

**Frontex/OP/63/2018/SB**

**Framework Contract for the development  
of ICT software solution for the  
management of Frontex operational  
resources - OPERA system**

**Annex II**  
**Terms of Reference**



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# 1. Terms and definitions

The terms in the table below, appearing either in a complete or in an abbreviated form, when used in this document and its appendices, relating to the Technical Proposal and Financial Proposal shall be understood to have the following meaning:

Term	Abbreviation	Meaning
24/7/365	24/7	Used for defining services to be provided around the clock every day of a year when the differentiation of Normal and Extended Working Hours is not applied.
3rd Party Software	3rdP	Any other COTS software which is not produced by the Tenderer but is being resold by the Tenderer and is included in the Tenderer Official Price List. For more information on the Official Price List see Appendix 10.2 GTCITC.
Custom-developed software	CDS	Custom-developed software or bespoke software is software which is commissioned, designed and developed specifically for Frontex. It is implemented in programming language, using development constructs, compiled and distributed in form of Release Package.
Commercial Off-The-Shelf Software	COTS	Commercial software products, components, development libraries, templates, scripts, taxonomies, management and development tools that are produced by the Tenderer which are offered and sold in substantial quantities in the commercial marketplace. It can be purchased, leased or licensed to the general public.
Constant Discount Rate	Discount	As defined in Appendix 10.2 GTCITC.
Early Support	ELS	Early Support (or Early Life Support) is an ITIL-defined process (a part of Service Transition process) aiming to resolve operational issues quickly during an initial period after release deployment, and to remove any remaining errors or deficiencies
Extended Working Hours	EWH	Any working hours other than Normal Working Hours.
Fixed Price	FP	Fixed Price assignments as defined in the Appendix 10.2 GTCITC.
Framework Contract	FWC	This Contract
Frontex	FX	The European Border and Coast Guard Agency
Frontex Headquarters	FX HQ	Frontex premises located in Warsaw, Poland.

Maintenance day		<p>Maintenance day lasts:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 10 hours for Basic Service Window in NWD</li> <li><input type="checkbox"/> 24 hours for Standard Service Window in NWD</li> <li><input type="checkbox"/> 24 hours for Critical Service Window for every calendar day</li> </ul> <p>The above-listed hours are called maintenance hours from here onwards.</p>
Man-day	md	8 hours of work by one person. Typically md is performed in the hours agreed with Project Manager (e.g. 8:00 - 16:30 or 9:30-18:00) and must include 30 minutes break that does not fall into the 8 hours of work.
Member State	MS	The European Union member state.
Normal Working Day	NWD	From Mondays to Fridays inclusive, excluding Frontex holidays. Frontex holidays usually cover Easter Break, 1-3 May, 9 May, Corpus Christi in June, Assumption Day in August 1 and 11 of November, last week of December and 1 day of January. Detailed list will be provided to the Contractor at the end of each calendar year.
Normal Working Hours	NWH	Normal working days from 08:00 to 18:00
Official Price List	OPL	See Appendix 10.2 GTCITC for the definition. For purpose of this FWC the OPL shall be limited to COTS and 3rdP software products, components, development libraries, templates, scripts, taxonomies, management and development tools recommended for this FWC taking into account the requirements, Current ICT Baseline, scope, current, target situation defined by Frontex and the Tenderer best practices.
Open-source software	OSS	Software with its source code made available with a license in which the copyright holder provides the rights to study, change, and distribute the software.
Order Form	OF	See Appendix 10.2 GTCITC terms and definitions.
Other Locations		Place of performing tasks contracted under this Contract that are different from Frontex Headquarters and official Contractor's premises.
Out of the Box Software	OOTB	A ready-made software that meets a requirement that works straight after its installation without a special software development effort.
Personal Data		Shall have the same meaning as set out in the Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

