**ANNEX I.B1**


# 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 1 - IT System Integration 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 of improving and maintaining the REMIT Portal (https://www.acer-remit.eu) as part of ARIS. The request for service is limited to ARIS production environment in the Agency's datacentre and includes the following tasks:

(a) Definition and assessment of possible improvements to the REMIT Portal from the perspective of the end-user. This shall include two (2) improvements for each of the following: (i) the general website layout of the REMIT Portal, (ii) the usability of the "Documents" section, and (iii) the presentation of various data in tabelaric form.

(b) Analisys and assessment of a suitable Content Management System (CMS) to manage the content to be published. The analysis should consider existing third party products and/or custom development.

(c) Development of the improvements identified and deployment into production environment.

(d) Development and implementation of the proposed CMS and deployment into production environment.

(e) Operation, support and maintenance of the new REMIT Portal and CMS in production environment.

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

- A proposed team shall include a minimum of four (4) and a maximum of twelve (12) experts. Each proposed expert shall cover a maximum of four (4) professional profiles (either type A, B or C as defined in Annex I.A1 – Technical specifications for Lot 1);

- The total delivered volume of person-days shall be four (4) full-time equivalents (FTEs), i.e. 1,000 person-days of which 250 shall be delivered on-site;

- The total duration of the services is one (1) year and the deployment to production is expected within seven (7) months from the signature of the specific contract;

- All the SW delivered shall be integrated into ARIS SW architecture. Any third party products shall be clearly indicated and the estimated cost of licenses for these products shall be provided;

- All the SW delivered shall be deployed, tested and maintained in two environments (development and pre-production) before entering production environment;

- 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 listed 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.A1 - Technical Specifications for Lot 1.

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 qualification, 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 this case study.

   The description shall, **among other aspects, explain also how**: (i) ii is ensured that the end-user support and software development related services are provided in sufficient quantity and quality and thus ensuring the continuity of the currently running processes and (ii) the infrastructure shall be managed.

b)  A description of the proposed improvements to the REMIT Portal, with specific examples of the respective new website layout.

c)  A description of the proposed CMS solution including main CMS workflows.

d)  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, 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 and how much time each profile will spend on each task).

e)  A description of the Project and Service Management IT tools that the tenderer intends to use to provide the services in the case study;

f)  A description of the 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 three (3) major risks related to transition-in activities and proposals how to address them.

g)  A detailed proposal for technical and organisational information security measures to be applied for the purpose of 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 in detail. The scope of the case study should be in line with the estimated total volume of available person-days and duration of the case study.

− **Consistency**

The information provided should describe a workable solution that could be implemented in practice, e.g. how/which IT Integration services are employed to address the improvements needed.

− **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.