



CALL FOR TENDERS

No PS/SRV/TOD/015/2021

Detailed Design, Development and Maintenance of the Transport Observatory Database / Information System (TODIS)

Date: 26.10.2021

No.	Question	Answer
1.	<p>TD section 2.4.6 (Activity 6: Training) provides the following:</p> <p><i>“This task includes the training on the system for both regular system users (i.e. Regional Users, Regional Coordinators, TCT Subject Matter Experts) as well as the system power users (i.e. administrators). This would include conducting training on data input, analysis, and interrogation, as well as reporting and data outputs”</i></p> <p>Could you please estimate the number of trainees for each group of users?</p> <p>This information is necessary to determine number of trainings, requirements related to training facilities and logistics and the budget for trainings.</p>	<p>The no. of persons that should be joining TCT SMEs and system administrators training session shall be around 20.</p> <p>Each training session for Regional Users and Regional Coordinators shall be attended by around 25 persons. Please refer also to the list of Regional Stakeholders provided in Appendix B of Annex 8 (training sessions for Regional Users shall include, as a matter of principle, at least 1 person from each Regional Stakeholder).</p> <p>Please note that all such figures are still indicative and only meant to provide a broad picture of the necessary logistic effort. Altogether, the expected no. of training sessions shall be 8, i.e. 7 for Regional Users and Regional Coordinators and 1 for TCT Secretariat.</p>

No.	Question	Answer
2.	<p>NFR 1.5 provides the following:</p> <p><i>“TODIS shall offer API interfaces to interact with external IT systems, such as:</i></p> <ul style="list-style-type: none"> <li>• <i>DG MOVE - TEN-tec;</i></li> <li>• <i>European GNSS Agency – Galileo Green Lane;</i></li> <li>• <i>World Bank – CPMM System;</i></li> <li>• <i>EU Agency for Railways (ERA).</i></li> <li>• <i>Etc. “</i></li> </ul> <p>Could you explain what kind of interaction with these systems is required? It is not clear from Annex 8 whether it is data exchange, or some external system’s user interaction with TODIS.</p>	<p>Interaction is limited to data exchange (where and when case). Annex 8 provides more details on interaction with external systems (under point 3.3) and also information about data availability and format.</p> <p>TODIS should be flexible enough to allow for automated collection in respect of each data item, once/if possible. However, most data are currently available in word/excel format only. Gaps in data availability and format shall be filled by the Contractor (see TS point 2.9).</p>
3.	<p>NFR 3.4 provides the following:</p> <p><i>“The infrastructure shall support dedicated application (map) server(s) with minimum requirement of 16 core (32 thread), 128 GB RAM, 1 TB SSD or equivalent cloud solution, provided by the tenderer.”</i></p> <p>Having in mind that it is required in the sections NFR3.2, NFR3.5, NFR5.9 to have staging environment, load balancing and failover, this requirement may lead to the conclusion that the application (map) server should have minimum:</p> <ul style="list-style-type: none"> <li>- 16 cores for primary node,</li> <li>- 16 cores for secondary (load balancing) node,</li> <li>- And 16 cores for staging node,</li> </ul> <p>which is in total 48-core server? Or these nodes can share required infrastructure? Considering requirement from Annex-10, Sections NFR2.0, NFR2.1, NFR2.2 regarding performance of the system, it would be reasonable to allow Tenderers to determine infrastructure that will meet performance criteria.</p>	<p>The staging server is not mentioned, nor required to be 16 cores. The dedicated application map server and the load balancing server shall support this requirement, or equivalent cloud solution provided by the tenderer. The minimum performance requirement (as per current ToR) and future load, based on the stipulated users and potential volume of data, can share the required infrastructure as long as the requirements are met</p>

No.	Question	Answer
	<p>Are these requirements also valid for cloud implementation?</p>	
4.	<p>NFR 3.7 provides the following:</p> <p><i>“All infrastructures shall be provided by the Contractor for the minimum duration of the project and the maintenance period. Any hardware infrastructure shall be transferred to TCT Secretariat prior to the acceptance tests. In case of cloud infrastructure, the Contractor shall provide a follow up offer for cloud hosting after the end of the maintenance period.”</i></p> <p>Since the hardware infrastructure shall be transferred to TCT Secretariat prior to the acceptance test, we understand that TCT Secretariat has dedicated data centre. What is the bandwidth provided in the data centre? Are there available switches that could support hardware infrastructure and performance requirements?</p> <p>Also, TCT Secretariat should provide system administrator that can help transferring and setting-up hardware infrastructure to the data centre.</p>	<p>In case TODIS delivery will imply transfer of hardware infrastructure, TCT Secretariat shall offer a dedicated server room in this regard, with the following characteristics:</p> <ul style="list-style-type: none"> <li>- Antistatic floor;</li> <li>- Controlled temperature and humidity ensured by independent climatizer;</li> <li>- Aggregate for backup power supply;</li> <li>- Bandwidth: dedicated 100 Megabytes per second for download and upload</li> <li>- Switches: HP 1820-48G   HP 1920S-48G</li> </ul> <p>The Contractor’s obligations in terms of hardware instalment (if any) are described in art. II.24.2 of the draft Contract (<i>“The Contractor will ensure supply and full installation and configuration of the Goods at the designated place in Contracting Authority’s office, including but not limited to site preparation, assembly and operationalization so that to ensure full functionality of TODIS in the Contracting Authorities premises.”</i>).</p> <p>TCT Secretariat support during the installation phase shall be purely logistic.</p>

