Call for tenders' details

Title: Framework Contract for the development of ICT software solution for the management of Frontex operational resources – OPERA system

Start date: 13/04/2018

Time limit for receipt of tenders: 02/07/2018

Contracting authority: European Border and Coast Guard Agency (Frontex)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	20/04/2018 12:29	26/04/2018 14:04	II.2.1 Access to additional material	In Tenders specifications, section II.2.1, we read: "Tenderers may request access to any documents referenced in this Terms of Reference or the existing ICT components required for the execution of the OPERA system project. Specifically, Frontex can provide Tenderers with access to additional materials advertised in this Terms of Reference (Appendices 10.14, 10.17, 10.18, 10.19, 10.20, 10.22). Frontex will limit each Tenderer's exposure to the test instances of applications or their source code to 4 hours. Tenderer will not be allowed to record or take copies of the test instances of application or their sources code. The access to the additional materials can only be granted at Frontex HQ within a period of one week starting 30 calendar days after the date of publication of the current tender procedure. The Tenderers shall request access no later than 21 calendar days after the date of publication. Following the request Frontex will inform the Tenderers about the specific dates and timeframe for accessing the additional material. Access to all additional materials will be granted after signing the non-disclosure	**26/04/2018** Yes, the request for access to additional material shall be send to procurement@frontex.europa.eu email address. Following the request Frontex will inform the Tenderers about the specific dates and timeframe for accessing the additional material.

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				after signing the non-disclosure agreement." Our understanding is that in we intent to request access to the addition material mentioned above, we need to send our request by email to procurement@frontex.europa.eu. Can you please confirm?	
2	25/04/2018 16:52	26/04/2018 15:34	Access to additional material	How can be requested the access to the additional material?	**26/04/2018** The request for the access to the additional materials must be made in writing only to the following email address: procurement@frontex.europa.eu Following the request Frontex will inform the Tenderers about the specific dates and timeframe for accessing the additional material.
3	24/04/2018 11:36	26/04/2018 15:56	TOR	We kindly would like to request for the editable versions of CV template, Statement of Intent, Statement of Compliancy to the Profile and Declaration of Confidentiality.	**26/04/2018** The editable versions of CV template, Statement of Intent, Statement of Compliancy to the Profile and Declaration of Confidentiality has been added to the tender document library as one document named Appendices 10.04-10.07.

#	Submission date	Publication date	Question subject	Question	Answer
4	24/04/2018 11:32	27/04/2018 14:36	TOR - Question	Parts of the ToR documentation have been prepared based on the model defined in the Enterprise Architect (requirements, UML diagrams, etc). We'd like to ask Frontex to export this model to XMI file and send it over to the Tenderer.	**27/04/2018** The models defined in Appendices 10.10 Business Architecture and 10.13 Solution Requirements has been exported to xml file and are available in tender Document Library.
5	25/04/2018 16:52	11/05/2018 14:43	Access to additional material	Where can be found a copy of the non-disclosure agreement that needs to be signed?	**11/05/2018** The draft version of Non-Disclosure Agreement has been added to the tender document library.
6	25/04/2018 16:52	11/05/2018 14:44	Access to additional material	Where can be found a copy of the non-disclosure agreement that needs to be signed?	**11/05/2018** The draft version of Non-Disclosure Agreement has been added to the tender document library.
7	25/04/2018 16:52	11/05/2018 14:45	Access to additional material	How can be requested the access to the additional material?	**11/05/2018** The draft version of Non-Disclosure Agreement has been added to the tender document library.

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8	20/04/2018 12:29	11/05/2018 14:46	II.2.1 Access to additional material	In Tenders specifications, section II.2.1, we read: "Tenderers may request access to any documents referenced in this Terms of Reference or the existing ICT components required for the execution of the OPERA system project. Specifically, Frontex can provide Tenderers with access to additional materials advertised in this Terms of Reference (Appendices 10.14, 10.17, 10.18, 10.19, 10.20, 10.22). Frontex will limit each Tenderer's exposure to the test instances of applications or their source code to 4 hours. Tenderer will not be allowed to record or take copies of the test instances of application or their sources code. The access to the additional materials can only be granted at Frontex HQ within a period of one week starting 30 calendar days after the date of publication of the current tender procedure. The Tenderers shall request access no later than 21 calendar days after the date of publication. Following the request Frontex will inform the Tenderers about the specific dates and timeframe for accessing the additional material. Access to all additional materials will be granted after signing the non-disclosure	**11/05/2018** The draft version of Non-Disclosure Agreement has been added to the tender document library.

#	Submission date	Publication date	Question subject	Question	Answer
				after signing the non-disclosure agreement." We couldn't find any template related to the "Non-disclosure agreement" mentioned above. Can you please let us know if you intent to publish a relevant form about this?	
9	27/04/2018 15:55	11/05/2018 15:56	Evolution of the current Opera system	The tender specifies that the goal is the evolution of the current Opera system. Would this translate into : o adding functionality on top of the existing solution but not changing the system ? OR o can a complete migration to a new/another cloud based system (e.g. Oracle / COTS) also be considered as an option?	**11/05/2018** The Tenders are allowed to decide whether to propose, according to Terms of References, a new/another system or reuse the current Opera system and if so, which parts will be reused. In this regards, Frontex provides access to the technical documentation of the current system and the sources code, to the tenderer who request it as described in the Tender Specification and after the signing of the non-disclosure agreement. The Annex II – Terms of Reference, chapter 5.2 Target situation, last paragraph specifies that "The Contractor shall inform Frontex through the Technical Design Document (TDD) whether or not and to what extent the Contractor plans to re-use the existing components of the Opera 2 solution to salvage the existing capabilities listed above."

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10	27/04/2018 15:52	11/05/2018 15:57	Transactional volumes	Would it be possible to share some transactional volumes of the current system to better understand its current capacity?	**11/05/2018** The production instance of the Opera web application during the first quarter of 2018 had on average about 52 thousands page views per day with about 600 unique active users. Note that the functional scope, user base and the typical amount of transactions of the new Opera System may not be the same.

#	Submission date	Publication date	Question subject	Question	Answer
11	13/05/2018 18:45	17/05/2018 23:19	Mapping of the business capabilities	The table on page 87 contains the following: 3.1.4.5 Situation Monitoring Q1: There is no equivalent in the bussiness capabilities module (Annex II, p. 14, figure 3 - Business Capability Model). Is it a "Deployment Monitoring"? 3.1.6.1 Operational Year Budget Management Q2: There is no equivalent in the bussiness capabilities module (Annex II, p. 14, figure 3 - Business Capability Model). Can you confirm that it is "Operational Budget Management"? 3.1.6.2 Operational Activity Budget Management Q3: There is no equivalent in the bussiness capabilities module (Annex II, p. 14, figure 3 - Business Capability Model). Is it a "Payment Management"? 3.1.8.8 Data Warehouse Integration Q4: There is no equivalent in the bussiness capabilities module (Annex II, p. 14, figure 3 - Business Capability Model). Can you confirm it is a "Data sets integration"? The same applies to the points in document EN-Annex VI - Financial proposal Opera System.xlsx. They do not map to business capabilities.	**17/05/2018** Please note that: Appendix 10.1 Contract Deliverables.xlsx has been updated to the following entries: 3.1.4.5Deployment MonitoringpackageextramuralFP in scope 3.1.6.1Operational Budget ManagementpackageextramuralFP in scope 3.1.6.2Payment ManagementpackageextramuralFP in scope 3.1.8.8Data Sets Integrationpackageintramuralevaluated FP option Annex VI – Financial Proposal.xlsx has been updated to the following entries: 3.1.4.5Deployment MonitoringpackageextramuralFP in scope 3.1.6.1Operational Budget ManagementpackageextramuralFP in scope 3.1.6.2Payment ManagementpackageextramuralFP in scope 3.1.8.8Data Sets Integrationpackageintramuralevaluated FP option The updated Appendices has been added to the Tender documentation

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					added to the Tender documentation named as 10.1 Contract Deliverables ver.2 and Annex VI – Financial Proposal ver.2 and replaced the previous versions of the documents. Both documents has been included in Annex II - Terms of Reference. Only above mentioned requirements has been changed in above-mentioned documents and all other provisions of remain unchanged. Above-mentioned changes must be applied in Bidder's Proposal. **17/05/2018** Please note that: The updated Appendix has been added to the Tender documentation named as 10.1 Contract Deliverables ver.2 and Annex VI – Financial Proposal ver.2 and replaced the previous versions of the documents. The document 10.1 Contract Deliverables ver.2 has been included in Annex II - Terms of Reference. The document Annex VI – Financial Proposal ver.2 has replaced previous version of Annex VI.

#	Submission date	Publication date	Question subject	Question	Answer

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12	13/05/2018 18:49	17/05/2018 23:22	definition of "Tab"	Annex II, Appendix 10.13, requirement TR23, bullet "n" states "Buttons to put the tab on the left / right side of the screen or blow-up to full window". What is understanding of the "tab" word? Is it a widget or panel?	**17/05/2018** The Opera Evolution GUI will be delivered in a form of a web page. This page will comprise a number of elements always visible to the end user (e.g. the elements listed in TR23 a., b., c., d., e., f., h., i., k., n., o.). The functionality of each business capability in scope (see functional requirements) will be delivered through contents of views displayed on individual tabs. For instance a view to list budgets in the Operational Budget Management business capability would be displayed on a new tab when user clicks the corresponding link on the menu (e.). The "Task bar listing open tabs in the application" (h.) will allow users to open one or more view for one or more business capabilities of the Opera Evolution application. In this context the "tab" is defined as a variable element of the GUI which provides access to the functionality of a given business capability. The requirements m. and n. call for ability to display two tabs on the screen side by side (m.) and be able to control which tab is placed on which side of the screen using the appropriate control buttons (n.).

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					appropriate control buttons (n.).

