



Royal Netherlands
Meteorological Institute
*Ministry of Infrastructure
and Water Management*

Information Memorandum no. 1

associated with

Public European Tender

Delivery of a MET/ANSP OPMET system (including user license, support and maintenance)

Reference no. TN-397421

Date of Publication of Memorandum of Information: February 28th 2023

(The schedule in the Descriptive Document includes that the publication would follow on March 7, 2023. This has been brought forward, partly for the convenience of Tenderers. Remaining questions can still be submitted until 16 March, 12:00 CET at the latest.)

This Memorandum of Information is an integral part of the Descriptive Document. The questions included in this Memorandum of Information are taken verbatim as they were asked.

The Memorandum of Information has been/will be made available at www.tenderned.nl

Please note!

Deadline for submission of Questions for Second (and final) Memorandum of Information; **March 16th 2023 (Thursday), 12.00 CET** (local The Hague time)

Deadline for submission of Tenders, no later than: **April 4th 2023 (Tuesday), 12.00 CET** (local The Hague time)



Question Form

For the public European tender procedure Replacement of MET-ANSP OPMET System for KNMI (TN-397421)

Question number	Document	Question	Answer
1	Descriptive Document / 3.2 Final products in scope of the assignment	When is the delivery of the provided system expected? Can we propose a phased delivery of the product with the installation first of an IOC (initial operational capability) version and the installation later of the FOC (full operational capability) one, provided that the installed version is compliant with current SADIS requirements? Of course, an additional session of training and acceptance test would be arranged.	It is a wish of the Contracting Authority that a working version of the system will be delivered before the end of this year (2023). If the Tenderer needs more time to deliver the system, this can be discussed and if needed adjusted in the final version of the Agreement in Annex 2. A phased delivery with an initial version and a final full operational version is possible within the agreed timeline of delivery. In case of phased delivery the conditions of the Site Acceptance Test as stated in the Draft Agreement Annex 2, are based on the final full operational version. If additional training is to be provided, this should be calculated in the pricing sheet. The pricing sheet, or the amount of training-sessions remain the same. It is for Tenderer to decide whether training-sessions should be divided into multiple parts. The Contracting Authority requests one integral price for the Training-session.



Question number	Document	Question	Answer
2	Annex 2 - Draft Agreement, Article 5.1 Delivery, Installation and Configuration of the OPMET system.	How hard is the deadline of delivery of the OPMET system within 5 months after signing of the contract.	Annex 2 is a Draft of the final Agreement. If the Tenderer needs more time to provide the system, this can be discussed and if needed adjusted in the final version of the Agreement.
3	Annex 10 - SLA OPMET system	What means does the Client provide to Contractor to monitor system performance? Obviously system uptime is not dependent on software performance alone and in order to avoid penalties and allow for proper Service Level Reporting we need insight into all components.	In case of a SaaS solution, the Tenderer is responsible for monitoring the system performance (including its cloud en network infrastructure) and providing the Contracting Authority with logging information, so that the Contracting Authority can also (remotely) monitor the performance of the system. In the case of an on-premise AWS solution, the Contracting Authority monitors the performance of the delivered system, including the cloud and network infrastructure in which the system runs. The Contracting Authority uses Grafana for this. In the event of system malfunctions, the Contracting Authority will make an initial diagnosis and provide the Tenderer with all available logging information and further details necessary to solve the problem. Solving the problem is a joint responsibility. Post mortem, a joint analysis we be made to determine the causes of problem.



Question number	Document	Question	Answer
4	Annex 9 - Sub award criteria criterion 2	To what future WAFC developments is KNMI referring?	In the near future WAFC will no longer produce finished weather charts (SIGWX and/or UWT) but will only provide base data for the production of such charts. KNMI will then need a capability to produce charts.
5	Annex 2 and 10	Up to what moment in time and to what extend can Tenderer propose changes to the Agreement and SLA to be drafted between parties?	In case of unattainable, unreasonable or unacceptable conditions, the Contracting Authority invites the Tenderer to submit proposals for changes to the Agreement and/or the SLA. Proposed changes must be submitted no later than during the second round of questions. Proposed changes may not conflict with the requirements as stated in Annex 5 "Program of Requirements".