Recovery Time Objective	RTO	A Recovery Time Objective (RTO) is the targeted duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity
Recovery Point Objective	RPO	A Recovery Point Objective (RPO) is the maximum targeted period in which data might be lost from an IT service due to a major incident
Service Level Target	SLT	A commitment towards the level of service that is documented in a Service Level Agreement (SLA).
Schengen Associated Country	SAC	Countries which are associated members of the Schengen Area
Service Level Agreement	SLA	A formal, negotiated document that defines (or attempts to define) in quantitative (and perhaps qualitative) terms the service being offered to Frontex by the Contractor.
Standard Operating Procedure	SOP	A standard operating procedure (SOP) is a set of step-by-step instructions compiled by an organization to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.
Specific Contract	SC	Fixed Price or Times and Means service Contract implementing Framework Contract
Specific Order	SO	Purchase Order implementing Framework Contract
Technical Platform	Platform	The Technical Platform includes all ICT tangible elements needed for the implementation and usage of the end-user software solutions with the exception of site and site collections, contents, branding, integration interfaces - configured or developed for Frontex. Technical Platform covers all the elements of the TOGAF Technical Reference Model TRM1 except the business applications.
Times and Means	T&M	Times and Means assignments as defined in the Appendix 10.2 GTCITC

The table above lists the terms and definitions specific to this document and its appendices. It does not include the common business terms and concepts used in Frontex, which are defined in Appendix 10.11 Business glossary. The information Frontex provides in this document is formatted in normal font and paragraphs like this one. The requirements for the Contractor to fulfil are labelled through a numbering list in square brackets: [xx].

<sup>1</sup> [http://www.opengroup.org/public/arch/p3/trm/trm\\_detail.htm](http://www.opengroup.org/public/arch/p3/trm/trm_detail.htm)

## 2. Objectives

The objective of this Contract is to deliver an integrated operational resource deployment management application supporting identified business processes in line with the new European Border and Coast Guard Regulation<sup>2</sup>, which entered into force in 2016. Frontex intends to follow incremental approach and aims to have a ready to use application covering operational planning, ABN and resource deployment features (Release 3) available to Frontex and to MS/SACs before January 2020 at the latest, so that it can be used to implement operations in 2020 and to plan the next operational year (2021). Deployment in production environment, data migration, training and acceptance testing activities need to be finished before that date. More information about the planned development stages can be found in chapter 6.5.

Frontex considers this framework contract to become a flexible tool for the contracting and delivery of the OPERA system. Subsequent stages grouping the functionalities to be delivered may be ordered together under one specific contract or separately, depending on the outcome of the previous specific contracts. This contract also covers the future maintenance and further development of the system.

Main objective for the application to be delivered is to remove manual data processing workflows outside of the system (excel files and e-mails) as indicated by target (to-be) business processes and to enter data only once in the system for increased efficiency, fewer errors and better user experience. This objective will be achieved by means of integration with other Frontex systems. By default, each piece of information would be created/edited in the system designated as the reference data source (for example, Frontex coordinated operations would be created and edited in Opera), while other systems would automatically update their databases to match the source.

[1] The Contractor shall observe the above-described objectives through-out the execution of the framework contract, support Frontex in achieving them and report any threats to them.