#	Submission date	Publication date	Question subject	Question	Answer
13	13/05/2018 18:55	17/05/2018 23:32	Mapping of the business capabilities	Appendix 10.10 Business Architecture contains list of mapping of capabilities to bussiness processess (point 5.5). Q1: Should the column "Business Capability" map to the capabilities presented on the diagram in Annex II, p. 14, figure 3 - Business Capability Model. If the answer is yes or partially yes, the following are the questions related to this table: Q2: Is "Return HR profile Management" capability the same as "Return HR Pool Management"? Q3: Can you confirm that the Human Reources Pools Management is correctly mapped to the "BP-19 Provide training for HR/AHR"? Q4: The capabilities "Resource Deployment" and "Human Resources Pools Management" do not have corresponding lines in the Financial Proposal excel sheet. Where the estimation of these capabilities should be reflected in this proposal sheet?	**17/05/2018** Please note that: Appendix 10.10 Business Architecture.docx, chapter 5.5, has been updated to the following entries: Business Capability – Related Processes Human Resources Pools Management – BP-19 Provide training for HR/AHR Additional HR Management – BP-08 Set up Additional HR – BP-19 Provide training for HR/AHR EBCGT Pool Management HR Overall Number Management– BP-01 Set up EBCGT HR HR Rapid Reaction Pool Management– BP-02 Set up EBCGT HR Rapid Reaction Pool Return HR Pool Management – BP-03 Set up Return HR Pools Human Resources Pools Management capability is removed and BP-19 Provide training for HR/AHR process is moved to Additional HR Management. With regard to Q4: the capabilities "Resource Deployment" and "Human Resources Pools Management" have corresponding lines in the Annex VI – Financial Proposal.xlsx in rows 41 and 59, please remove all filters and

#	Submission date	Publication date	Question subject	Question	Answer
					and 59, please remove all filters and check the attachment again. The updated Appendix has been added to the Tender documentation named as 10.10 Business Architecture ver.2 and replaced the previous versions of the documents. The document has been included in Annex II - Terms of Reference. Only above-mentioned requirements has been changed in above-mentioned documents and all other provisions of remain unchanged. Above-mentioned changes must be applied in Bidder's Proposal.

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14	21/05/2018 16:27	25/05/2018 14:31	Control Policy	Requirement RQ.5473 mentions control policy therm. Can Frontex explain meaning of this therm? Is it already implemented in Opera 2? Are there any changes to this element or capabilities related to it planned in the new solution?	**25/05/2018** The access management control policy provides a set of access rules based on selected attributes of user accounts. This complements role based access control. The new Opera system shall implement both access control methods and may reuse the existing role-based access control and access management control policy in the current Opera system. Tenderers are allowed to decide whether to propose, according to Terms of References, a way to reuse the existing components of the current Opera system. In this regards, Frontex provided access to the technical documentation of the current system and the source code, to the tenderer who requested it as described in the Tender Specification and after the signing of the non-disclosure agreement.
15	21/05/2018 16:26	25/05/2018 14:32	Roles changes	In order to allow the Bidder to estimate the workload could you please elaborate on the need to change the roles that already exist in Opera 2 system.	**25/05/2018** The Contractor shall extend the roles used in the current Opera system to meet the solution requirements. The actual design of the new set of roles will be subject of the design phase.

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16	21/05/2018 16:00	25/05/2018 14:33	Modifications of the existing reports	Appendix 10.13 doesn't mention about the need for existing Opera 2 reports to be changed. Does it mean that they will not be modified in the new system even though underlying data and business logic changes?	**25/05/2018** No, it does not. The Tenderers shall assume for the purpose of issuing their proposal that at least 21 reports, listed in the Appendix 10.13, section 3.4.10, will have to be adjusted.
17	21/05/2018 16:00	25/05/2018 14:33	Requirements coverage	Are there any functionalities not described in Appendix 10.13 Solution requirements, but already implemented in the Opera 2 system? If yes, are there any changes expected to be performed by the Contractor in relation to the funcionalites not described in Appendix 10.13?	**25/05/2018** The Tenderers shall assume for the purpose of issuing their proposal that all functionalities implemented in the current Opera system, which are in the scope of new Opera system, are described by the requirements presented in Appendix 10.13 Solution Requirements.

#	Submission date	Publication date	Question subject	Question	Answer
18	22/05/2018 21:51	29/05/2018 15:34	Company experience	In reference to the point III.4.3 subsection b company experience of the Tender Specification the Tenderer "must have successfully completed in the most recent 3 years at least 3 projects for implementation of web application solutions designed and implemented for at least 100 user accounts registered in each of them ". Please confirm that our understanding is correct Tenderer to comply with above mentioned requirement should supply descriptions of the projects with specific information like details of the client, number of users, functionalities, etc. In addition the referenced project should be accompanied by the reference letters signed by the clients.	**29/05/2018** That is correct. The evidences required are described in the same Section III.4.3, in the table under Evidence required, in column Documentation to be provided: The Tenderer shall supply descriptions of the projects for implementation of web application solutions designed and implemented, as described above. The description must include the following information: -Details of the client (name, address, contact details: name, function, tel., email); -Number of users; -Functionalities; -Description of the solution architecture; -Budget involved; -Any other relevant information considered as necessary. Successful implementation of these projects must be evidenced by reference letters issued and signed by the clients confirming as a minimum: - the timely delivery and good quality of the services provided; - self-declarations by the Tenderers shall not be accepted. Frontex has the right to check the customer satisfaction directly with the mentioned point of contacts.

#	Submission date	Publication date	Question subject	Question	Answer
19	29/05/2018 10:43	29/05/2018 16:52	Annex I to Tender Specification, Section III.3 Exclusion criteria It is stated that: Tenderers and all members of consortium must complete and sign Annex IV.	The requirement is also appplicable to subcontractors?	**29/05/2018** Yes, this is also applicable to the subcontractors. The evidence confirming the above-mentioned declaration will be ask from the successful tenderer (and from subcontractors, if applicable) or consortium before signature of the contract.

#	Submission date	Publication date	Question subject	Question	Answer
20	29/05/2018 12:00	29/05/2018 17:17	Subject: Subcontracting	Can you confirm that, in case of subcontrating, it is enough if the Tenderer includes in the offer a letter of intent by each subcontractor stating its intention to collaborate in case the contract is awarded and a declaration of honour with the evidence of the eligibility (documents that support declaration of honour)?	**29/05/2018** Annex I, Tender Specification, chapter I.6 Sub-contracting defines the required documentation for the subcontracting envisaged in the tender. Accordingly, Annex I, Tender Specification, chapter III.6 Assessment of joint tenders and tenders involving sub-contracting describes the assessment procedure for tenders involving sub-contracting. The evidence confirming the information provided in the declaration of honour, must be provided by the successful tenderer before signature of the contract.

#	Submission date	Publication date	Question subject	Question	Answer
21	29/05/2018 09:46	04/06/2018 10:05	Contractor's Facility Security Clearance	In section 7.5 Security it is stated that: "...Execution of some SC may require valid Facility Security Clearance at CONFIDENTIEL UE level for the Contractor's Company..." Are National and/or NATO level security clearances equivalente and/or valid?	**04/06/2018** Upon award of a Specific Contract requiring a valid Facility Security Clearance Frontex will only accept Facility Security Clearances issued for processing EU Classified Information. National and/or NATO level security clearances is not valid. NATO security regulatory framework is not an EU framework. NATO participating countries are not exclusively EU countries, i.e. a third party, originating from a third country, with the proper NATO security clearance would have access to NATO classified information. This does not give automatically access to EU Confidential documents. Valid National and/or NATO level security clearances may help/facilitate to receive Security Clearance at CONFIDENTIEL UE level.

#	Submission date	Publication date	Question subject	Question	Answer
22	29/05/2018 09:49	04/06/2018 10:11	Personnel Security Clearance	In Section 7.5 Security it is stated that: "... Execution of some SC may require ... valid Personal Security Clearance at the CONFIDENTIEL UE level for the personnel involved." Are National and/or NATO level security clearances equivalente and/or valid?	**04/06/2018** Upon award of a Specific Contract requiring a valid Personal Security Clearance Frontex will only accept personnel with valid Personal Security Clearances issued for processing EU Classified Information. National and/or NATO level security clearances is not valid and is not an equivalent of Security Clearance at the CONFIDENTIEL UE. NATO security regulatory framework is not an EU framework. NATO participating countries are not exclusively EU countries, i.e. a third party, originating from a third country, with the proper NATO security clearance would have access to NATO classified information. This does not give automatically access to EU Confidential documents. Valid National and/or NATO level security clearances may help/facilitate to receive Personal Security Clearance at CONFIDENTIEL UE level.

#	Submission date	Publication date	Question subject	Question	Answer
23	22/05/2018 21:52	04/06/2018 10:26	Company experience	In reference to the point III.4.3 subsection b company experience "Tenderer must have developed and delivered web application solutions at the level of sales not lower than 750 000 EURO per year for the most recent 3 years" Please confirm that our understanding is correct Tenderer to comply with above mentioned requirement should provide the list and the brief description of the developed and delivered web application in the last 3 years with sums ,dates and recipients. We would like to ask you how the level of the sales should be provided taking into consideration that the submission of the proposal would be for June 2018? Should we calculate for the first year half a year for a 2015 and half an year for 2016 and next years accordingly?	**04/06/2018** As stipulated in the III.4.3 Technical and professional capacity Tenderer must have developed and delivered web application solutions at the level of sales not lower than 750 000 EURO per year for the most recent 3 years. The most recent 3 years shall be calculate up to the indicated submission day of the proposal, meaning first half of 2018 and second half of 2017 for the last year, first half of 2017 and second half of 2016 for next year and next year accordingly.

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24	29/05/2018 12:01	04/06/2018 10:29	Control Policy	Requirement RQ.5592 states "System allows user to look for any information collected in the system by displaying all occurrences of searched topic among collected data." Should the system take under consideration user rights to access the specific data including control policy mentioned in requirement RQ.5473 "System allows MS/SAC user to use system functionalities based on access rights granted for the user and access management control policy defined for MS/SAC."?	**04/06/2018** Yes, that is correct.
25	29/05/2018 12:01	04/06/2018 10:35	Reports	Are there any existing reports implemented in Opera 2 not mentioned in the system requirements that need to be updated to adjust to a new system logic?	**04/06/2018** The Tenderers shall assume for the purpose of issuing their proposal that all required reports are listed in the system requirements.

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26	29/05/2018 12:02	04/06/2018 10:36	Adaptive maintenance scope	Table no. 92 Adaptive Maintenance defines the scope of Adaptive Maintenance and we understand it in a way that the Contractor shall make any changes needed in the application to update any COTS on the Administrator decision under the 3LS Contract. As it is impossible to build an application which will be compatible with any future version of COTS, as also it is impossible to predict the scope of changes in COTS and its influence on the system we are unable to estimate the time and effort required to adopt the system to future COTS updates. Please confirm that our understanding is correct and such modifications in case of the COTS update are expected in scope of the Third Line Support.	**04/06/2018** Adaptive Maintenance is in scope of Third Level Support services.
27	29/05/2018 12:02	04/06/2018 10:38	ABNet	Among additional documents provided by Frontex during the meeting at HQ there was one titled "ABNet guide for Frontex and MS/SAC users". Is the intention of the Opera Evolution to integrate with this system or replace it?	**04/06/2018** ABNet is an interim temporary solution supporting the Annual Bilateral Negotiation process. The new Opera system shall replace ABNet.

