational communication is performed to coordinate an interception of the ship.
- EMSA oil pollution response vessel was mobilized to support a response to an oil spill along a coast of two EU MS – X and Y. EMSA's operational services open the chat for the emergency/ oil cleaning operation and selects users from X and Y to participate in the messaging exchange. Information on the location of the EMSA vessel is sent as well as the expected ETA. Member State X responds acknowledging the message and providing operational information on who the on-scene commander is.

3. Contract management responsible body

EMSA Unit C.4 in charge of Digitalisation & Application Development - will be responsible for managing the contract.

4. Project Planning

The estimated date for signature of the contract is 18 December 2018 and contract implementations is expected to take place in accordance with the Timetable in Point 5. Concrete times for milestones will be agreed at the kick-off meeting and progress meetings, at working level.

5. Timetable

Milestone	Content of milestone	Estimated time for milestone
MS #1	kick-off meeting	T0
MS #2	status meeting of the progress and check of the consolidated requirements	T0 + 2 weeks
MS #3	Progress meeting Approval of consolidated business requirements	T0 + 4 weeks
MS #4	Progress meeting Approval of the proposed technical solutions	T0 + 6 weeks
MS #5	Approval of initial draft of the study	T0 + 7 weeks
MS #6	Delivery of the study for review	T0 + 8 weeks
MS#7	Acceptance and presentation of the study – Closure of contract	T0 + 10 weeks

6. Estimated Value of the Contract

The maximum budget available for this contract is EUR 15000 excluding VAT.

7. Terms of payment

Payments will be made in accordance with the provisions of the draft **Service Contract** available in the Procurement Section under the call to tender **EMSA/NEG/22/2018** on EMSA's website (www.emsa.europa.eu).

8. Terms of contract

When drawing up a bid, the tenderer shall bear in mind the terms of the draft Service Contract. EMSA may, before the contract is signed, cancel the award procedure without the tenderers being entitled to claim any compensation.

9. Subcontracting

If the tenderer intends to either subcontract 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. It should be noted that the overall responsibility for the work remains with the tenderer.

The tenderer must provide required evidence for the exclusion criteria on its own behalf and, when applicable, on behalf of its subcontractors. The exclusion criteria will be assessed in relation to each economic operator individually.

10. Requirements as to the tender

Bids can be submitted in any of the official languages of the EU. However, as the main working language of the Agency is English, bids should preferably be submitted in English and shall in particular include an English version of the documents requested under point 14 of the present Tender Specifications. The tenderer must comply with the minimum requirements provided for in these Tender Specifications. This includes compliance with applicable obligations under environmental, social and labour law established by Union law, national law and collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU of the European Parliament and of the Council.²

The tenderer shall complete the Tenderer's checklist.

If the tenderer intends to either subcontract part of the work or realise the work in co-operation with other partners (Join Offers) he shall indicate it in his offer by completing the form "Statement of Subcontracting / Joint Offer". This document is available on the Procurement Section / Calls for Tenders (Documents for tenderer) of EMSA's website (www.emsa.europa.eu).

The tender must be presented as follows and must include:

- a) A signed **cover letter** indicating the name and position of the person authorised to sign the contract/purchase order and the bank account on which payments are to be made.
- b) **The Financial Identification Form completed**, signed and stamped. This document is available on the Procurement Section (Financial Identification Form) of EMSA's website (www.emsa.europa.eu).

² Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

- c) **The Legal Entity Form** completed, signed and stamped along with the requested accompanying documentation. This document is available on the Procurement Section (Legal Entity Form) of EMSA's website (www.emsa.europa.eu)

Tenderers are exempt from submitting the Legal Entity Form and Financial Identification Form requested if such a form has already previously been completed and sent either to EMSA or any EU Institution. In this case the tenderer shall simply indicate on the cover letter the bank account number to be used for any payment in case of award.

Part A: All the information and documents required by the contracting authority for the appraisal of tenders on the basis of the points **9, 12 and 13.2** of these specifications (exclusion criteria).

