

Procurement procedure: EMSA/NEG/1/2026

Questions and Answers

Number	Question	Date and time	Reply
1	<p>Concerning EMSA/NEG/1/2026 we would like to request additional information concerning Marinfo incidents.</p> <p>Please provide statistical information on incidents and user requests for the Marinfo system per year for the last 2-3 years.</p> <p>Also, if possible, please provide a Jira extract of a few of the latest tickets (e.g. 10-15 tickets), for us to better understand the nature and complexity of incidents and requests.</p>	20/01/2026 09:45 GMT	Please check the TS-Appendix 05 overview of maintenance tickets, added upon corrigendum of 27/01/2026.
2	<p>In section “2.2 Scope”, pg. 3, of the tender specifications, we read “For the execution of the services in the scope of this FWC, the future contractor will have access to the respective Azure Cloud subscription for all the environments supporting each system”.</p> <p>Please confirm that the above includes also the Development environment, implying that the contractor will not be tasked to set up / configure a new environment (under EMSA's or its own subscription) and will not assume responsibility for the environment hosting costs during development.</p>	22/01/2026 18:36 GMT	Your understanding is confirmed.

Requests for additional information regarding this procurement procedure shall be sent by e-mail to the following address **NEG12026@ems.europa.eu**.

Requests for additional information received less than six working days before the closing date for submission of tenders may not be processed.

The deadline for submission of the tenders is 06/02/2026.

The responsibility for monitoring the Agency's website for replies to queries and/or further information remains with potential tenderers.