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28	29/05/2018 12:03	04/06/2018 10:39	Access Management	Based on the presentation of the system in Frontex HQ it seems that the names of the roles and their logic in the current system are different that the one decribed in ToR. Is it envisioned that the Access Management module will have to be changed in the scope of OPERA Evolution? If so, are there any changes related to the process of user registration of the system?	**04/06/2018** Roles presented in ToR are business roles which are a source for system roles in new Opera system. The Tenderers shall extend the system roles used in the current Opera system to meet the business roles from ToR and solution requirements. The actual design of the new set of system roles, including naming convention, logic and system roles from current Opera system, will be subject of the design phase. Tenderers are allowed to decide whether to propose, according to Terms of References, a way to reuse the Access Management module of the current Opera system. The Tenderers shall assume for the purpose of issuing their proposal that the process of user registration of the system is not going to be changed.

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29	29/05/2018 12:04	04/06/2018 10:40	Security testing	TOR states: [185] Security Test shall cover at least the following: j. Code that uses cryptography to check for a failure to clear secrets and improper use of the cryptography APIs themselves. Please confirm that this requirement means to check if cryptography solutions are properly implemented or there no cryptography solutions used that have known vulnerabilities (such as POODLE attack).	**04/06/2018** The requirement [185.j] requires Tenderer to test whether cryptography is handled by the Tenderer-produced source code in a way that does not compromise the security of the solution.
30	29/05/2018 17:59	06/06/2018 11:09	Availability of Appendix 11.12	Appendix 10.15 ICT Platforms includes several times the sentence "(see Appendix 11.12 chapter 1.X)". Where can Appendix 11.12 be found? If not available among the published documentation, could it be provided?	**06/06/2018** In Appendix 10.15 ICT Platforms the refrences shall indicate " see Appendix 10.12....". A revised version of the Terms of Reference, including corrected Appendix 10.15 have been uploaded in the tender Document Library. The relevant dependencies are described in Appendix 10.12.
31	29/05/2018 18:05	06/06/2018 11:10	Appendix number not available	In Appendix 10.15 ICT Platforms, points 2.c.i., 3.c.i. and 4.c.i. finish with "(ADFS - see Appendix Error! Reference source not found.) Which is the appendix number these points intended to refer to? If such appendix is not available among the published documentation, could it be provided?	**06/06/2018** This refers to Appendix 10.3 (Current ICT baseline) section 5 (Authentication Strategy for Applications). A revised version of the Terms of Reference, including corrected Appendix 10.15 have been uploaded in the tender Document Library.

#	Submission date	Publication date	Question subject	Question	Answer
32	30/05/2018 14:26	06/06/2018 11:11	Timeline	Requirement RQ.5255 states "System presents Common Resources Overview as a timeline with HR/AHR/TE/SE needs and all MS/SAC proposals for the needs. System presents also MS/SAC and indicates if the proposals covers the needs exactly, above, partially or not at all." Is it expected that the timeline will present various assignments and allocations throughut the time? Is it envisioned that there will be various time scales used, like daily/monthly/early viewes? Is there also additional filtering envisioned for the timeline? Will the user be able to perform actions on the timeline?	**06/06/2018** Yes, it is expected that all the functionalities mentioned in the question will be implemented. Details related to the implementation of the functionalities will be subject to design phase.
33	30/05/2018 14:26	06/06/2018 11:12	Technical Documentation	What is the difference between deliverable 3.2.2.5 As-Built Documentation (TD) and 3.2.2.1 Release Technical Documentation?	**06/06/2018** The Release Technical Documentation in the context of the release comprises a baseline of the SRD and TDD describing what is subject of the release. The As-Built Documentation presents the intended deployment model of the release for UAT and Production environments.

#	Submission date	Publication date	Question subject	Question	Answer
34	30/05/2018 14:27	06/06/2018 11:13	Price Calculation	Based on ToR Appendix 10.1 to ToR - Contract deliverables ver.2 - column "Planned under SC#" "1. Project Management Deliverables" are only assigned to SC #1. We assume that it should be provided for each SC separately- please confirm our understanding and if necessary please update Appendix 10.1 accordingly.	**06/06/2018** The Project Management Deliverables shall be delivered initially and will be reviewed for compliance during the SC#1 execution. These shall be updated and reviewed again during the execution of the SC#2, 3 and 4. These deliverables shall be priced to cover SC#1, 2, 3 and 4 because the payments for them is divided in 4 equal parts (25% each) planned for payments within 4 weeks from SC#2/3/4 signature.

#	Submission date	Publication date	Question subject	Question	Answer
35	30/05/2018 14:38	06/06/2018 11:17	Subcontracting	If the Tenderer does not have to relay on the Subcontrator's resources to achieve the required level of criteria for economic and financial capacity, is it necessary to present subcontractor's profit and loss accounts, balance sheets and turnover declaration?	**06/06/2018** As indicated in chapter III.6 Assessment of joint tenders and tenders involving sub-contracting of Annex I Tender Specification: Tenders involving subcontracting shall be assessed as follows: a) The exclusion criteria and the selection criteria for economic and financial capacity shall be assessed in relation to each company individually2. And footnote indicates: For the criteria that are deemed to be achieved above a certain level, e.g. overall turnover or turnover with the respect to the specific procurement, a consolidated assessment of a Tenderer plus subcontractor together shall be made, to the extent that the subcontractor puts its resources at the disposal of the Tenderer for the performance of the contract. Consequently, it is NOT necessary to present subcontractor's profit and loss accounts, balance sheets and turnover declaration.

#	Submission date	Publication date	Question subject	Question	Answer
36	30/05/2018 18:14	06/06/2018 11:19	Appendix 10.12 not available	Appendix 10.12 "Systems considered for integration in OPERA system" is not available as part of the Terms of Reference document. Could it be provided?	**06/06/2018** A revised version of the Terms of Reference (ver.3), including Appendix 10.12, have been uploaded in the tender Document Library. Appendix 10.12 is also available in previous version of the Annex II Terms of Reference.
37	30/05/2018 18:34	06/06/2018 11:19	Documentation	Annex II, Appendix 10.3 Current ICT Baseline", refers to Opera 2 technical documentation (OPERA2-TDD-01.01 and OPERA_HTML5-TDD-01.00). Where can we find these documents? Will they be made available after FWC contract signature?	**06/06/2018** These documents are not part of the Dossier and will be made available to the Contractor upon FWC signature.

#	Submission date	Publication date	Question subject	Question	Answer
38	30/05/2018 18:52	06/06/2018 11:21	Personnel Capacity	In the invitation to tender bullet 5, it is specified that ENVELOPE C should contain, among others, evidence documents related to the selection criteria which includes personnel capacity as it is stated in section III.4.3 of Annex 1 Tender Spec. At the same time, Personnel Capacity is one of the sections to be included in the Technical Proposal, as described in section II.2.2 of Annex 1 Tender Spec, this document must be submitted in ENVELOPE A. Question is: In which envelope must be submitted documents related to offered people, A, C, both?	**06/06/2018** As indicated in Annex 1 Tender Specification: The inner envelope must also contain three separate, sealed envelopes. Each of these envelopes must clearly indicate the content (A - "Technical", B - "Financial" and C - "Supporting"). Envelope C should contain supporting documents for Technical proposal and both envelopes together form a Technical proposal. Enevlope C shall be used.

#	Submission date	Publication date	Question subject	Question	Answer
39	30/05/2018 19:29	06/06/2018 11:22	Design	Annex II, Appendix 10.13, requirement TR23, bullet "g" states "Frequently used links to tabs in the application". All web browsers to be supported by the application allow the user saving links to specific web site (URL) called "Bookmarks" or "Favourites" and also provide a list of frequently visited pages. Is it required to implement similar feature within the application or just allow the current tab to be bookmarked in the browser? If this needs to be implemented within the application and not the browser, then should the list be managed by the user or automatically populated (each request to open a new tab would need to be counted by the server)?	**06/06/2018** It is required to implement the feature described under TR23 g. in the new Opera System. The list contents should be manageable by the user.
40	30/05/2018 19:30	06/06/2018 11:24	Design	Annex II, Appendix 10.13, requirement TR23, bullet "h" states "Task bar listing open tabs in the application". The list of open tabs is part of the tab control. Does the "task bar" refer to the part of the tab control or an independent view in the application? Or maybe it refers to the task bar in the windows system?	**06/06/2018** It is required to implement the feature described under TR23 h. in the new Opera System. The task bar shall be visible to users at all times. It shall allow user to switch between tabs giving access to different forms / views of the new Opera System.

#	Submission date	Publication date	Question subject	Question	Answer
41	30/05/2018 19:31	06/06/2018 11:25	Design	Annex II, Appendix 10.13, requirement TR23, bullet "n" states "Buttons to put the tab on the left / right side of the screen or blow-up to full window". Windows 10 natively supports displaying the application window on the left / right side of the screen (Windows + Left/Right shortcut). Is it required to implement this feature in the application or can this requirement be fulfilled by the native mechanisms of Windows 10 and "Open in new window" / "full-screen" features of the web browser?	**06/06/2018** It is required to implement the feature described under TR23 n. in the new Opera System.
42	30/05/2018 19:31	06/06/2018 11:26	Design	Annex II, Appendix 10.13, requirement TR23, bullet "o" states "Enable displaying two tabs side by side". Windows 10 natively supports displaying two applications side by side (including the possibility to display side by side two web browser windows with the same application). Is it required to implement this feature in the application or can this requirement be fulfilled by the native mechanism of Windows 10?	**06/06/2018** It is required to implement the feature described under TR23 o. in the new Opera System.

