

Call for tenders' details

Title: STAR Tracking Application Development Services 2021-2024

Start date: 15/06/2021

Time limit for receipt of tenders: 26/08/2021

Contracting authority: European Maritime Safety Agency

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	15/06/2021 11:29	25/06/2021 09:57	Country performance	Could we take in the procurement as a Bulgarian company?	25/06/2021 Yes, a Bulgarian company can submit an offer to this call for tender. As stated in the Invitation to tender, "In addition to economic operators established in the Member States of the Union, only economic operators from the following countries are eligible to participate in the present procurement procedure: Albania, Republic of North Macedonia, Iceland, Liechtenstein, Montenegro, Norway, Serbia and Bosnia and Herzegovina."

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2	15/06/2021 11:28	25/06/2021 09:59	Remote work	Could we work remotely or only in the Lisbon?	25/06/2021 The services in the contract will be provided remotely, except when explicitly specified otherwise (e.g. for in person meetings). See Annex B.02 Tender Specifications for a complete list of foreseen in person meetings.
3	28/06/2021 14:11	15/07/2021 16:16	Scope - Types of services	Should the contractor answer to all types of services or is it possible to answer to only one type of services independently? Thank you	15/07/2021 The contractor should provide the services described in chapter "2. Objective, scope and description of the contract" of document "Annex B.02 Tender Specifications". EMSA intends to contract specific activities by issuing individual Requests for Services (RFS) and Specific Contracts in accordance with the terms and provisions of the FWC.
4	07/07/2021 11:35	15/07/2021 16:45	ITT document with broken hyperlinks	Dear Sirs, The Tender Specifications document (Annex B.02) of ITT No. EMSA/OP/9/2021 has all hyperlinks broken. Could you kindly re-establish them and reissue the document	15/07/2021 Please Note that a new version of the document "Annex B.02 TS" has been published.

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5	15/07/2021 09:13	15/07/2021 16:47	Max price per year or 4 years	Could you please clarify that the maximum ceiling price of 50,000€ and 300,000€ (for services 1 and 2 respectively) are per year, rather than for 4 years? In other words, are the ceilings 200,000€ and 1,200,000€ in total for these services? (leaving only a maximum of 100,000€ for points c) and d))	15/07/2021 The maximum ceiling specified is per service type and per year.
6	15/07/2021 09:14	15/07/2021 16:48	Award criteria pricing calculation	Could you confirm that point d) flat rate for travel and accommodation is not taken up in the award criteria pricing calculation? I.e. the amount provided here does not affect the Price score in any way.	15/07/2021 Yes, we confirm that the flat rate for travel and accommodation is not considered in the price award criteria.
7	15/07/2021 09:16	15/07/2021 16:50	For evaluation purposes only	What does EMSA mean with “for evaluation purposes only” for point c)? Does the price stated in the application become binding on the provider should they win the tender? Otherwise, what's to stop a party from putting 1 person day for each profile to make their bid more competitive?	15/07/2021 The effort on price c will only be considered for the price award criteria. It should be consistent with the proposal in Quality criterion 3-d.High-level project plan- Resourcing (including team profiles and effort), and shall ensure appropriate resourcing in order to deliver the services according to the proposed plan.

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8	04/08/2021 15:22	05/08/2021 12:45	Financial Guarantees	<p>Hello, Due to COVID restrictions, the time for drafting bank documents has lengthened extremely in our nation, to this situation are now added the summer holidays of the bank employees. For this reason, we are not sure to be able to provide the requested letter of commitment from the Guarantor by 26/8. In case the bank does not provide the document in time, could we provide a document declaring that the letter of commitment will be provided soon after the reception of it from our bank?</p>	<p>05/08/2021 Due to the ongoing holidays, tenderers can exceptionally submit with their bid a declaration that the letter of commitment will be provided after its reception from their guarantor. However, the "letter of commitment" from the guarantor must be submitted not later than on 30 September 2021, by sending it to the EMSA dedicated e-mail address: OPEN92021@emsa.europa.eu. Otherwise the tender will be rejected. Please note that the deadline for the submission of the bids (26/08/2021) does not change.</p>

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9	08/08/2021 10:20	13/08/2021 08:37	Jira ticketing tool	Re. Quality of the Helpdesk and corrective maintenance service. Explanation of how the contractor plans to setup the process and tools for generating the statistics regarding the SLA monitoring for Helpdesk services from the EMSA JIRA ticketing tool, to be included in the report to EMSA; Question: Does EMSA Jira ticketing tool includes Jira Service Management tool? or other Jira add-ons like for instance Jira SLA PowerBox or JIRA SD SLAs that enables to setup and track SLAs?	13/08/2021 EMSA's JIRA ticketing tool does not include these add-ons.

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10	09/08/2021 14:52	13/08/2021 08:39	Financial Guarantees	Would it be possible to have a template of the requested letter of commitment from a guarantor which must be included in the bid documents?	13/08/2021 Please find below a template text for drafting a "letter of commitment" to be issued by a bank or other financial institution: "We, the undersigned, [name of the bank/financial institution] hereby declare that, in the event that [name of the company] is awarded the Contract under the Call for tender EMSA/OP/9/2021 by the European Maritime Safety Agency (EMSA), this bank undertakes to provide: - first demand guarantees of up to 9% of the total price of the Specific Contracts, necessary for the Framework Contract implementation, representing the performance guarantees mentioned as per section 9 of the Tender Specifications and Article I.6.1 of the draft Framework Contract of the afore-mentioned Call for tender, since [name of the company] [has a sufficient credit line in this entity] / [the relationships we maintain with [name of the company] have been entirely satisfactory to date] / [other reasons]. [Name, title and signature of the legal representative] Done at..... on ..."

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11	12/08/2021 14:20	16/08/2021 17:55	Technical Document	Dear, in the Technical Specification you mention the "Appendix TS.06)", however we are not able to find this document in the Document Library available. can you clarify this issue?	16/08/2021 Appendix TS.06 is incorrectly numbered in Annex B.02 Tender Specifications. For all references to Appendix TS.06, the correct reference is Appendix TS.04-Project Delivery Requirements.
12	16/08/2021 17:24	17/08/2021 11:42	Price	In Section 13, Price, you ask for the Price of the Implementation of Appendix TS.05...(service3). What you are asking is the price for the Scenario presented in Appendix TS.03 "STAR Tracking Request for Change, Scenario for Evaluation". This is correct ?	17/08/2021 Yes, it is correct. It should read: A price per profile/day and of the price scenario for the implementation of the requirements in Appendix TS.03 "STAR Tracking Request for Change Scenario for Evaluation".

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