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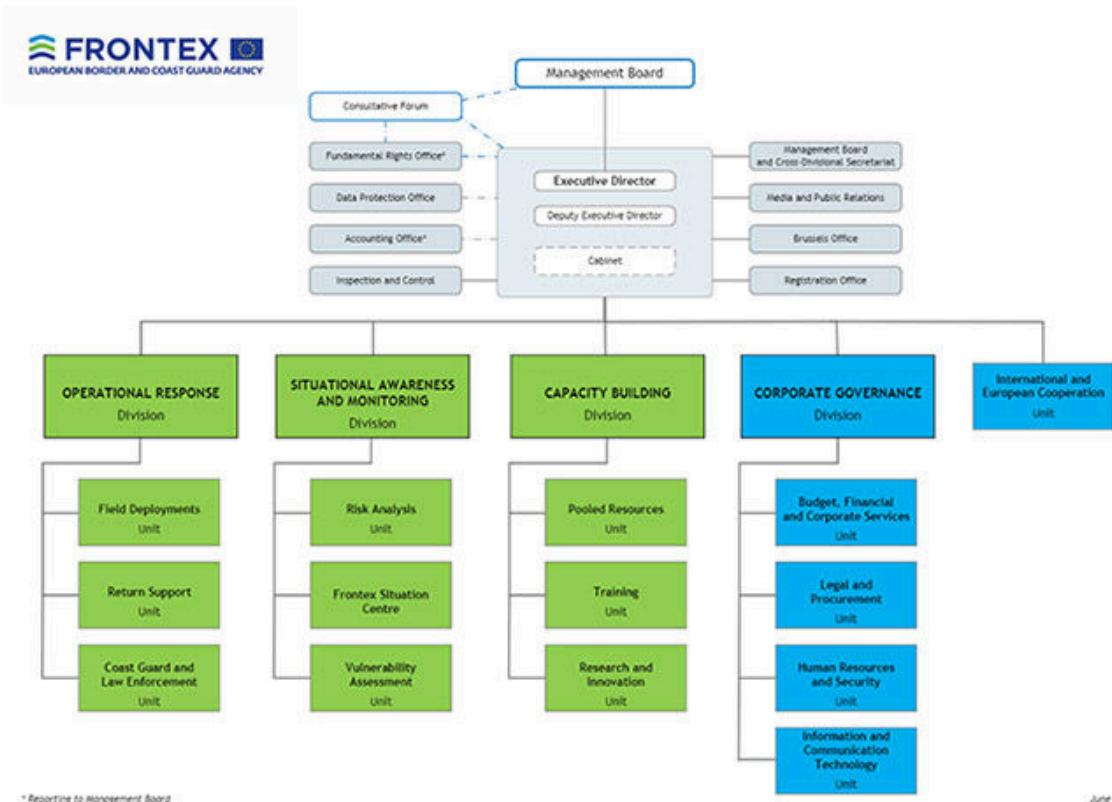
<sup>2</sup> Regulation (EU) 2016/1624 of 14 September 2016 on the European Border and Coast Guard (OJ L 251, 16.09.2016, p.1)

### 3. Background

The mission of Frontex - the European Border and Coast Guard Agency - is to promote, coordinate and develop European border management in line with the EU fundamental rights charter and the concept of Integrated Border Management.

The focus of this contract is on Frontex activities related to operations and resource management. Frontex role in operations focuses on coordination of deployment of additional experts and technical equipment to those border areas which find themselves under significant pressure. Frontex also builds the capacity of the member states in various areas related to border control, including training and sharing of best practices.

The current Frontex organization structure is presented in the figure below:



