RFQ – Request for Qualification

Renewal of the CDNI transaction system SPE-CDNI

Information requests
(Article 11 of the Procedural Rules for CCNR contracts)

According to Article 11 of the Procedural Rules for CCNR contracts, any candidate company may request additional explanations within the timescale indicated in the information pack. These requests shall be submitted to the examination committee. Each request will be answered. The response will be passed to the relevant company and published on the CCNR's website.

This paper publishes the answers (anonymised) to the requests for additional explanations transmitted to the CCNR's Secretariat by 15 July 2022.

1. Question 1: Property rights

Must the right of the software be held by the CCNR?

Answer:

The CCNR must own the full right *to use* the software – this deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP). However, it is important that the software can be operated in any hosting environment independent from the supplier's environment. Furthermore, the integration of additional modules must be possible, independent of the original supplier.

2. Question 2: Terminals not required

Must the offered solution require the terminal side?

Answer:

It is not required that the solution must include the terminal side, see chapter 4 of the draft specifications. The current specification has the aim to replace the hardware (terminals and ECO-Cards) with app- and web-based components.

3. Question 3: Languages

"Introduction of the company including shareholders, year of foundation, legal form, registered office, languages". We assume that "languages" are a listing of the different languages at least one of the staff masters. Correct?

Answer: Yes. It is important that the supplier can communicate seamlessly with the CCNR and other involved stakeholders.

4.   Question 4: Company information

Some official information of the company is not available in English (for example annual results, signature authority, ..). We assume we can deliver these documents in the language they were originally issued in and that these documents are not included in the 20 pages limit of the response? Is our assumption correct?

Answer: The information should be synthetised in the proposal in English. Documents (in another language than English) can be annexed for information and are not included in the page limit.

5.   Question 5: Day rates

We assume the requested day rates exclude travel costs and - expenses? If not, please indicate how often and where onsite activities are expected to facilitate tenderers to correctly estimate the involved costs.

Answer: The day rates exclude travel costs and -expenses.

6.   Question 6: Staff training

For the staff training i.e. for the staff who use the products, hardware and installation: Is English OK as training language?

Answer: English is appropriate as a training language. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

7.   Question 7: Procedural rules and legal requirements

Throughout the RFQ document the term 'Information pack' is referred to. Article 7 of the Procedural Rules describes what the information pack comprises of. Can you confirm that the PDF document 01072022_RFQ_publication.pdf comprises the entire Information pack?

Answer: Yes, the information pack solely consists of the PDF document *01072022_RFQ_publication.pdf*.

8.   Question 8: Selection criteria (Financial stability)

The selection criteria dictates a minimum 'result' of 600k euros in 3 years. Does turnover qualify as result, or do you mean profit/loss figures?

Answer: The 600.000€ a year in the past 3 years refers to the annual revenue of the respective company.

9.   Question 9: Property rights

On page 21, article 21 it is mentioned that the contractor shall obtain from the IP holder the authorizations to use, modify or publish relevant items. For proprietary, non-public domain components used in software typically the right to use and publish such components is granted.

However, the right to modify such components at the source code level is typically not granted. Are you aware of this - and willing to accept that?

Answer: We are aware of the issue and are willing to accept the proposed approach. It is important to identify the respective non-public domain components.
For general information about IP rights, please refer to Question 1.

10. Question 10: ISO-27001

On p26 of Annex 2, it is mentioned that it 'must be possible to achieve certification according to ISO-27001'. Assuming that a service provider is currently not ISO-27001 certified, at which point in time must the service provider have the appropriate certification? Instead, if the hosting provider is ISO-27001 certified, will that also be sufficient?

Answer: It is not an exclusion criterion (neither for the service provider nor the host) to have already obtained the ISO norm as a pre-condition for the successful qualification. However, it is necessary to obtain the ISO norm at a later stage – this obligation shall be part of the contract.

