ANNEX I.B2

IT System Integration services and IT consultancy services for the Agency for the Cooperation of Energy Regulators

Multiple Framework Contracts in cascade

CASE STUDY

LOT 2 – IT consultancy services

OPEN CALL FOR TENDERS

ACER/OP/MIT/10/2017

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1. Introduction

The tenderer shall submit a detailed proposal in writing on the basis of the case study presented below, with the assumption that the services are provided to the Agency **for a period of one (1) year**.

The case study does not commit the Agency to place a request for such services, should the tenderer be awarded the Framework Contract (hereinafter referred to as 'FWC').

2. Description of the case study

The Agency intends to launch a request for services with the aim to cover the need for future operation and evolution of ARIS. The request for service is limited to the consultancy services related to ARIS production environment at the Agency's datacentre and includes the following tasks:

(a) External information security audit of ARIS systems and processes according to ISO 27000 and in line with REMIT Information Security Framework.

(b) Penetration testing and vulnerability scan of ARIS.

(c) Acceptance testing of REMIT Portal website (https://www.acer-remit.eu) from the perspective of the end-user which shall include functional and non-functional tests.

(d) Technical study on possible use of IT Service Management (ITSM) tools for the purpose of running ARIS ITSM processes.

The tenderer **shall consider the following constraints** when preparing the proposal for the case study:

- A proposed team shall include a minimum of three (3) and a of maximum nine (9) experts. Each expert can be assigned to more than one service/task. In addition, one (1) expert must be a certified ISO/IEC 27001 lead auditor;

- The total delivered volume of person-days shall be three (3) full-time equivalents (FTEs), i.e. 750 person-days of which 250 shall be delivered on-site;

- The total duration of the provision of the services is one (1) year. The external information security audit should be done twice, with at least four (4) months between the audits. The penetration testing and vulnerability scan should be done twice, with at least four (4) months between the tests/scans;

- Any Project and Service Management IT tool made available for the use to the Agency for the purpose of delivering the requested services shall support up to thirty (30) users, not including the Contractor's staff.

3. Instructions for preparing the proposal

The tenderer's proposal for the case study shall include all information liested in Section 4 below.

The tenderer should make sure that each expert proposed in the team fulfils all minimum levels of qualifications, professional experience and knowledge and skills applicable for the respective profile as described in Annex I.A2 - Technical Specifications for Lot 2.

For the purpose of this case study the tenderers should not submit the CVs of the experts proposed. Instead a short description of each expert's qualifications, professional experience and knowledge and skills is required.

4. The content of the proposal

a) A description of the methodology/approach the tenderer intends to adopt for the delivery of services listed in the case study.

b) A description of the information security audit process, including proposed scope, duration and final deliverables (e.g. audit report).

c) A description of the approach to be used for performing penetration tests and vulnerability scans, including details on five (5) test cases for the proposed penetration tests.

d) A description of the approach for acceptance testing of REMIT Portal, including details on five (5) functional and two (2) non-functional tests. For the purpose of the case study it shall be assumed that the current implementation of the website fully complies with the business requirements and therefore the requirements can be "reverse engineered".

e) A description of the possible ITSM tools for running ARIS ITSM processes, including cost/benefit analysis for each proposed tool. The case study shall include two (2) different tools.

f) A description of the organisation of work for delivery of the services including the project plan and organisation of responsibility for the tasks among experts and including assignments of particular tasks/activities to particular expert(s) as well as the balance of profiles and breakdown of tasks (i.e. which profile is going to do which task, how much time each profile will spend on each task).

g) A description of the Project and Service Management IT tools that the Contractor intends to use to provide the services in the case study.

h) A description of Transition-in phase for the services in the case study, including the approach the tenderer intends to adopt to collect all the necessary information, properly train its staff and ensure successful takeover of the relevant services.

In addition, the proposal shall identify thee (3) major risks related to transition-in activities and proposals how to address them.

i) A detailed proposal for technical and organisational security measures to be applied to the case study.

5. Evaluation of the case study

The proposal for the case study shall be evaluated based on the following criteria:

- **Completness**

  The proposal for the case study should include all the requested information.

- **Consistency**

  The proposal for the case study should be realistic and properly structured. The information provided should describe a workable solution that could be implemented in practice, e.g. how/which IT consultancy services are employed to address the needs identified in the case study.

- **Flexibility**

  The proposal for the case study should be flexible to allow changes in scope and allow for unexpected delays/issues in any phase of the project.

- **Relevance**

  The proposal for the case study should be in line with the existing ARIS architecture/processes and should include only information relevant to the case study.