#	Submission date	Publication date	Question subject	Question	Answer
43	01/06/2018 12:37	06/06/2018 11:33	Company experience evidences	Chapter III.4.3, point b) of the Annex I "Tender Specification" states the criteria to be met by the Tenderer regarding the Company experience. Let's suppose that Tenderer T has designed and implemented in the most recent 3 years the web applications solutions A, B & C, with at least 100 user accounts registered in each of them (meeting the first criteria requested). And let's suppose that the combined level of sales of A, B & C do not reach the 750.000 EUR per year. Are we right understanding that the Tenderer T can include other web applications solutions, named X, Y & Z, designed and implemented in the most recent 3 years, but with LESS THAN 100 user accounts registered, in order to fulfil the second criteria of reaching 750.000 EUR per year?	**06/06/2018** Chapter III.4.3 of the Annex I "Tender Specification" lists the following Company experience: 1) The Tenderer must have successfully completed in the most recent three years at least three projects for implementation of web application solutions designed and implemented for at least 100 users accounts registered in each of them. 2) The Tenderer must have developed and delivered web application solutions at the level of sales not lower than 750.000 EUR per year for the most recent three years. as two different/separate criteria for Tenderer's technical and professional capacity to perform the contract. Consequently, the list of developed and delivered web application solutions for criterion 2) can include also the applications with LESS THAN 100 user accounts registered.

#	Submission date	Publication date	Question subject	Question	Answer
44	01/06/2018 12:37	06/06/2018 11:37	Company experience evidences	Chapter III.4.3, point b) of the Annex I "Tender Specification" lists the documentation to be provided as evidences of fulfilling the two criteria related to company experience; summarising: a) Descriptions of the projects, including several information, b) Reference letters issued and signed by the projects, and c) List and brief description of web application solutions of the last three years with sums, dates and recipients. 1) Which of these evidences must be provided for web applications solutions WITH at least 100 user accounts registered in each of them (that is, A, B & C)? 2) Which of these evidences must be provided for web applications solutions with LESS THAN 100 user accounts registered in each of them (that is, X, Y & Z)?	**06/06/2018** The table Evidence required for Company experience in Chapter III.4.3 of the Annex I "Tender Specification" must be read as follow: 1) The Tenderer shall supply descriptions of the projects for implementation of web application solutions designed and implemented, as described above. The description must include the following information: - Details of the client (name, address, contact details: name, function, tel., email); - Number of users; - Functionalities; - Description of the solution architecture; - Budget involved; - Any other relevant information considered as necessary. Successful implementation of these projects must be evidenced by reference letters issued and signed by the clients confirming as a minimum the timely delivery and good quality of the services provided; self-declarations by the Tenderers shall not be accepted. Frontex has the right to check the customer satisfaction directly with the mentioned point of contacts. IT IS REQUIRED FOR CRITERION:

#	Submission date	Publication date	Question subject	Question	Answer
					1) The Tenderer must have successfully completed in the most recent three years at least three projects for implementation of web application solutions designed and implemented for at least 100 users accounts registered in each of them. AND 2) A list and a brief description of developed and delivered web application solutions in the last three years with sums, dates and recipients. IT IS REQUIRED FOR CRITERION: 2) The Tenderer must have developed and delivered web application solutions at the level of sales not lower than 750.000 EUR per year for the most recent three years.

#	Submission date	Publication date	Question subject	Question	Answer
45	04/06/2018 14:02	06/06/2018 11:38	Declaration of Confidentiality	On one side, chapter 7.5 "security" of the Terms of Reference states: "The Contractor's staff involved in the execution of the Contract will be asked to sign a Declaration of Confidentiality (Appendix 10.7) prior to the start date of their direct involvement in the Contract". On the other side, the first entry of the table within Chapter II.2.2 a) of the Tender Specification states the following, for the Personnel Capacity component of the Technical Proposal: "... For each offered persons there shall be attached the following documents: ..., Declaration of Confidentiality presented in forms displayed in appendixes to the TOR. ..." 1) Does this last statement also refer to the Declaration of Confidentiality included in Appendix 10.7? 2) Shall we understand that the Declaration of Confidentially must be now provided within the Technical Proposal for all personnel offered, and should be provided later (after FWC signature) for any additional person intending to work for the Opera system project?	**06/06/2018** Yes, in all statements the "Declaration of Confidentiality" refers to the Declaration of Confidentiality included in Appendix 10.7. **06/06/2018** Yes, the Declaration of Confidentially must be provided within the Technical Proposal for all personnel offered, and must be provided later (after FWC signature) for any additional person intending to work for the Opera system project.

#	Submission date	Publication date	Question subject	Question	Answer
46	04/06/2018 17:32	06/06/2018 11:47	Official Price List	In the financial proposal template, tenderers are requested to provide an Official Price List. It is not clear from the specifications whether the quote need to include any required license for the production, testing and training environments. Could you please elaborate further. Moreover, could you please provide a list of all tools / software, currently acquired for the production, testing and training environments.	**06/06/2018** The quote needs to include any commercial off-the-shelf software and 3rd party software for the development (if applicable), production, testing (UAT) and training environments required for the execution of this FWC. The current Opera system is fully covered with Microsoft licences (OS, DB, Visual Studio for support purposes) and development components. For the purpose of submitting the proposal Tenderers shall assume that Microsoft licences needed are covered by Frontex.
47	05/06/2018 15:54	06/06/2018 11:48	Units of training deliverables in financial proposal	What does the unit "lot" mean for 3.2.3.2 Training materials?	**06/06/2018** The "Unit"of the line 3.2.3.2 Training materials should read "set".

#	Submission date	Publication date	Question subject	Question	Answer
48	05/06/2018 15:54	06/06/2018 11:49	Training materials	In the requirements 267-269 there is an open list of Training Materials to be provided by the Contractor ("[267] The Contractor shall provide the training materials, such as but not limited to training scenarios, manuals/handouts, course materials, exercises, user guides, video or web tutorials etc., in a range of different situations e.g.[...]"). It is impossible to properly estimate the cost of preparing them when they are presented as such. Can you provide a list of material which will be certainly expected from the Contractor, so the estimation of costs can be accurate?	**06/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the deliverable "Training materials" listed under 3.2.3.2 comprises for each training type: 1) the description of the training scenario, 2) the user/administrator/trainer manuals, 3) the training hand-outs including slides used during the training, 4) the training exercises and lab software + configuration instructions, 5) the video or web tutorials covering the scope of the training (in the Computer-based Training format).
49	05/06/2018 15:55	06/06/2018 11:50	Number of units for Training deliverables in Financial Proposal	The number of all the 3.2.3 Training deliverables (apart from the 3.2.3.1 Training Plan) is set to 4. a) Does it mean that the Tenderer has to provide a cost for 4 pieces/lots/days of training deliverables? b) Is it assumed that for each SC the cost will be the same? Please remember that e.g. SC4 will require minimum effort for training as it concerns mostly integration tasks, not connected with modifying the User Interface.	**06/06/2018** The number of all the 3.2.3 Training deliverables (apart from the 3.2.3.1 Training Plan) is required at 1 set per the new Opera System release planned. For the purpose of submitting the proposal Tenderers shall assume that the deliverable "Training materials" listed under 3.2.3.2 will require the same effort for each release.

#	Submission date	Publication date	Question subject	Question	Answer
50	01/06/2018 16:53	06/06/2018 11:51	Statements accompanying CVs	Could you please confirm whether the included statements of intend and statement of compliancy to the profile would be necessary for both employees and freelancers, or only for freelancers?	**06/06/2018** The statement of intend and statement of compliancy shall be provided for both employees and freelancers.
51	01/06/2018 17:04	06/06/2018 11:55	Request of Extension	Dear Sir / Madam, Due to the complexity of the envisaged scope of services, and with the key objective to allow us time to prepare high quality offer, we are kindly requesting to consider the extension of the deadline by one week.	**06/06/2018** The Tender submission deadline will be extended by one week, till 25 June.
52	06/06/2018 11:55	06/06/2018 12:19	Appendix 10.07 Declaration of Confidentiality	Since Declaration of Confidentiality must be provided in Tender Time, which reference must be stated as Specific Contract Nº?	**06/06/2018** It shall stated "Open Tender procedure No Frontex/OP/63/2018/SB Framework Contract for the development of ICT software solution for the management of Frontex operational resources – OPERA system" The corrected version of the Declaration has been added uploaded in the tender Document Library (Appendices -10.04-10.07 ver.2)

#	Submission date	Publication date	Question subject	Question	Answer
53	06/06/2018 11:53	06/06/2018 12:27	Appendix 10.06 Statement of Compliancy to the Profile	Is it correct the reference included in the template for the Open Tender procedure ("Frontex/OP/500/2014") or must beupdated to the reference "Frontex/OP/63/2018/SB" as identified in the tender documentation?	**06/06/2018** It shall stated "Open Tender procedure No Frontex/OP/63/2018/SB Framework Contract for the development of ICT software solution for the management of Frontex operational resources – OPERA system" The corrected version of the statement has been added uploaded in the tender Document Library (Appendices -10.04-10.07 ver.3)
54	06/06/2018 11:52	06/06/2018 12:28	Appendix 10.05 Statement of Intent	Is it correc the reference included in the template for the Open Tender procedure ("Frontex/OP/500/2014") or must beupdated to the reference "Frontex/OP/63/2018/SB" as identified in the tender documentation?	**06/06/2018** It shall stated "Open Tender procedure No Frontex/OP/63/2018/SB Framework Contract for the development of ICT software solution for the management of Frontex operational resources – OPERA system" The corrected version of the statement has been added uploaded in the tender Document Library (Appendices -10.04-10.07 ver.3)

#	Submission date	Publication date	Question subject	Question	Answer
55	06/06/2018 18:29	07/06/2018 22:06	Payment shcedule	The version 1 of the Terms of Reference included a one-page Payment schedule as part of the Appendix 10.1. However, such payment schedule is not present in versions 2 and 3 of the TOR. Is the Payment schedule available in version 1 still aplicable? If so, should not it be included again in the TOR?	**07/06/2018** Yes, the Payment schedule is applicable and valid. The Payment schedule has been added to the Annex II ToR OPERA ver3 in Document Library. **07/06/2018** The Annex II ToR OPERA with Payment schedule is named Annex II ToR OPERA ver4

#	Submission date	Publication date	Question subject	Question	Answer
56	11/06/2018 11:56	11/06/2018 12:20	Access to additional material	Good morning, We would like to get access to additional materials. Where and to who should we send a letter about that. Can it be a copy by email or that must me send by post? Should we add non-disclosure agreement exactly in the same time? Looking forward to answer!	**11/06/2018** "The access to the additional materials could only be granted at Frontex HQ within a period of one week starting 30 calendar days after the date of publication of the current tender procedure. The Tenderers shall request access no later than 21 calendar days after the date of publication. Following the request Frontex will inform the Tenderers about the specific dates and timeframe for accessing the additional material. Access to all additional materials will be granted after signing the non-disclosure agreement." as indicated in chapter II.2.1 Access to additional material of the Annex I Tender Specification. Therefore, unfortunately the access to additional documents and source code is not possible any more.