Part B: All the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Award Criteria** set out under point **15** of these specifications;

Part C: Setting out prices in accordance with point **11** of these specifications.

11. Price

- a) Price must be quoted for Study on chat / collaborative tool for Integrated Maritime Services (IMS) and shall include all expenses for execution of this contract.
- b) Prices must be fixed amounts and non-revisable.
- c) Prices must be quoted in euro.
- d) Under Article 3 and 4 of the Protocol on the privileges and immunities of the European Communities, the latter is exempt from all duties, taxes and other charges, including VAT. This applies to EMSA pursuant to the Regulation 1406/2002/EC. Therefore price and the amount of VAT must be shown separately.

12. Joint Offer

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

Each member of the consortium must provide the required evidence for the exclusion criteria. The exclusion criteria will be assessed in relation to each economic operator individually.

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.

13. Information concerning the personal situation of the tenderer and information and formalities necessary for the evaluation of the minimum economic, financial, technical and professional capacity required.

13.1 Legal position – means of proof required

When submitting their bid, tenderers are requested to complete and enclose the **Legal Entity Form** available on the Procurement Section of EMSA's website (www.emsa.europa.eu).

13.2 Grounds for exclusion – Exclusion criteria

To be eligible to participate in this contract award procedure, a tenderer must not be in any of the exclusion situations listed in the Declaration of Honour.

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

14. Declaration of Honour (DoH)

Please note that the tenderer shall provide information with regards his situation and on the natural or legal persons that are members of the administrative, management or supervisory body or that have powers of representation, decision or control and beneficial owners.

Upon request and within the time limit set by EMSA, the tenderer shall provide the following evidence concerning itself, the natural or legal persons as listed under the first paragraph, and concerning the natural or legal persons which assume unlimited liability for the debt of the tenderer:

For the exclusion situations described in (a), (c), (d), (f), (g) and (h) of the Declaration of Honour, production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the tenderer showing that those requirements are satisfied.

The successful tenderer must provide the documents mentioned as supporting evidence before signature of the contract and within the deadline given by EMSA. This requirement applies to each member of the group in case of joint tender.

15. Award criteria

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

Quality criterion ($W_1 = 70 \%$) - suitability of the study methodology including proposed approach for requirements consolidation, proposed approach to identify candidate solutions and their assessment, and study/project plan.

and the price criterion and associated weighting:

Price of the bid ($W_{Price} = 30 \%$).

For all bids 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

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

Only bids that have reached a minimum of 60 % for Q_1 , will be taken into consideration when calculating the score for quality SQ , score for price SP and score S .

Only bids that have reached a minimum of 60 % for the score S will be taken into consideration for awarding the contract.

16. Rejection from the procedure

Contracts will not be awarded to tenderers who, during the procurement procedure, are in one of the following situations:

- a) are in an exclusion situation;
- b) have misrepresented the information required as a condition for participating in the procedure or have failed to supply that information;
- c) were previously involved in the preparation of procurement documents used in the award procedure where this entails a breach of the principle of equality of treatment, including distortion of competition that cannot be remedied otherwise.

17. Intellectual Property Right (IPR)

Please consult the contract for IPR related clauses.

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

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

Annex 1 – EMSA’s ‘Department C Guidelines for Requirement Definition’

Title			
ID *	Version: <version>	TF Artf. Number: <number>	PRIORITY: *
SERVICE *		Type*	
APPLICATION: *			
SUB-SERVICE: <sub-service>			
MODULE: <module>			
<DESCRIPTION> * (Note: it could be done using Use Cases)			
STATUS *		PEER REVIEWER	PEER REVIEW DATE
ACCEPTANCE CRITERIA *			

* Mandatory field.