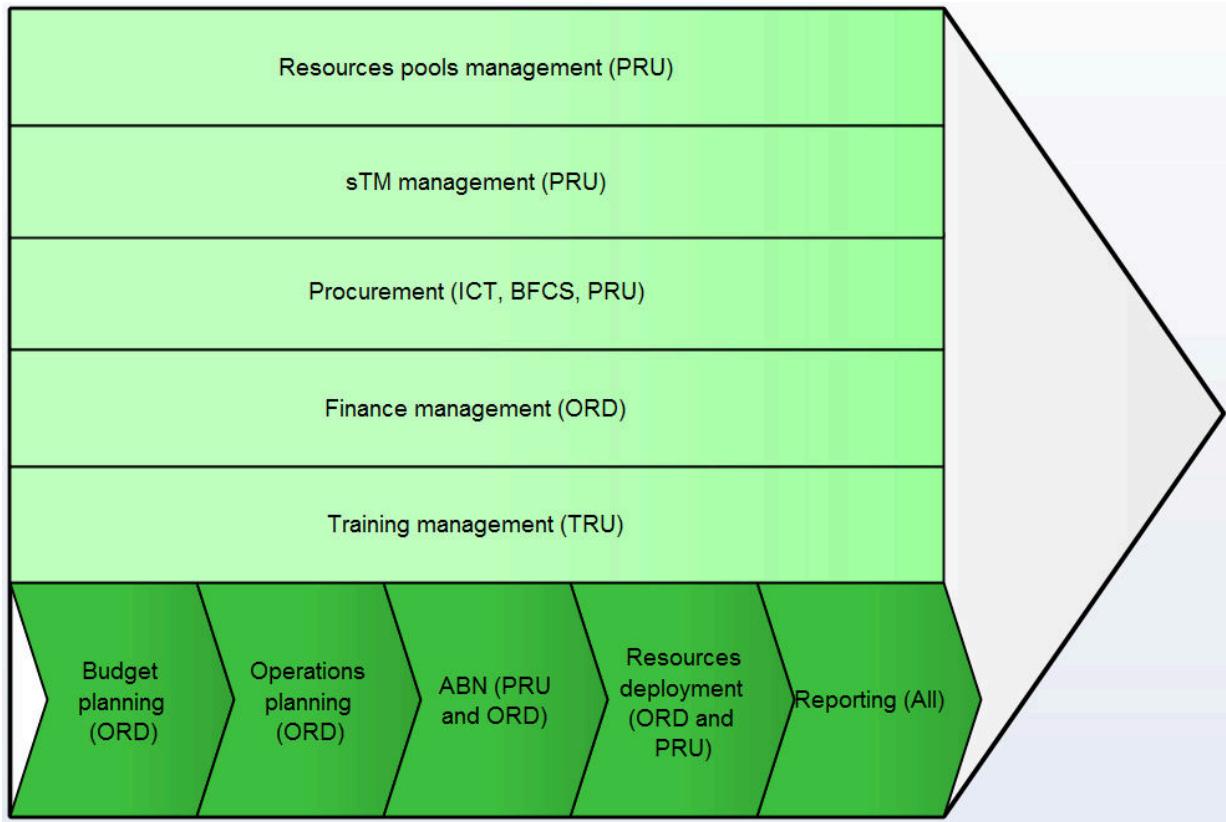
*Figure 1 Frontex organization structure*

Business activities under consideration are performed by Frontex Business Units from the Operational Response Division and Capacity Building Division. Below list is a high level overview of how resource management for operations is performed at Frontex:

- Pooled Resource Unit (PRU) is responsible for effective management of resources for Frontex operations.
- PRU manages resources pools for Frontex operational activities (HR/AHR, TE/SE, sTM).
- Operational Response Division (ORD) units (FDU, RSU), together with Situational Awareness and Monitoring (SAM) units (FSC, RAU) prepare the budget, plan joint operations, resource needs and deployments.
- ORD units provide needs for sTM.
- PRU and ORD units collect resources from MS/SAC via ABN process.
- RSU provides input for Return HR pools and manages return operations (requests and selects HR resources).
- TRU identifies training needs and provides training to EBCGT.
- Finances related to resources planning and deployment are managed by ORD units with support, guidance and verification from Budget, Financial and Corporate Services (BFCS).

- Procurement needs are described by different unit depending on type of resource (ICT, BFCS, PRU, etc.). Procurement Sector in Legal and Procurement Unit gathers required input from requesting units and runs the procurement procedures.

This summary information about business areas is also presented on a value chain below. More detailed information about the business capabilities to be supported can be found in chapter 5.2, whereas the business processes within these areas (including detailed activities performed by each unit) are part of the OPERA System Business Architecture document (see Appendix 10.10 Business architecture). Business processes and information processing needs are based on Regulation (EU) 2016/1624.



*Figure 2 Overview of resource management for operations business areas*

- [2] The Contractor shall observe the above-described background, context and apply this terminology throughout the execution of the framework contract.