11. Question 11: Migration

p12, section 4.2 suggests a cutover from 2.0 to 3.0. To mitigate any big-bang effects, it is advised to have selected modules (to be identified) of version 3.0 operational earlier, e.g. per 1 July 2023. For example, it might be useful to give users the opportunity to create 3.0 accounts well before 1 sept 2023.

Answer: The master data is to be transferred to the new system at an earlier stage. This includes the transfer of existing ECO-Accounts, including ship names and owner information. Once a supplier has been selected, it will be discussed which specific modules and data can be migrated to the SPE-CDNI 3.0 on which date. Any suggestions to mitigate migration risks are welcome.
Further details to the migration path can be found in the specification which will be part of the Request for proposal (RFP).

12. Question 12: Migration

P12, section 4.2 - the transfer of master data can indeed be treated as a preliminary step for the migration process. To be able to calculate the cost for this step AND the migration itself, it is required to have a complete and accurate data model of the v2.0 system.

Answer: The data model can be found in the SPE-CDNI 2.0 Online help: https://www.spe-cdni.org/ccnr/SPE_CDNI_Onlinehelp_20_de.html#_helptoc

13. Question 13: Incomplete specification

Several places in the document mention "to be completed". Please note that this information must be complete when the Invitation to tender is issued.

Answer: It will be completed for the publication of the tender.

14. Question 14: Tariff changes

P14, "Tariff changes". The 3.0 specification do not provide sufficient details about the tariff system. In order to provide an accurate calculation of cost, it is required that the tariff structure and the required flexibility thereof is described in sufficient detail when the Invitation to tender is issued.

Answer: The tariff model only consists of two variables: the disposal charge per litre and the date of effectiveness. These variables have to be changeable by the super-user.

15. Question 15: Data extraction and reporting

On p19, a "data extraction system" is mentioned. There is no description of this system in the document. Could you please describe this system?

Answer: This sentence will be deleted because it is unclear. It referred to the reporting measures described in the section above. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

16. Question 16: Terminals and Terminal-Apps

P18 mentions "Terminal-Apps". What is a Terminal-App? Is it an app running on a physical GOS-terminal, and weren't these supposed to be obsoleted? Or is this meant to be a mobile App to be created in the context of the project, as a replacement for the physical GOS terminals?

Answer: The Terminal-App describes the digital application used by GOS-operators on their mobile device or personal computer in the SPE-CDNI 3.0. It serves as a replacement for physical terminals and is used during the transaction process.

17. Question 17: Exceptions: analogue process

P19, Section 5.3.1. Exceptions anticipates that a GOS may not have a digital device and that an analog procedure must be provided. Basically, this could mean that at the GOS a paper form would be filled out, and the details be entered into the system at a later point in time. Are there any other requirements that the system should fulfill during this analog process?

Answer: Articles 3.03 and 3.04 of the Implementing Regulation rule the paper procedure. The bunkering station has 7 calendar days to transmit the relevant data to pay the disposal charge to the NI.
The bunkering station shall note on the proof of supply that the vessel operator has not paid the disposal charge (boatmasters may have to present a confirmation (e.g., in the form of a receipt) to the authorities (i.e., water police), stating that they paid the required disposal charge when bunkering).

18. Question 18: Vessel data

On p22, the list of vessel data seems a bit oddly ordered, and seems to be missing some (essential?) fields such as ENI number. Is this list complete and correct?

Answer: Vessel data was incorrect. It should have stated "Company Data". For clarification, some sentences were added. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

19. Question 19: Output formats

On p23 XML is mentioned as one of the required output formats. Modern systems usually exchange information in other formats such as JSON. Is it still required to maintain XML, should JSON be added as an export format?

Answer: Any state-of-the-art formats which are suggested by the supplier are welcome. It is not required to have XML as an output format. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

20. Question 20: Lost passwords

A "lost password" procedure is missing in the document. Shouldn't this be added to the requirements?

Answer: A section devoted to this topic will be added under the category "Exceptions". This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

21. Question 21: Single sign-on (SSO)

P24 mentions that single sign-on (SSO) must be used. Is there any information available about which SSO provider(s) must be used?

