

## Call for tenders' details

Title: IT Consultancy Services for EMSA's Horizontal Access Management System

Start date: 28/07/2021

Time limit for receipt of tenders: 17/09/2021

Contracting authority: European Maritime Safety Agency

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	06/08/2021 16:45	09/08/2021 15:29	Broken cross-references	On pages 3, 8 and 16 of the tender specifications, there are broken cross-references, read "Error! Reference source not found". Please provide the references.	<b>09/08/2021</b> On Page 3, the correct cross-reference is "2.4 Definition of team composition" On Page 8, the correct cross-reference is "16. Award criteria" On Page 16, the correct cross-reference is "13. Price"
2	06/08/2021 16:44	09/08/2021 15:31	Submission deadline extension	The tender coincides with the peak summer vacation period, during which many of our consultants take their leaves. Considering also the number of requirements in the tender, we kindly ask you provide an extension of five to ten working days, allowing us to have our key resources available for the preparation of the proposal. Thank you for your understanding.	<b>09/08/2021</b> Date to submit offers will be extended by 10 working days

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#	Submission date	Publication date	Question subject	Question	Answer
3	06/08/2021 16:43	09/08/2021 15:32	Quality criterion 3 – Functional prototypes	In EN-Appendix TS.B - OP192021 Scenario for Evaluation, on p. 4, we read: “Functional Prototypes and suggested scope”. We understand that EMSA does not expect tenderers to provide functional prototypes in their proposals, but to define the scope of functional prototypes. Please confirm.	<b>09/08/2021</b> Yes, your understanding is correct.
4	06/08/2021 16:44	09/08/2021 15:32	Evaluation matrix	In EN-Appendix TS.D - OP192021 evaluation matrix, in sheet Quality Criterion 3, there is a repetition of the Project Plan (containing tasks, effort, duration and cost) in rows 6 and 7. We understand that we should provide the plan once in row 7 – sub-criterion 2. Please confirm.	<b>09/08/2021</b> Yes, your understanding is correct.
5	06/08/2021 16:43	09/08/2021 15:33	Quality criterion 2 - Services	On p. 4 of the tender specifications, we read: “Development of new functionalities to be added to EMSA’s Horizontal Access Management platform”. We understand that we should describe how new functionalities will be developed in the Access Management platform and not propose new functionalities in their offers. Please confirm.	<b>09/08/2021</b> Yes, your understanding is correct.

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6	23/08/2021 14:24	24/08/2021 19:36	Financial Guarantee	In "Point 9: Financial Guarantee of "EN-Annex B.02 Tender Specifications" it states: "The Contract is subject to performance guarantees. The tender(s) shall propose with the offer a suitable Guarantor (e.g. bank or financial institution) and provide a letter of commitment from the Guarantor. The suitability of the Guarantor will be assessed against the following criteria: The Guarantor's Long-Term credit rating must be above or equal to BBB- (S&P or equivalent) with at least two registered or certified rating agencies (of which at least one should be S&P, Moody's or Fitch) at the time of the submission of the offer." a) This commitment letter from a bank or financial institution is required at the offer stage? b) Is there any form?	<b>24/08/2021</b> Ad a): Yes, the letter of commitment has to be included in the offer. Please see section 9 of the tender specifications: "The tenderer shall propose with the offer a suitable guarantor (e.g. bank or financial institution) and provide a letter of commitment from the guarantor." Ad b): The template is in the document library named "EN-Annex B.08 Appendix II to Tender Specifications.pdf".
7	20/08/2021 12:23	02/09/2021 18:12	Extension of deadline submission date - Confirmation	As mentioned earlier, the submission date for proposals would be extended by 10 working days. Could you please confirm the deadline for submitting the offer?	<b>02/09/2021</b> Corrigendum 2021/S 167-436691 extended the deadline

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#	Submission date	Publication date	Question subject	Question	Answer
8	01/09/2021 17:29	02/09/2021 18:14	List of projects/contracts	In the Tender Specifications, Section 15.5.2 Evidence, p. 15/18 we read: "The list of projects/contracts shall demonstrate the experience in systems like those of EMSA (subject matter of this procurement procedure), in terms of business logic and used architectures, and experience in mission-critical trans-national systems". We understand that the above requirements (experience in systems similar to those of EMSA and experience in mission-critical trans-national systems) should be covered cumulatively by all references and not individually by each reference contract. Please confirm or clarify.	<b>02/09/2021</b> Yes, requirements can be covered cumulatively by all references.

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9	01/09/2021 17:29	02/09/2021 18:15	Number and timeframe of project references	In the Tender Specifications, Section 15.5 Technical and professional capacity – Selection criteria, p. 15 we read: “The last three major contracts performed during the past three years [...]”. a) Can we present more than three reference contracts? b) We understand that contracts that started before or within the past three years and are either completed or still ongoing by the deadline for submission are considered acceptable. Please confirm or clarify.	<b>02/09/2021</b> The last three major contracts performed during the past three years is to be read as minimum requirement, more can be submitted. A contract that is older than three years but at the time of submission is still on going is indeed valid under this requirement.
10	08/09/2021 11:03	13/09/2021 15:04	Question: Req_6	From our understanding, the websocket is managed directly between the application and the backend. Keycloak does not support this capability as it is not expected (by design) to intermediate this process. Can you please clarify if the websocket channel must be, in fact, instantiated by the solution? If so, can it be ensured by a different architectural component (other than Keycloak)?	<b>13/09/2021</b> "The objective behind this requirement is to be able to instantiate a web socket connection that is subject to authentication and authorization rules defined by the Access Management Framework. Bidders must propose solutions; they will be evaluated against the final objective."

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11	07/09/2021 13:42	13/09/2021 15:05	Question regarding Req_55 & Req_62	As of today, as far as we know, Keycloak does not have an Apache plugin to intercept and analyze all application traffic. Do you confirm this requirement as-is, and can we propose a different architecture using an additional component to achieve this traffic interception?	<b>13/09/2021</b> "Alternatives proposed will be evaluated taking into consideration the final objective"
12	07/09/2021 13:41	13/09/2021 15:06	Question regarding Req_51	Can you confirm our interpretation is correct that this integration is for Single Sign-On and Single LogOut purposes only? Or, do you need any other process to be integrated, such as user Provisioning in IDM (e.g. Just-in-time provisioning from social login)?	<b>13/09/2021</b> "Single Sign-On and Single Sign-out (logging out) are the minimum requirements but integration with IdM will be needed. Bidder shall describe how they plan to achieve it. Integration with Social media is not foreseen."
13	07/09/2021 13:39	13/09/2021 15:07	Question regarding Req_22 & Req_23	Should logs be viewed in Keycloak or should they be sent to a specific SIEM (e.g. ElasticSearch, Splunk, ...)?	<b>13/09/2021</b> "If auditing is being proposed via log files, these should be made available on the server's filesystem for local consultation. In addition, they may also be forwarded to a SIEM system but this decision will be taken during the project implementation. Please refer to Req_60 for more details on integration with Splunk."