## 4. Stakeholders

The table below lists stakeholder groups (Frontex units and external partners) affected by the Solution or the implementation process together with their role:

Stakeholder name:	Role
Frontex PROC	Purchaser representative
Frontex PRU	Business owner, users, contract management
Frontex ICT	IT Service provider, supplier of infrastructure, contract management
Frontex Operational Response Division - relevant entities: Divisional Support Office (DSO), Field Deployment Unit (FDU, formerly JOU) and Return Support Unit (RSU)	Users
MSs/SAC National Frontex Points of Contact (NFPOC)	Users
MSs/SAC National Authorities (NA)	Users
Third Countries (TC) National Frontex Points of Contact (NFPOC) and other National Authorities	Users
Frontex FSC, TRU, RAU, BFCS (formerly FCS)	Users

[3] The Contractor shall recognize the above-described stakeholders throughout the execution of the framework contract and support Frontex in providing these stakeholders with the appropriate, timely and accurate information regarding OPERA system and its delivery.

### 4.1. Engagement of other Contractors

Frontex will bring to the OPERA system project team consultants sourced through other framework contracts. These consultants will advise Frontex in the fields of project management, software development and ICT systems implementation.

[4] Upon Frontex request the Contractor shall collaborate with the Frontex-appointed consultants and Contractors on the development of the OPERA system or integration of it with other systems.

## 5. Context

### 5.1. Current situation

Currently a limited subset of resource management for operational activities is performed in the Opera 2 system, while activities not supported by the system are performed manually using Excel files and e-mail communications. Opera 2 was developed in 2014 and introduced in March 2015 with the purpose of establishing accurate databases for human resources and technical equipment, which were both created and managed directly by the Member States (MSs), as well as to provide a possible mechanism for management and deployment of operational resources by Frontex and MSs to the operational areas. The current system was built to reflect the requirements of the previous regulation based on an older concept of deployment (one single pool). This outdated architecture has revealed a variety of important operational and legal shortcomings. The identified business problems along with the opportunities for improvement have been listed in the table below:

*Table 1 Business problems and opportunities for improvement*

Business problems	Opportunities for improvement
Manual processing of data; The use of different platforms for the management of operational data and communication with MSs in parallel to Opera 2 (i.e. Excel-spreadsheets for deployment plans and the management of ABN, e-mail communication) leading to data inconsistencies, unreliable data, and the duplication of efforts;	Business process supported by the new solution; All required data available in the system;
Limited interoperability and data-exchange; Users of the system need timely access to accurate data to perform their duties. The Agency deploys differently governed information systems which are not interconnected and cannot share/exchange data. Data management effort is increased because data must be manually entered, verified and kept synchronized in each system.	New solution integrated with other Frontex systems; All required data available in the system. It is less costly to maintain timely, accurate data in a single application, and then share it, than it is to maintain duplicative data in multiple applications.
Decentralized budget management; Related to the point above, information systems for operational planning/deployment and their financing are currently governed by different systems (i.e. Excel-spreadsheet for grants, ABAC and MiMa);	Budget planning and management in the new solution; New solution integrated with other Frontex systems;
Difficulties with costs analysis of deployed resources; Related to decentralized budget management, it is difficult to analyse costs of deployed resources against the budget as it requires a significant manual effort.	Budget planning and management in the new solution; Financial management of the deployed resources in new solution; Reporting features in new solution;

Limited reporting capabilities for decision making, monitoring and control;	New solution integrated with other Frontex systems; All required data available in the system;
Also related to points above, data required for reporting (MNITE, budget, HR/TE needs and deployment offers, deployment costs) is not readily available for analysis and significant manual effort is required to produce reports.	Reporting features in new solution;

While the above table summarizes the general business needs, the detailed functional requirements (including reporting requirements) to satisfy these needs are described in OPERA System Solution Requirements document (see Appendix 10.13).

The current shortcomings furthermore impede the Agency's ability to comply with important legal requirements under the new EBCG regulation, such as the requirements of yearly resources planning, the requirement of having on stand-by 1.500 European Border Guards, the composition of different teams from several pools for various operational activities, the requirement of regular reporting to the Parliament. Additionally, management of resource needs and management of pledges are important from the operational perspective, even though they are not directly required to comply with the new regulation. Therefore, considerable improvements to the Opera application are required in order to meet the full range of operational and legal requirements, in full compliance with the Agency's current and future objectives and expectations.