#	Submission date	Publication date	Question subject	Question	Answer
57	06/06/2018 17:44	13/06/2018 14:57	Additional Materials for CVs.	Could you please confirm that for the submitted CVs you only require the following additional documents: Statement of Intent and Statement of Compliancy? Could you please confirm our understanding that copies of their diplomas / professional qualifications are not required to be included within the submitted documents?	**13/06/2018** Annex I Tender Specification, chapter II.2.2 Documents to be included in the proposal, point a) Composition of Technical Proposal indicates that" The required statements based on the templates for Statement of Intent, Statement of Compliancy to the Profile and copies of personal certification must be attached to the Technical Proposal in form of appendices or as a direct part of the appropriate item of the related component of the Technical Proposal". Therefore, and taken into aacount that the proposal must includes also the offer for first Specific Contract, the copies of professional certification and education diplomas of personnel involved in the execution of the FWC and/or SC is required. The above requirements has been unified within the Annex I Tender Specification and has been added in the tender Document Library (Annex I Tender Specification ver.2)

#	Submission date	Publication date	Question subject	Question	Answer
58	07/06/2018 12:27	13/06/2018 15:34	User Roles	On Annex II Terms of Reference Section 4. Stakeholders page 11/85, the role of the user is associated with the following Users Stakeholder: Frontex Operational Response Division - relevant entities: Divisional Support Office (DSO), Field Deployment Unit (FDU, formerly JOU) and Return Support Unit (RSU) MSs/SAC National Frontex Points of Contact (NFPOC) MSs/SAC National Authorities (NA) Third Countries (TC) National Frontex Points of Contact (NFPOC) and other National Authorities Frontex FSC, TRU, RAU, BFCS (formerly FCS) However in Appendix 10.10 Business Architecture a reporting user is introduced (RQ.5245, RQ.5246, RQ.5355 , RQ.5221, RQ.5241, RQ.5242, RQ.558 etc.) and MS's reporting users (RQ.5583, RQ.5584, etc.), team reporting users (RQ.5245, RQ.5246, etc.) , team members (RQ.5241) and OPD reporting supervisory user (RQ.5245, RQ.5246, RQ.5355) A) Could you please provide a detailed explanation on the aforementioned user roles.	**13/06/2018** The scope of new Opera system functionality for the roles mentioned in the question is defined by the requirements listed in the question and business process action linked with the requiremensts. MS's reporting user and reporting user means the same - it is user who provides reports on his activities during operation. Reporting users might be organized in teams and then reporting users are team members. Team reportings user is a supervisor for other reporting users (team members) and can provide reports also for himself. OPD (currently ORD) reporting supervisory user is in Frontex and verifies reports provided by reporting users and team reporting users. The actual design of the new set of system roles, including naming convention, logic and system roles from current Opera system, will be subject of the design phase.

#	Submission date	Publication date	Question subject	Question	Answer
59	07/06/2018 12:29	13/06/2018 15:35	Appendix 10.10 Business Architecture	In Appendix 10.10 Business Architecture On RQ.5222, RQ.5223, RQ.5466 , RQ.5492, RQ.5509, etc., there is a reference to "System on user request" and "System on user command" Could you please confirm that with the term "user" you are referring to the user roles as defined On Annex II Terms of Reference Section 4. Stakeholders page 11/85, which involves only the following Users Stakeholder: Frontex Operational Response Division - relevant entities: Divisional Support Office (DSO), Field Deployment Unit (FDU, formerly JOU) and Return Support Unit (RSU) MSs/SAC National Frontex Points of Contact (NFPOC) MSs/SAC National Authorities (NA) Third Countries (TC) National Frontex Points of Contact (NFPOC) and other National Authorities Frontex FSC, TRU, RAU, BFCS (formerly FCS) If not please provide a clarification on the profiles covered by the role user.	**13/06/2018** Term "user" refers to any user of new Opera system. In a context of requirements from question it refers to users with access rights to reports. The table in chpater 4. Stakeholders presents only a very general list of Opera users, but not defines directly the system roles for Opera system. The actual design of the new set of system roles, including naming convention, logic and system roles from current Opera system, will be subject of the design phase.

#	Submission date	Publication date	Question subject	Question	Answer
60	07/06/2018 12:30	13/06/2018 15:37	Appendix 10.10 Business Architecture	In Appendix 10.10 Business Architecture On RQ.5222, RQ.5223, RQ.5466 , RQ.5492, RQ.5509, etc., there is a reference to "System on user request" and "System on user command" Please provide a clarification on the difference between "user request" and "user command"	**13/06/2018** There is no difference between between "user request" and "user command" with regard to IT system functionality. Both phrases in these requirements refer to functionality where user can provide report parameters and press button or select action from menu in order to get report from system.
61	08/06/2018 15:15	13/06/2018 15:42	Business Processes	Q1: BSP-14 is not mapped to any business capability in section 5.5 of Appendix 10.10. Is this right or should it be mapped to some business capability?	**13/06/2018** There is no BSP-14 process, there is "BP-14 Collect MS/SAC contribution via ABN" instead and this business process comprises four sub-processes: BSP-15, BSP-16, BSP-17, BSP-18, see 5.1 Business Process Architecture and 5.2.3.1 BP-14 Collect MS/SAC contribution via ABN. All the subprocesses of BP-14 are assigned to the capabilities in chapter 5.5. of Appendix 10.10.

#	Submission date	Publication date	Question subject	Question	Answer
62	08/06/2018 15:15	13/06/2018 15:43	Business Processes	Q2: BSP-21 is not mapped to any business capability in section 5.5 of Appendix 10.10. Is this right or should it be mapped to some business capability?	**13/06/2018** There is no BSP-21 process, there is "BP-21 Manage operational finances" instead and this business process comprises four sub-processes: BSP-22, BSP-23, BSP-24, BSP-25, see chapters 5.1 Business Process Architecture and 5.1.7 Operational finances management. All the subprocesses of BP-21 are assigned to the capabilities in chapter 5.5. of Appendix 10.10.
63	08/06/2018 15:15	13/06/2018 15:44	Business Processes	Q3: BSP-39 does not appear in the Figure 3: Business Processes Architecture of the section 5.1 of Appendix 10.10. Is this right or should it be present?	**13/06/2018** BSP-39 should be presented in Business Process Architecture but it is only a minor omission and do not have any influence on scope of work for new Opera since the BSP-39 subprocess is assigned to the Deployment Monitoring capability.
64	08/06/2018 15:15	13/06/2018 15:45	Business Processes	Q4: BSP-13 does not appear in Figure 3: Business Processes Architecture, nor in Business Capability mapping to Business Processes (chapter 5.1 and 5.5 respectively of Appendix 10.10. Is this right or should it be present?	**13/06/2018** "BSP-13 Prepare/Change Operational Plan (OPLAN)" and "BSP-13 Prepare Operational Plan (OPLAN)" should be replaced by "BSP-28 Prepare/Modify Operational Plan (OPLAN)".

#	Submission date	Publication date	Question subject	Question	Answer
65	08/06/2018 15:20	13/06/2018 15:46	Business Capabilities	Most of the Business Capabilities related to Information Integration are not present in the Business Capability mapping to Business Processes, chapter 5.5 of Appendix 10.10. In fact all of them are missing except the capability "TRU ICT Platform Integration". Is there any reason for this?	**13/06/2018** The rest of the Information Integration capabilities is described directly by the requirements in Appendix 10.13 Solution Requirements, because business processes for the integration capabilities are not defined.

#	Submission date	Publication date	Question subject	Question	Answer
66	06/06/2018 13:40	14/06/2018 12:18	REM	Requriement RQ.5426 steates "System allows MS/SAC user to enter for TE/SE proposal technical specification, compliance sheet and REM specific for sea, land and air means." Q1: Could you explain what is compliance sheet, in details, allowing us to estimated the workload? Do their content and comlexity depend on sea, land and air means?	**14/06/2018** Frontex granted accesss to the compliance sheet in line with the Tender Specifications II.2.1. - Access to Additiona Material. The Compliance Sheet describes the minimum requirements for technical equipment to be deployed in Frontex coordinated activities. Different criteria are set based on the type of technical equipment and operational area (e.g. Fixed Wing Aircraft for land operations and Fixed Wing Aircraft for maritime operations). The compliance sheet supports the selection of technical equipment offered by MS/SAC to be deployed in Frontex coordinated activities. Frontex assesses if the technical equipment offered by MS/SAC comply with the requirements set for each particular operational area (sea, land or air), focusing on: 1) Operational suitability - Sufficient ability to operate and carry out tasks in the particular operational area; - Suitability to the operational concept applied in a particular operational area; - Relevant surveillance and communication equipment on board; 2) Deployment capacity - No of patrolling hours per day; - Length of deployment period;

#	Submission date	Publication date	Question subject	Question	Answer
					- Length of deployment period; - Share of patrolling and transfer hours; - Number of crew members; 2) Cost efficiency - Cost of patrolling hours and day; - Cost of the deployment per month; - Purchase of technical equipment with the use of the EU funding.

#	Submission date	Publication date	Question subject	Question	Answer
67	06/06/2018 13:40	14/06/2018 12:19	REM	Requriement RQ.5426 steates "System allows MS/SAC user to enter for TE/SE proposal technical specification, compliance sheet and REM specific for sea, land and air means." Q2: Could you explain what is REM, in details, allowing us to estimated the workload? Do their content and complexity depend on sea, land and air means?	**14/06/2018** Frontex granted accesss to the Running Expenses of Means (REM) forms in line with the Tender Specifications II.2.1. - Access to Additiona Material. The REM forms are used to calculate the running expenses of maritime and aerial means (land means are currently reimbursed with use of unit costs). For each of these two categories, separate REM form is established with specific cost categories and related definitions. The REM needs to be filled in by MS/SAC for each particular TE offered and is used as a supporting document complementing the estimated budget of an activity. The forms cover the following areas: 1) General information on technical equipment (type of TE, model, name, registration no, no of crew, last day of mission etc.); 2) Performance (duration of mission, total running hours, average no of running hours per day); 3) Clause on no double financing; 4) Fixed expenses (based on TE type), including purchase price, inspections/maintenance cost; 5) Variable expenses (based on TE type), including fuel, service support, additional equipment; 6) Mission expenses (based on TE

#	Submission date	Publication date	Question subject	Question	Answer
					6) Mission expenses (based on TE type), including crew allowances and expenses, insurance and equipment; 7) Calculation of totals. The REMs for maritime and aerial means as regards content differ slightly, but only as regards the number and type of certain expenses, while the complexity is the same.
68	11/06/2018 11:56	18/06/2018 11:10	Contractor's Facility Security Clearance	Contractor's Facility Security Clearance In section 7.5 Security it is stated that: "...Execution of some SC may require valid Facility Security Clearance at CONFIDENTIEL UE level for the Contractor's Company..." and "... Execution of some SC may require ... valid Personal Security Clearance at the CONFIDENTIEL UE level for the personnel involved." Will those security clearances be required at SC#1?	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that during the execution of SC#1: a) at the design phase there will be some technical information to be analysed classified at EU-R and at least one designer shall hold a valid personnel security clearance at a sufficient level to have access to it; b) there will not be any need for the Contractor to process EU Classified Information at own premises for the purpose of the SC execution.