Definition of the Requirement Template’s fields

Service	Text from list of services below	
ID (identification of the requirement with an unique code)	X...X_YYY_Z...Z	X...X – Code with a reduced number of capital letters identifying the requesting service (see table below)
		YYY – three capital letters identifying the type of requirement (see explanation below)
		Z...Z – unique number of requirement (3 to 5 numerical characters created by the business team)
TYPE (categorisation of each requirement defining its type)	FUN	Functional
	CAP	Capacity (Non-Functional)
	PER	Performance (Non-Functional)
	AVA	Availability (Non-Functional)
	CON	Continuity (BCF) - (Non-Functional)
	SEC	Security (Non-Functional)
	TEC	Technical (Non-Functional)

	MON	Monitoring (Non-Functional)
	DOC	Documentation (Non-Functional)
	REL	Reliability (Non-Functional)
	SCA	Scalability (Non-Functional)
	TES	Tests (Non-Functional)
	INF	Informative
	HLV ³	High Level Requirement
	OTH	Other
VERSION	Requirement version number, if applicable	
TF ARTIFACT NUMBER	Number attributed automatically by Team Forge	
PRIORITY (prioritise the level of importance of each requirement following MOSCOW principle)	P1	Must have (i.e. Cannot deliver without this)
	P2	Should have (i.e. Important but not vital)
	P3	Could have (i.e. Desirable but not important)
	P4	Won't have (i.e. Agreed that it will not be delivered)
SERVICE (identify the relevant service(s) related to the requirement)	"text" with the name of the service(s) from the table 1 below	
APPLICATION (identify the relevant application related to the requirement)	"text" with the name of the application from the table 2 below	

MODULE(S) (if applicable, identify the relevant module(s) affected by the requirement)	“text”	
DESCRIPTION (describe each requirement in a clear way)	“text”	
STATUS (current status of requirement)	Draft	Requirement under preparation
	Final	Requirement submitted to the Change Advisory Board (CAB)
	In Production	Requirement implemented and in production
	Retired	Requirement was operational but has been phased out / replaced
	Cancelled	Requirement never went into operation and is no longer applicable
PEER-REVIEWER/DATE (define one person to execute a peer review and validate the requirement)	“text” (person name and date)	
ACCEPTANCE CRITERIA (Default: Acceptance Criteria must be included unless an exception can justified & described in the text box)	“text”	

TABLE 1 - LIST OF SERVICES

SERVICE	CODE
SafeSeaNet	SSN
CleanSeaNet	CSN
Long Range Identification and Tracking	LRIT
Integrated Maritime Services for Member States Authorities	IMS
European Fisheries Control Agency	EFCA
Maritime Analysis and Operations Centre - Narcotics	MAOC
EU NAVFOR	ENF
FRONTEX	FTX
European Neighbourhood Instrument IMS	ENI
COPERNICUS	COPER
SAFEMED	SAFEMED
OTHER	OTHER

TABLE 2 - LIST OF APPLICATIONS

APPLICATION	CODE
SafeSeaNet European Index Server	EIS
SafeSeaNet Central Ship Database	CSD
SafeSeaNet Central Organisation Database	COD
SafeSeaNet Central Locodes Database	CLD
Central Hazmat Database/ MARine Chemical Information Sheets	CHDMARCIS
European Fisheries Control Agency - Illegal, Unreported, and Unregulated (IUU) fishing	EFCA IUU
Earth Observation Data Centre	EOD C
Integrated Maritime Data Environment	IMD ATE
Ship Tracking, Awareness and Reporting data system	STAR
EU Long Range Identification and Tracking Cooperative Data Center	EU LRIT CDC
EU Long Range Identification and Tracking Ship DataBase	EU LRIT SDB
International Long Range Identification and Tracking Data Exchange	LRIT IDE
SSN Ecosystem Graphical user interface	SEG
Common Management Console	CMC
Frontex Service	FRONTEX
Satellite AIS Data Processing Centre	SAISDC
Line Data Feed	LDF
SSN Streaming Interface	SSNSI
SSN Graphical Interface/ SSN Tracking Information Relay and Exchange System	STIRES
Integrated Maritime Services – Mobile Application	MOBAPP
Remotely Piloted Aircraft System	RPAS
European Maritime Single Window	EMSW