- [5] The Contractor shall recognize the above-described as-is situation and ensure that the OPERA system addresses the business problems and opportunities for improvement.

## 5.2. Target situation

The desired situation is to have a solution for the current business problems outlined in the previous chapter. The expected benefits by the end of the OPERA system project will include:

1. Improved quality of data: all relevant data will be managed by the system;
2. Reduced data management efforts and risks caused by manual processing of data;
3. Improved data exchange by integration with other systems;
4. Improved reporting capabilities for operational and strategic management using new data available in the system;
5. Improved IT resource utilisation by reusing parts of Frontex-wide solutions and ICT technologies;
6. Improved user experience due to UI improvements.

- [6] The Contractor shall recognize the above-described benefits and ensure that the OPERA system solution contributes to achieving these benefits.

The following Business Capability Model describes the major business capabilities to be supported by OPERA system in target situation. The model presents the status of the specific business capabilities by indicating which capabilities are already fully or partially supported by Opera 2 and which ones are entirely new. There is also the indicator on the capabilities informing that the particular ability will be enabled/implemented by leveraging the ICT shared services.

The capabilities marked:

- In green colour are currently supported by the Opera 2 and shall be supported by the OPERA system

- In yellow colour are currently partially supported by the Opera 2 and the support shall be retained and extended by the OPERA system
- In red colour are not supported by the Opera 2 and shall be supported by the OPERA system
- With blue rectangle are to be supported by the Shared Services