#	Submission date	Publication date	Question subject	Question	Answer
69	13/06/2018 12:22	18/06/2018 11:12	Third level support - Work-arounds for problems	According to the indentation of the req [243], page 63 of the TOR, it seems that work-arounds for problems can only be applied in case Frontex rejects the action plan presented by the Contractor within P-T2 time (the last bullet, speaking about work-arounds, is below the sentence "If refused, then:"). Is this right, or can work-arounds be proposed as part of the action plan anytime the resolution of the problem is expected to last more than P-T3 time?	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that Frontex may approve an action plan proposing to apply a workaround before a final resolution is deployed.
70	13/06/2018 12:26	18/06/2018 11:14	Third level support - Problem resolution times	Regarding the Problem resolution times stated in requirement [240], page 62 of the TOR: Q1: When the P-T2 time starts: after the P-T1 ends, or as soon as the incident is reclassified as a problem (let's say P-T0)?	**18/06/2018** The P-Tx Service Level Targets are measured from the moment a Problem is assigned to the Contractor for resolution.
71	13/06/2018 12:26	18/06/2018 11:15	Third level support - Problem resolution times	Regarding the Problem resolution times stated in requirement [240], page 62 of the TOR: Q2: When the P-T3 time starts: after the P-T2 ends, or as soon as the incident is reclassified as a problem (let's say P-T0)?	**18/06/2018** The P-Tx Service Level Targets are measured from the moment a Problem is assigned to the Contractor for resolution.

#	Submission date	Publication date	Question subject	Question	Answer
72	13/06/2018 16:31	18/06/2018 11:16	ADFS version and roadmap for upgrades	Requirement TR3 mentions usage of ADFS. What is the actual version of the ADFS and if it's not the latest one, is an update planned? If so, when it's planned to be in production? Specific version might have influence on the workload estimation.	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that at the time of deployment MS ADFS 4.0 will be available.
73	13/06/2018 16:36	18/06/2018 11:17	Map Visualization	The requirements RQ.5034 and RQ.5227 mention map visualizations of the HR/AHR/TE/SE needs and deployments based on the deployment locations. How Frontex envisions selection of the deployment location? Is it a selection from the dictionary, selection on the map or other input? Is there a need to change position of the point on the map?	**18/06/2018** Deployment location is selected only from dictionaries of geographical places like countries, islands, cities, etc. The Tenderers shall assume, for the purpose of issuing their proposal, there is no need to change position of the deployment directly on the map.

#	Submission date	Publication date	Question subject	Question	Answer
74	13/06/2018 16:37	18/06/2018 11:21	User management	There are two requirements the following questions refer to: RQ.5245 System allows OPD reporting supervisory user to grant access to reporting functionality to reporting users and team reporting users selected from HR/AHR registered for deployment period or shift. RQ.5246 System allows OPD reporting supervisory user to assign selected HR/AHR registered for deployment to team reporting user. Both of these requirements suggest the necessity to grant access to the System to a person defined in HR/AHR. Based on the Opera 2 system presentation it seems that to access the system new user must go through the acceptance workflow what includes necessity to provide additional information required to create account in AD. 1. Both of these requirements suggest the external user AD account will be created from the internet by the external user. Based on the system presentation provided by Frontex only internal user with leveraged priviledges could have created external account based on the access request workflow. How these requirements impact this	**18/06/2018** Requirements RQ.5245 and RQ.5246 don't have impact on access request workflow. OPD (Operational Division) reporting supervisory user is always an internal user and granting access to reporting functionality and assignment to teams is done by the OPD reporting supervisory user after access request workflow is finished.

#	Submission date	Publication date	Question subject	Question	Answer
				these requirements impact this workflow?	
75	13/06/2018 16:37	18/06/2018 11:23	User management	There are two requirements the following questions refer to: RQ.5245 System allows OPD reporting supervisory user to grant access to reporting functionality to reporting users and team reporting users selected from HR/AHR registered for deployment period or shift. RQ.5246 System allows OPD reporting supervisory user to assign selected HR/AHR registered for deployment to team reporting user.

Both of these requirements suggest the necessity to grant access to the System to a person defined in HR/AHR. Based on the Opera 2 system presentation it seems that to access the system new user must go through the acceptance workflow what includes necessity to provide additional information required to create account in AD.

2. Requirement RQ.5245 suggests that the user access will be granted only in specific period of time. Is it a correct understanding? | **18/06/2018** Yes, user access to reporting functionality may be limited to deployment period or shift. |

#	Submission date	Publication date	Question subject	Question	Answer
76	13/06/2018 16:38	18/06/2018 11:36	MyFX/other systems integration	Appendix 10.3 Current ICT Baseline and chapter 7.1 Dictionary management provides information that MyFX and other systems are supposed to be sources of the dictionaries for the new Opera. 1. Is such integration envisioned from the start of the new system so should be included in Release 1 (SC1)?	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that listed dictionaries shall be used from the listed systems already in Release 1.
77	13/06/2018 16:38	18/06/2018 11:39	MyFX/other systems integration	Appendix 10.3 Current ICT Baseline and chapter 7.1 Dictionary management provides information that MyFX and other systems are supposed to be sources of the dictionaries for the new Opera. 2. Does it mean that ie. Country dictionary provided by MyFX portal will replace already existing implementation of dictionary module?	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the existing dictionary-based mechanisms will have to be adapted.

#	Submission date	Publication date	Question subject	Question	Answer
78	13/06/2018 16:38	18/06/2018 11:39	MyFX/other systems integration	Appendix 10.3 Current ICT Baseline and chapter 7.1 Dictionary management provides information that MyFX and other systems are supposed to be sources of the dictionaries for the new Opera. 3. Requirement RQ.5845 states that the system administrator can manage MS/SAC dictionary. Does it mean that MyFX will provide interface which will enable such modifications from Opera Evolution? Is such integration also envisioned in case of other dictionaries/systems?	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the externally-sourced dictionaries will be managed externally to meet RQ.5845.
79	13/06/2018 16:40	18/06/2018 11:40	Performance counters	Requirement TR34 (Performance monitoring) mentions the following counters: 2. High-water mark of number of user sessions 3. High-water mark of number of distinct named users 4. Current number of user interactions per second Could you elaborate on the expected results of these counters or provide more specific requirement (i.e. what period of time should be considered: daily? weekly?)?	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that in reference to the TR34 high-water mark applies for the highest value ever recorded and current performance measured means the last value recorded (with the probing interval of 1 second by default).

#	Submission date	Publication date	Question subject	Question	Answer
80	13/06/2018 16:41	18/06/2018 11:41	Early Support	ToR requirement [23] states: "The Contractor shall provide Early Support during the stabilization period (2 months after each release) Intramural at the elevated Service Level Targets (SLTs) [...]" Please confirm that Early Support service is requested also for Release 1 (SC 1) and Release 2 (SC 2) even if these releases will not be deployed on production (ToR [23] "[...] Based on the results of the UATs, Frontex intends to deploy the stabilized and accepted application versions of Release 3 and Release 4 to the production environment.")	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the Early Support will be ordered for Release 3 and Release 4 only. Frontex may still order Early Support to either Release 1 or 2 depending on the future business requirements.
81	13/06/2018 16:41	18/06/2018 11:42	Early Support	ToR requirement [23] states: "The Contractor shall provide Early Support during the stabilization period (2 months after each release) Intramural at the elevated Service Level Targets (SLTs) [...]" Please clarify how Early Support (ES) will be related to service Opera Evo software support (Level 3)(3LS). Will these ES and 3LS services be running in paraller or rather 3LS will be ordered after ES ends, so in summary the support will last for 14 months ?	**18/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the Early Support will run in parallel with the Third-level support services.

#	Submission date	Publication date	Question subject	Question	Answer
82	13/06/2018 16:42	18/06/2018 11:42	Trainings	ToR, requirement [25] states: "The Contractor shall deploy Release 3 and Release 4 to the training environment at Frontex." There are also other requirements related to Trainings such as [249], [254], [262] which states that some of the training have to be delivered for each release. To be inline with requirement [23] please confirm that all kind of trainings have to be delivered only for Release 3 and 4 and updated ToR accordingly.	**18/06/2018** The training activities for Release 1 and Release 2 are planned to be carried-out using the User Acceptance Testing environment. While the training activities for Release 3 and Release 4 are planned to be carried-out using the dedicated training environment.
83	15/06/2018 13:56	18/06/2018 12:01	Request of deadline extension.	Dear Sir / Madam, Considering the size of the tendering documentation, the big amount of clarifications received from Frontex through the Questions & Answers, and the complexity and nature of the foreseen scope of work, and with the aim of having enough time to complete a proposal withe the highest possible quality, we kindly request Frontex to consider the possibility of extending one additional week the deadline for submitting offers. Thanks in advance.	**18/06/2018** The Tender submission deadline will be extended by one week, till 02 July.

#	Submission date	Publication date	Question subject	Question	Answer
84	14/06/2018 09:53	18/06/2018 12:10	Additional Materials for CVs	In reference to the clarification on additional materials for cv we would like to confirm that in case of the profile for which the specific level (degree) of education is not required (for example junior web developer) a diploma does not have to be attached to the Technical Proposal.	**18/06/2018** Yes, in case of the profile for which the specific level (degree) of education is not required the copy of education diploma is not required and does not have to be attached to the Technical Proposal.
85	21/06/2018 08:32	21/06/2018 16:27	the submission date	Dear Sir/ Madam, in accordance with your response of 18th June "The Tender submission deadline will be extended by one week, till 02 July." are you gonna change the tender submission date on the official site of the Tendering platform?	**21/06/2018** The Tender submission deadline is extended by one week, till 02 July. Before it can be extended on eTed paltform, the extension must be officially published on the TED website by EU Publications Office. It is expected the extension will be published tomorrow then immediately the deadline will be corrected to 2 July.
86	13/06/2018 13:35	21/06/2018 17:10	Request for Extension	Due to the extensive updates on the provided documentation, as well as a number of our critical requirements remain answered, we kindly request for an extension of at least 3 weeks.	**21/06/2018** The Tender submission deadline is extended by another one week only, till 02 July. All extension equal to two weeks extension from the original deadline of 18 June.