No.	Question	Answer
		<p>Please note that Tender Documents do not provide for any obligation of the TCT Secretariat to ensure “<i>system administrator</i>” that should “<i>help transferring and setting-up hardware infrastructure</i>”.</p>
5.	<p>NFR 5.3 provides the following:</p> <p><i>“All software must be provided for an unlimited number of users for <b>any</b> infrastructure component (i.e., application server, plug-in, etc.) needed for full operation.”</i></p> <p>In the section NFR5.1 it is stated that commercial IT solutions that require license procurement are acceptable. Since these solutions are usually not licensed for unlimited number of users, could you please clarify whether the requirement is related to the components exposed to end-users of the system on Web and not to the back-end underlying infrastructure components?</p>	<p>We confirm that the requirement is related to the components exposed to end-users of the system on Web which shall allow an unlimited number of users and not to the back-end underlying infrastructure components.</p>
6.	<p>FR1.6 provides the following:</p> <p><i>“TODIS will ensure that data can be collected both manually (file-based data collection) from a Regional Participant and automatically (e.g., using API) from another.”</i></p> <p>Could you provide specification or at least name external APIs that should be used for automatic data collection? Any integration with external APIs should be planned in advance.</p>	<p>Information about data availability and format is provided in Annex 8. Currently, most data are available in word/excel format. Gaps in data availability and format shall be filled by the Contractor (see TS point 2.9).</p> <p>However, TODIS should be flexible enough to allow for automated collection in respect of each data item, once/if possible.</p> <p>Example of external systems that might provide data automatically to TODIS are SEED or Galileo Green Lanes (for border crossing waiting times).</p>

No.	Question	Answer
7.	<p>FR5.1.21 provides the following:</p> <p><i>“Functionality to define permissions related to actions, available to users with access to user interface components. The system will enable configuring the following categories of actions available to users:</i></p> <ul style="list-style-type: none"> <li>• <i>View data;</i></li> <li>• <i>Add data;</i></li> <li>• <i>Edit data;</i></li> <li>• <i>Delete data;</i></li> <li>• <i>Validate data;</i></li> <li>• <i>Other relevant actions”</i></li> </ul> <p>Please, could you detail the number of the users for each role?</p>	<p>The indicative number of Regional Users might be estimated from the list of Regional Stakeholders in Annex 8.</p> <p>There will be up to 7 Regional Coordinators and up to 10 TCT SMEs.</p>
8.	<p>FR5.22.8 provides the following:</p> <p><i>“Backup media should comprise of a combination of removable hard disk or networked storage that is not generally accessible across the network, or in a separate network, or offsite (cloud).”</i></p> <p>What is expected volume of data for TODIS? This information is necessary to determine storage required for backup of application, mapping and database servers, as well as separate backup of databases.</p>	<p>TODIS data needs tables are provided in Appendix A of Annex 8.</p>
9.	<p>In “TODIS-Tender-Specifications”, § 2.7.1. “Key Experts” is reported that <i>“*** for a project to be considered as having a similar size, the value of its relevant component(s) should be at least EUR 600,000”</i>.</p> <p>Is considered a Project (whose value is more than EUR 600.000) where the Offeror participated to a Joint Venture Consortium Association with a quote less than EUR 600.000?</p>	<p>As long as the expert can prove working experience in a project meeting the described criteria such reference shall be considered valid. Issues to be assessed under this point are the expert’s role and the project’s characteristics, not the share of the company the expert was working for in the JV Agreement.</p> <p>However, please note that the above shall not apply for projects to be submitted as</p>