Answer: SSO are not necessary. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

22. Question 22: Data Privacy

On p25, regarding the requirement of a "last access date". Such a data element adds to privacy sensitivity. Is there a reasonable justification for the use of this, or can it be left out?

Answer: We do not believe that the "last access date" breaches any privacy requirements. The hosting will have to take place in the EU or Switzerland. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

23. Question 23: Security

P26, section 6.6 - Security mentions that "the SPE-CDNI system is set up and runs in the same environment as all "Authorisation issuing / acquiring" systems." Does this mean that there is a physical hardware environment already in place that must be used for hosting the system, and if so, what are the specifications of that environment in terms of: the operating system, available resources, hosting restrictions, security, performance and scalability?

Answer: There is currently no infrastructure being used. The service provider must provide an offer for potential hosting partners. The sentence in question will be deleted due to its confusing nature. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

24. Question 24: ISAE3402

Is ISAE3402 an absolute requirement for qualification, or is it acceptable to express the intention to certify for ISAE3402?

Answer: The certificate for ISAE3402 is required at the end of 2024 and is not an immediate requirement for the qualification. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

25. Question 25: Training

P29, Section 7.8 - Is it acceptable to "train the trainer" in English, and that Dutch, French and German training material will be made available

Answer: English is appropriate as a training language. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

26. Question 26: Financial sustainability

There are two main selection criteria mentioned in the document: sufficient HR capacities for delivery of this project and financial sustainability. Our question refers to the second criterion.

Financial sustainability: the service provider needs to prove its financial sustainability. The annual results of the last three years must be at minimum 600.000€.

Exactly what financial ratio does the procurer mean here? Is it annual income or annual revenue that is required at the 600 k € level?

Answer: Please refer to Question 8.

27. Question 27: Property rights

Is a license-based business model possible? If proprietary, then should the solution developed be exclusive?

Answer: Please refer to Question 1.

If question 27 aims to ask about potential licensing fees for the provision of the SPE-CDNI 3.0 software, please be aware that the contract shall have a fixed price as a basis for all development and ownership related issues. Thus, a one-off licensing fee is possible, whereas a monthly license fee/an SaaS model is not possible. Monthly fees may be charged for hosting, maintenance and support and are excluded from said fixed price. A detailed commercial proposal shall be part of the request for proposal process.

28. Question 28: Service provider and contractor

There is mention of 'service provider' and 'contractor'. What is the difference?

<u>Answer:</u> They are the same.

29. Question 29: Functionalities of web- and app-based applications

Do all functionalities have to be available on mobile and on the web?

<u>Answer:</u> Yes, everything except functionalities of super-user and NI-user. It is most important that the bunkering and waste reception have full app functionality. Other processes might only have to use the web-based service, since the benefit from a full app functionality is low.

30. Question 30: Physical hardware

Does the previous transaction hardware (ECO Card + reader) have to continue to be supported or will it be completely replaced by the digital version (ECO ID + App)?

<u>Answer:</u> Yes, everything will be replaced.

31. Question 31: ISO-27001

Does the documentation required for ISO-27001 certification have to be produced as part of the project?

<u>Answer:</u> Please refer to question10.

32. Question 32: Payment systems

The system is not intended to regulate payment transactions. Nevertheless, on page 14 of 'Specifications for SPE-CDNI 3.0 (version 0.3 – 01.07.2022)', "update payment option" is mentioned. What does that mean?

<u>Answer:</u> The "update payment option" will be removed from the specification. This deviation from the original statement will be included in the final specification which will be part of the Request for proposal (RFP).

33. Question 33: Data model

What data needs to be migrated from version 2.0 to 3.0? In what form is this data available now?

<u>Answer:</u> See question 12.

34. Question 34: Support

Is there a possibility to get paid for 2nd and 3rd level support that the contractor might provide or is this strictly included in the price of the project?

<u>Answer:</u> Maintenance and support costs will be calculated separately. A detailed commercial proposal shall be part of the request for proposal process.

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