#	Submission date	Publication date	Question subject	Question	Answer
87	13/06/2018 16:35	21/06/2018 17:11	Templates of the import files	Requirements RQ.5256 and RQ.5065 cover import of the proposals from external spreadsheet files. Are the structures of the files planned to be imported already known? If so, can we receive their templates to analyze its structure which may have impact to workload estimation? If they are not available, please provide predicted complexity (number of columns / rows) of such spreadsheet.	**21/06/2018** These external spreadsheets will be made available to the Contractor following the Specific Contract award only. Their format and contents are not agreed in their final version at this point in time.
88	13/06/2018 18:52	21/06/2018 17:12	Date for Release 3 Acceptance	In section 2 of annex II ToR it is stated that: "...resource deployment features (Release 3) available to Frontex and to MS/SACs before January 2020 at the latest" while in section II.2.2.a) of annex I Tender Specification is stated that "...implementation plan (see chapter 6 of the Annex II – Terms of Reference) meeting the deadline of deploying the OPERA system Release 3 in production before Oct 2019. " Please clarify the which is the expected deadline for release 3 acceptance.	**21/06/2018** The expected deadline for deploying the Release 3 in production is before October 2019. Frontex intends to make the business transition to replace the existing Opera 2 with the new Opera system after deploying Release 3 in production in order to make the new Opera system fully available to Frontex and MS/SAC before January 2020 at the latest.

#	Submission date	Publication date	Question subject	Question	Answer
89	13/06/2018 19:00	21/06/2018 17:13	Power Users & End Users Training Courses	In section 8.6 of annex II ToR it is requested to provide two set of courses per each group of users: - Set 1: prior to acceptance phase and - Set 2: prior to each release deployed in production We assume that, since Release 1 and Release 2 will not be deployed, the second set of courses are not required. Please confirm our assumption is correct.	**21/06/2018** The second set of training shall be delivered prior deploying Release 3 and Release 4 in production. However, the functionalities developed in Release 1 and Release 2 shall be covered in the training sessions delivered prior deploying Release 3 in production.
90	13/06/2018 19:04	21/06/2018 17:14	Training for Administrators	In section 8.6 of annex II ToR it is requested to provide trainig courses for administrators prior to each release. We assume that they are expected just for releases deployed in production (release 3 and release 4). Please confirm that our assumption is correct.	**21/06/2018** Yes, the training sessions for Administrators shall be provided for the releases deployed in production (Release 3 and Release 4).
91	14/06/2018 11:33	21/06/2018 17:14	Stabilization Period / Early Support	In annex II ToR section 6.5 [23] it is stated that "...The Contractor shall provide Early Support during the stabilization period (2 months after each release)" We understand that these tasks will only be performed for realeases 3 and 4, that are the only releases to be deployed. Could you confirm our understanding is correct?	**21/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the Early Support will be ordered for Release 3 and Release 4 only. Frontex may still order Early Support to either Release 1 or 2 depending on the future business requirements.

#	Submission date	Publication date	Question subject	Question	Answer
92	14/06/2018 11:41	21/06/2018 17:16	Request for an extension	We would like to ask for an extension of the deadline, based on the following aspects; since the first extension, a) three different versions of RFP documents, including the ToR, have been published increasing the workload to deliver an answer targeted to Frontex clarified needs, b) a major clarification requires that we provide copies of education diplomas for each and every offered candidates, which significantly impacts the lead time associated to the collection of the CV document sets, c) at least one omission has been corrected (BSP-29), although it is a minor one. All the elements above and the sheer complexity of the offer, as highlighted by the numerous questions, push us to ask for an ultimate extension.	**21/06/2018** The Tender submission deadline is extended by another one week only, till 02 July. All extension equal to two weeks extension from the original deadline of 18 June.
93	14/06/2018 11:51	21/06/2018 17:16	Meaning of Release Date Concept	In appendix 10.1 of annex II ToR there are many deadlines referenced to the "release date" (column deadline/service start). We consider as release date the date when the acceptance tests are finished, being user acceptance test a task to be performed afterwards. Could you please confirm?	**21/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the successful completion of acceptance testing needs to conclude two weeks before the planned release date deadlines. The two weeks shall be reserved for change management workflow and deployment activities. This planning assumption applies to all 4 releases.

#	Submission date	Publication date	Question subject	Question	Answer
94	14/06/2018 12:16	21/06/2018 17:17	When Early Support Start?	According to the definition of the term "Early Support" in chapter 1 of Annex II ToR: "Early Support ... is ... aiming to resolve operational issues quickly during an initial period AFTER release deployment" In the last page of Appendix 10.21 Acceptance Criteria, it is said "The early support services are ready to be employed FROM the moment of RELEASE DEPLOYMENT ONWARDS". However, in the first paragraph of page 22 of Annex II ToR, it is stated: "Based on the results of the UATs, Frontex intends to DEPLOY THE STABILIZED and accepted application versions of Release 3 and Release 4 to the production environment" Considering the Early Support is provided during the stabilization period, that first sentence of page 22 seems to be in contradiction with the other two extracts of the ToR. As far as we understand, the Early Support should starts once the system is deployed on the production environment.	**21/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the Early Support will be ordered for Release 3 and Release 4 only. Frontex may still order Early Support to either Release 1 or 2 depending on the future business requirements.

#	Submission date	Publication date	Question subject	Question	Answer
				Could you please clarify this and confirm whether our understanding is right or not?	
95	18/06/2018 19:56	21/06/2018 17:18	Concurrent Users	Could you please provide us with estimates on the envisaged concurrent users per application module.	**21/06/2018** For the purpose of submitting the proposal Tenderers shall assume that the overall number of user sessions will not exceed 600 concurrent users. Depending on the application architecture this load may be distributed across its modules. More specific performance targets will be decided upon at the design phase.
96	20/06/2018 10:08	22/06/2018 16:27	Draft of Contract OPERA System	In accordance with point II.18 of the FWC, the Parties are entitled to terminate the contract without the period of notice or with respect to the periods of notice stipulated in point I.11 FWC? These two provisions should be understood jointly whether they are two separate authorizations to terminate the FWC?	**22/06/2018** Chapter II.18 of the FWC draft Contract indicates the breach grounds/circumstances for the termination of the FWC or a Specific Contract by Contracting Authority or Contractor and the chapter I.11 of the FWC indicates the termination by either party for convenience, therefore they shall be understood separately.

#	Submission date	Publication date	Question subject	Question	Answer
97	20/06/2018 11:25	22/06/2018 16:39	Draft Contract OPERA System - Order Forms	Dear Sir / Madam, You write: "The parties must sign any Order Form before the FWC expires. The FWC shall continue to apply to such Order Forms after its expiry. The services relating to such Order Forms must be performed no later than six months after the expiry of the FWC" The question is: What in case, when you would order additional services for example one month earlier? It's impossible to finish this service in this time, if we don't know what is the scope? Is there any possibility to refuse take additional order?	**22/06/2018** The expression shall be interpret as follow: The Order Form shall be returned signed before the FWC to which they refer expires. The FWC shall continue to apply to such Order Forms after its expiry but new Order Form can not be request, place or signed after FWC expiry. The Contractor has maximum six months after FWC expiry to performed the services related to particular Order Form. In such cases Frontex adapts the scope of tasks under Order Forms to ensure that service will be provided within the maximum six months period. Furthermore, Frontex rules and regulation and internal control procedures does not allows to issue any Order Form that will be valid beyond the FWC expiry date.

#	Submission date	Publication date	Question subject	Question	Answer
98	20/06/2018 12:40	22/06/2018 16:55	Question about competencies	Dear Sir/ Madam, We would like to ask you about cempetencies, exactly about Graphic Designer. You require a Bachelor degree in graphics / art for this role. Does an engineering degree majoring in computer science meets the requirements for the position of "Graphics Designer"? Especially if a person for this role has a ful experience as a graphic designer?	**22/06/2018** No, the Graphic Designer must hold a Bachelor degree in graphics / art.

#	Submission date	Publication date	Question subject	Question	Answer
99	21/06/2018 10:57	22/06/2018 17:01	„Planned placement date" and duration	In ToR 6.6.1 Initial Specific Contracts are listed „Planned placement date" and duration for each planned SC What is the planned duration from Planned placement date to acceptance of SC#1? 1. It is 6.5 months and then 2 months of UAT (as state at page 21 of ToR „Frontex intends to execute User Acceptance Tests (UAT) for each release during the stabilization period (estimated to be 2 months for each release"). That would mean 6.5 + 2 = 8.5 months? 2. Or within 6.5 months all tests in test environment should be completed and all software should be accepted by Frontex? 3. In other words is SC#2 "Planned placement date" 6.5 or 8.5 months after time of awarding the FWC?	**22/06/2018** For the purpose of issuing the proposal Tenderers shall assume that: The SC#1 will commence with the FWC signature. The SC#1 planning, design and software development period of 6.5 months will be followed by 2 months of the User Acceptance Tests (together 8.5 months), however the SC#2 will be started immediately to continue the software development in parallel with the UAT of the SC#1 delivery.

#	Submission date	Publication date	Question subject	Question	Answer
10 0	21/06/2018 13:34	22/06/2018 17:02	system rules	In Chapter 8. Specific requirement [134] The Contractor shall deliver a System Requirements Document comprising at the minimum the following information or equivalents: (...) iii. System rules (EA artefacts)" Please, provide the information in what form do you expect the description of system rules?	**22/06/2018** It is expected that system rules are provided as a short plain text description of system logic placed in Sparx Enterprise Architect model. Details related to the modelling of rules will be provided during design phase.
10 1	21/06/2018 17:31	22/06/2018 17:03	EA	The specific requirements chapter contains the following entry: [134] The Contractor shall deliver a System Requirements Document comprising at the minimum the following information or equivalents: (...) iii. System rules (EA artefacts) Please answer the question how to interpret the abbreviation EA	**22/06/2018** In the requirements "EA" means Sparx Enterprise Architect tool for software development and modelling using UML.