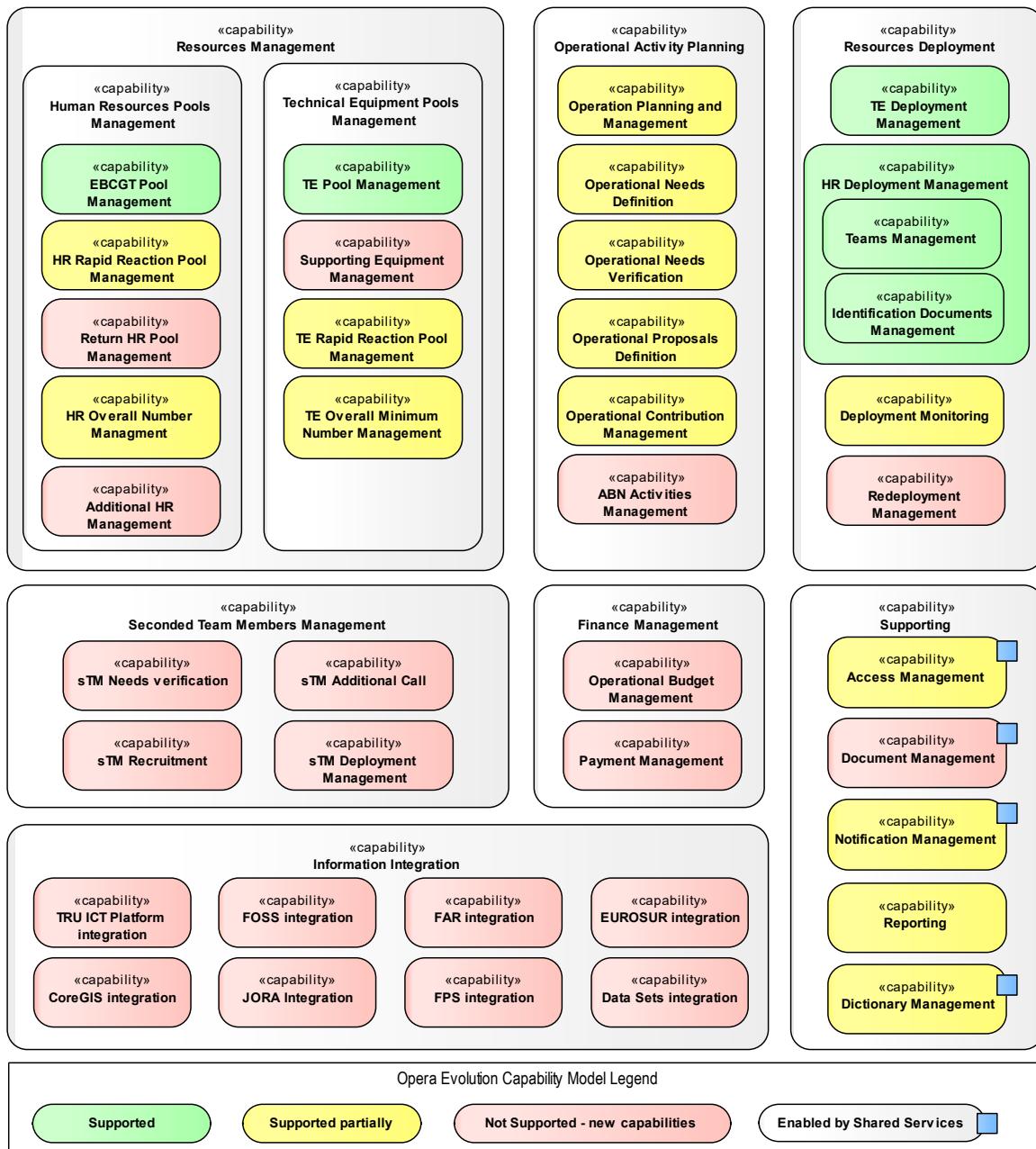


Figure 3 Business Capability Model

Capability Name	Capability Description
<b>Human Resources Pools Management</b> - the ability to manage the data related to experts in the scope of general information, personal details, profiles, skills, trainings management, availability, deployment history, attached documents, personal equipment/weapons and allocation to pools.	
EBCGT Pool Management	Ability to manage the data related to border guards and their profiles, trainings and allocation to EBCGT pool.
HR Rapid Reaction Pool Management	Ability to maintain the border guard resources foreseen to be used in the rapid border interventions. The capability includes also the definition of the minimum overall number

Capability Name	Capability Description
	of border guards for Rapid Reaction pool and the minimum number of border guards allocated to the specific rapid reaction profiles.
Return HR Pool Management	Ability to maintain the border guard resources foreseen to be used in the return operations. The ability includes also the definition of the minimum overall number of border guards for Return HR pool and the minimum number of border guards allocated to the specific return profiles.
HR Overall Number Management	Ability to define and manage overall general number of border guards and to keep HR pool for EBCGT and return HR pools populated and ready for deployments.
Additional HR Management	Ability to set up Additional HR pool and maintain the additional staff with Member States/Schengen Associated Country contribution made available for Frontex operations.
<b>Technical Equipment Pools Management</b> - ability to manage data related to technical assets in the scope of general information, specifications, availability, additional requirements, operational area and allocation to pools.	
TE Pool Management	Ability to manage all data related to Member State and Frontex Technical Equipment which is made available for Frontex operations in the scope of Technical Equipment Pool.
Supporting Equipment Management	Ability to manage all technical items (ICT Equipment, mobile communication equipment, expendable equipment, logistic equipment) owned by Frontex which are used during joint operations, return activities or interventions but not included in the Technical Equipment Pool.
TE Rapid Reaction Pool Management	Ability to manage the technical equipment foreseen to be used in the rapid border interventions.
TE Overall Minimum Number Management	Ability to define and maintain the overall minimum number of specific type of technical asset available per month/s in the scope of Technical Equipment Pool and Rapid Reaction Equipment pool.
<b>Operational Activity Planning</b> - ability to manage all data related to the operational activity definition, data related to the operational needs definition and MS contributions for the operational activity (joint, rapid, return).	
Operation Planning and Management	Ability to define the Operation Plan for the operational activity and to plan, implement and evaluate the operational activity.
Operational Needs Definition	Ability to plan, define and manage required resources (human and technical) for the operational activity managed by Frontex.
Operational Needs Verification	Ability to verify, report and publish required resources (human and technical) for the operational activity managed by Frontex.
Operational Proposals Definition	Ability to define and communicate the proposal of resources (human and technical) offered by Member States/Schengen Associated Country on the basis of defined operational needs.
Operational Contribution Management	Ability to select HR/TE resources from proposals provided by Member States/Schengen Associated Countries and to negotiate and confirm with them the contribution for selected resources.
ABN Activities Management	Ability to manage all actives related with scheduling, organization, reporting and evaluating of Annual Bilateral Negotiations meetings.
<b>Resources Deployment</b> - ability to manage all data related to the deployment of the specific human resources or technical equipment for the operational activity (joint, rapid, return) and monitor the situation.	