No.	Question	Answer
		<p>reference for proving compliance with the technical and professional capacity criterion (Section 3.2.4). For that specific case, it is necessary for bidders to prove that:</p> <ul style="list-style-type: none"> <li>- The activities the bidder performed as per the Joint Venture Agreement were covering the two sub-criteria defined in Section 3.2.4.</li> <li>- The bidder's quote in the JV Agreement was above the threshold thereunder provided;</li> </ul>
10.	<p>In "TODIS-Tender-Specifications", § 3.3. "Award criteria", item "Relevant experience of key personnel" is reported that <i>"3 points shall be granted for each additional project covering the relevant requirements defined in Section 2.7.1 ..... (omissis)"</i>.</p> <p>Whether for additional projects it is necessary to submit a statement issued by the client in which it is confirmed that the given data are correct?</p>	<p>The requirement to provide statements issued by the clients only refer to reference projects submitted to prove compliance with the technical and professional capacity criterion (Section 3.2.4).</p> <p>As regards the experts' project related experience, section 3.2.5.1 literally provides the following:</p> <p><i>"The list of projects for each expert shall indicate details of their start and end date, client's name, information on the project's scope and size (including size of the relevant activities, if case), the expert's position in the project team and the activities performed."</i></p> <p>No statements from clients are therefore required for experts' project related experience.</p>

No.	Question	Answer
11.	<p>In “Annex-9-TODIS-Functional-Specifications” and “Annex-9-TODIS-Non-Functional-Specifications” are reported some requirements typically oriented to base TODIS development on the usage of Open-Source-based solutions. Differently, other parts of the same docs seem oriented to prefer commercial technologies (one, in particular).</p> <p>It is being understood that the Offeror is free to propose any of them. Can you express preferences and /or suggestions in this matter, for instance in the light of other, wider needs of the whole TEN-T Network Project (Phase III, etc.).</p>	<p>We confirm that bidders are entirely free to propose either an open-source or a license-based solution, as long as such solution complies with the minimum requirements provided in the Tender Specifications.</p> <p>Therefore, we are not in position to express preference for any of the potential solutions in this regard.</p>
12.	<p>Please, kindly confirm if, in the event of being the bidder an incorporated consortium, each of its member can issue their individual insurance policies.</p>	<p>In case the contract shall be awarded to a consortium/joint venture the term “Contractor” collectively refers to all members such consortium/joint venture incorporates and the same applies for all associated obligations (<i>“if the Contractor is composed of two or more economic operators (i.e. who submitted a joint tender), they are all jointly and severally liable to the Contracting Authority for the performance of the Contract.”</i>).</p> <p>Similar with the performance and advance payment guarantee, it is expected that a single insurance policy is being issued for covering risks and damages and loss relating to the performance of the contract.</p>
13.	<p>Please, kindly confirm if an international worldwide insurance policy with a reputable insurance company would be accepted.</p>	<p>The issuer of the insurance policy is not subject to Contracting Authority’s approval.</p>

No.	Question	Answer
14.	In the event that the Consultant were an unincorporated or contractual joint venture, we kindly ask the client to clarify if the leader member shall invoice the client for the whole amount of the contract, or if by contrast, it is possible for each partner of the joint venture to invoice the client directly and separately for its own assignment in the joint venture.	As per the provisions of the draft contract, it will be the leader's responsibility to invoice the client for the whole amount of the contract.
15.	If the Consultant hires local subcontractors, as a general rule, these subcontractors must invoice the Consultant with local VAT, which is a cost for the Consultant. We kindly ask the Client to clarify if there is an exemption of VAT so that the above-mentioned subcontractors should not invoice with local VAT to the Consultant.	<p>VAT exemption only applies for services/supplies made directly to the Transport Community and do not extend back down the supply chain.</p> <p>In case of companies registered in the Republic of Serbia and invoicing the Transport Community directly, VAT exemption shall be confirmed separately for each invoice.</p>
16.	If the Consultant were an unincorporated or contractual joint venture and the local members of the Joint Venture shall invoice the Consortium leader, as a general rule, this member of the Consortium must invoice the Consultant with local VAT, which is a cost for the Consultant. We kindly ask the Client to clarify if there is an exemption of VAT so that the above-mentioned Consortium members should not invoice with local VAT to the Consultant.	See above.
17.	Confirm please if, in case of award, the pre-financing guarantee and the performance guarantee that it is required to be issued in clause 6 of the Special Conditions of the Contract could be issued by a Spanish first-class bank.	<p>As per the provisions of the draft Contract, TCT Secretariat shall be only requiring modifications of the draft Performance Guarantee form submitted by the Contractor if:</p> <ul style="list-style-type: none"> <li>- <i>“Legitimate concerns exist in relation to the proposed issuing body;</i></li> </ul>





No.	Question	Answer
		<p data-bbox="1402 277 1896 375">- <i>The draft form does not observe the conditions provided under Article II.20.5"</i></p> <p data-bbox="1356 418 1896 587">While it is obvious too early to comment on a potential Performance Guarantee issuing body, no legitimate concern should, as a matter of principle be raised in case of a Spanish first-class bank.</p>