#	Submission date	Publication date	Question subject	Question	Answer
10 2	20/06/2018 11:27	22/06/2018 17:14	Article II.13.5 Draft Contract	Dear Sir/ Madam, You write: "In addition, the contractor must provide the contracting authority with relevant and exhaustive evidence of the acquisition of all the necessary pre-existing rights together with a presentation of relevant result. To this effect, the contractor must provide the relevant evidence listed in Article II.13.5 as appropriate or, failing that, third parties' statement." Question: What do you mean under: the contractor must provide the relevant evidence listed in Article II.13.5 as appropriate or, failing that, third parties' statement?	**22/06/2018** This provision imposes an obligation on the contractor related to the rights existing before the parties entered into the contract. We must know that the contractor has actually legally acquired these rights. Therefore Art. I.10.3 requires for this purpose documentary evidence. The examples of appropriate pieces of evidence are indicated in art. II.13.5 (a - e). If they cannot be provided, a formal statement(s) of 3rd party may be provided instead. Any such statement should confirm that the pre-existing rights have been indeed granted. Such statements may have very different format and wording (e.g. "we confirm that the license XX have been granted to …"; "this is to confirm that the rights of ownership/right to use the result of the contract were granted to the contractor and not to the ordering party" etc.)

#	Submission date	Publication date	Question subject	Question	Answer
10 3	21/06/2018 13:27	25/06/2018 13:39	Please confirm	In „[230] The Contractor shall provide the Third Level Support in 3 options" a. Basic available in Normal Working Hours b. Standard available in the Normal Working Hours and Extended Working Hours on Normal Working Days c. Critical available 24/7 Please confirm that in „EN-Annex VI - Financial proposal" price for 1. "4.2.1 Basic available in Normal Working Hours" should be the price for 3rd level support in Normal Working Hours. 2. "4.2.2 Standard available in the Normal Working Hours and Extended Working Hours on Normal Working Days" should be the price in addition to price for "4.2.1 Basic available in Normal Working Hours". So total cost of 3rd level support in "4.2.2 Standard available in the Normal Working Hours and Extended Working Hours on Normal Working Days" equals price in 4.2.1 + 4.2.2 3. "4.2.3 Critical available 24/7" should be the price in addition to price for "4.2.2". So total cost of 3rd level support in "4.2.3 Critical available 24/7" equals price in 4.2.1 + 4.2.2 + 4.2.3.	**25/06/2018** Despite the formula presented in the line 4, the items 4.2.1, 4.2.2 and 4.2.3 will be summed-up and divided by 3 before adding to the line 4.1.

#	Submission date	Publication date	Question subject	Question	Answer
				+ 4.2.2 + 4.2.3. This is based on formula in "EN-Annex VI - Financial proposal" "4 Support Services" which is the total of 4.2.1 + 4.2.2 + 4.2.3.	
104	22/06/2018 10:31	25/06/2018 13:40	Number of users	In accordance to an earlier response, the Authority indicated the system should support up to 600 Concurrent users. Based on widely used standards, which suggest that that 10-15% of the registered users would be concurrently using the system, we understand that more than 6000 users are envisaged. Could you please confirm our understanding, and also provide a decomposition on the relevant user types	**25/06/2018** The new Opera system will need to support seasonal Patterns of Business Activity (following the cycles of planning and reporting) requiring all 600 foreseen users to be able to interact with the system concurrently in the worst case scenario. Total number of users may reach 6000.
105	22/06/2018 17:24	25/06/2018 13:41	System rules in the Technical Proposal	Considering Frontex answer to question 100 ("Details related to the modelling of rules will be provided during design phase."), does Frontex expect that system rules are included in the Draft SRD for the Deployment Monitoring capability being part of the Tenderer Technical Proposal?	**25/06/2018** Yes, it is expected that system rules are presented in the Draft SRD which is a part of the Tenderer Technical Proposal.

#	Submission date	Publication date	Question subject	Question	Answer
10 6	20/06/2018 11:28	25/06/2018 14:17	Article II.18.1(j), (k) or (l) or in Article II.18.2. Draft Contract	Dear Sir/ Madam, As you have write: ""The contractor is liable for damage incurred by the contracting authority as a result of the termination of the FWC or a specific contract including the cost of appointing another contractor to provide or complete the services, unless the damage was caused by the situation specified in Article II.18.1(j), (k) or (l) or in Article II.18.2. The contracting authority may claim compensation for such damage." What kind of cost? How the Contractor should we count this cost? There is no rules or conditions.	**25/06/2018** The maximum amount of the contractor liability for any loss or damage caused to the contracting authority during or as a consequence of implementation of the FWC, including in the event of subcontracting is indicated in ARTICLE II.6 LIABILITY of the Draft Contract.
10 7	20/06/2018 11:29	25/06/2018 15:23	Draft Contract Opera System	Dear Sir/ Madam, please explain: the draft contract lacks a limit penalties - point II.17 - The agreement provides for the right to suspend the provision of services, without the right to the compensation for the contractor. When we have to reckon with the additional costs, which Frontex us not return?	**25/06/2018** The suspension of the implementation of the FWC by contracting authority does not specify any compensation for contractor, as equally and adequate - the suspension of the implementation of the FWC by contractor does not specify any compensation for contracting authority. Furthermore, the suspension is only a temporary cessation/postponement of the contract execution for specified period of time.

#	Submission date	Publication date	Question subject	Question	Answer
108	20/06/2018 11:29	25/06/2018 15:24	Draft Contract Opera System	Dear Sir/ Madam, please explain: the draft contract lacks a limit penalties - Point II. 16 FWC – When Frontex can reduce the remuneration to the Contractor?	**25/06/2018** As indicated in the article 16.II the contracting authority may reduce or recover payments: - if the contractor fails to provide the service in accordance with the FWC or a specific contract ('unperformed obligations') - or if it fails to provide the service in accordance with the expected quality levels specified in the tender specifications ('low quality delivery') - both terms unperformance and low quality are described in Annex II ToR and Appendix 10.2. General Terms and Conditions for Information Technology Contracts.
109	24/06/2018 13:37	26/06/2018 09:02	Wrong chapter title on Appendix 10.13	Chapter 3.3.1 of Appendix 10.13 Solution Requirements is named "BSP-23 Keep situational awareness about HR/TE". Should not it be named "BSP-40 Keep situational awareness on resources", like the corresponding chapter, 5.4.1, on Appendix 10.10 Business Architecture?	**26/06/2018** Yes, the chapter 3.3.1 in Appendix 10.13 shall be read as "BP-40 Keep situational awareness on resources"

#	Submission date	Publication date	Question subject	Question	Answer
110	25/06/2018 09:09	26/06/2018 09:04	Schedule	II.2.2.a) of annex I Tender Specification states that "Schedule for the indicative implementation plan (see chapter 6 of the Annex II – Terms of Reference) meeting the deadline of deploying the OPERA system Release 3 in production before Oct 2019. " Taking into account Annex II Terms of Reference chapter "6.6 Indicative implementation plan for the FWC" to meet above mentioned release deadline for Release 3 the project have to start (so the date of CSD = FWC Signing Date) not later than beginning of September 2018. Please confirm that in case the FWC signing date will be later that indicated then the Release 3 deadline will be postponed accordingly.	**26/06/2018** The indicative implementation plan starts at the time of entering into force of the FWC. The deadline for deploying Release 3 in production will be postponed accordingly in case of delays in signing the FWC.

#	Submission date	Publication date	Question subject	Question	Answer
11 1	25/06/2018 09:58	26/06/2018 09:06	Request for extension	The extensive number of clarifications responses, and resulting updates on the specifications have created a difficulty in defining the final requirements, and understanding the size and complexity of the envisaged project. We are concerned on the possible impact that might have on estimation of the relevant financial part, which are very important to facilitate the effective execution throughout the project's duration. We are kindly request for a further extension, since two weeks already give do not cover the extend of the clarification responses. Finally, we kindly request from the Authority to provide an updated set of specifications reflecting all performed changes.	**26/06/2018** The initial Tender submission deadline was extended by two weeks, till 02 July. No further extension is foreseen. All amendments in the tender documents were highlighted in the new versions uploaded in the tender Document Library.

#	Submission date	Publication date	Question subject	Question	Answer
112	25/06/2018 17:22	26/06/2018 10:50	Business capabilities	5. In Appendix 10.21 Acceptance Criteria for SC1, Criterion 3 the business capabilities to be included in SC1 include capabilities from release 3 (HR deployment, TE deployment) . On the other hand, in the Terms of Reference document, chapter "6.6. Indicative implementation plan for the FWC" in the table "Initial specific contracts" the SC1 covers only the Release 1. Please confirm if our understanding is correct, that the SC1 will cover Releases 1-3 with durations for delivery of each release as indicated in the table "Initial specific contracts". For clarity, can you update the business capability names listed in scope of SC1 in appendix 10.21 to match the names used in the Terms of Reference document?	**26/06/2018** The SC#1 will cover planning, design, work leading to Release 1 as well as associated training and support. The Release 2 ,3 and 4 would be subject to subsequent SCs. The following items should be removed from the Annex 10.21, as they belong to Release 3: " 3.1.4 Resources Deployment 3.1.4.1 TE deployment 3.1.4.2 HR Deployment 3.1.4.5 Situation Monitoring"
113	25/06/2018 17:23	26/06/2018 10:50	Development tools	Taking into account that Microsoft provides Mainstream Support of 5 years after product release, does Frontex intend to upgrade their system infrastructure (System Center 2012 Configuration Manager, System Center 2012 Operations Manager, Team Foundation Server 2015) during the course of the project?	**26/06/2018** For the purpose of submitting the proposal Tenderers shall assume that Frontex will upgrade the Microsoft product stack before the respective Extended Support End Date is due. Specifically for SCOM/SCCM 2012R2 and TFS 2015 these upgrades are schedule to take place before the end of 2019.

#	Submission date	Publication date	Question subject	Question	Answer
114	25/06/2018 17:24	26/06/2018 10:52	Business capabilities	What is the reason for marking some of the business capabilities with green cell background in excel file "VI - Financial proposal"?	**26/06/2018** The green background of selected rows marks that they represent the leading line of 5 main deliverable IDs.
115	27/06/2018 17:25	28/06/2018 17:17	FPS Integration	According the RQ.5529 it is needed to read from the FPS information as patrolling schedule. What kind of interoperability is implemented in FPS? is there any Web Service Layer?	**28/06/2018** Please note that according to Invitation to Tender point 10.b) the time for requesting the additional information/clarification has expired: 10.b) Requests for additional information received less than five working days before the closing date for submission of tenders will not be processed (for practical reasons).

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