Capability Name	Capability Description
TE Deployment Management	Ability to deploy and manage the deployment of all technical resources contributed by Member States/Schengen Associated Countries or provided by Frontex for operational activity.
HR Deployment Management	Ability to deploy and manage the deployment of all human resources contributed by Member States/Schengen Associated Countries or provided by Frontex for operational activity.
Operational Teams Management	Ability to compose the operational team from the border guards selected and approved to be deployed.
Identification Documents Management	Ability to manage, print (using the existing type of printer in Frontex - Fargo HDP5000), issue the secure identification documents required for having by border guards deployed during operational activity.
Deployment Monitoring	Ability to keep the situational awareness of ongoing operational activity by collecting the reports on deployed resources, viewing the details of deployed resources, browsing their deployment on the map and generating reports on budget consumption, resources deployment and resources availability.
Redeployment Management	Ability to prepare and agree with Member States/Schengen Associated Countries and other operational managers a redeployment plan for deployed resources.
<b>Seconded Team Members Management</b> - ability to manage the activity of needs definition, recruitment and deployment of Seconded Team Members.	
sTM Needs Verification	Ability to define and verify the required profiles for Seconded Team Members.
sTM Recruitment	Ability to prepare a reserve list of Seconded Team Members on MS/SAC proposals for new candidates and confirmations of availability for Seconded Team Members selected during previous two years.
sTM Additional Call	Ability to collect MS/SAC proposals and select new Seconded Team Members in case of additional needs emerged during implementation of operational activities.
sTM Deployment Management	Ability to manage Seconded Team Members deployments and their availability by preparing and negotiating individual deployment proposals and maintaining reserve list and deployment plan.
<b>Finance Management</b> - ability to manage and monitor data related to the definition of budget for operational year, budget lines, detailed estimated budget, requests for pre-financing, interim and final payments.	
Operational Budget Management	Ability to plan and specify the budget for the specific operational year.
Payment Management	Ability to prepare and approve grant for the operational year and manage all requests for pre-financing and interim/final payments.
<b>Supporting</b> - the enabling and supporting capabilities. Includes Access management, Document Management, Notification Management, Reporting, Dictionary Management.	
Access Management	Ability to define, update and remove the access rights to Opera application for system users (internal users from Frontex and external users from Member States/Schengen Associated Countries). There is a need to leverage ICT integrated and shared services during enabling this capability.

Capability Name	Capability Description
Document Management	Ability to define, record, store, and manage all documents in one central repository used by Frontex Document Management system based on Microsoft SharePoint with respect to reuse of metadata, security rules, templates. There is need to leverage ICT integrated and shared services during enabling this capability.
Notification Management	Ability to create, send and manage different types of notifications distributed by e-mail and notification board to the specific system users on the basis of configuration. There is a need to leverage ICT integrated and shared services during enabling this capability.
Reporting	Ability to generate, save reports' parameters for reuse and export different types of reports supporting the human resources management, technical management, operational planning and resource deployment related activities.
Dictionary Management	Ability to create, update, configure and remove different types of data lists and data items used to characterize the information managed by system. There is a need to leverage ICT integrated and shared services during enabling this capability.
<b>Information integration</b> - the ability to integrate and data exchange with other IT systems.	
FOSS Integration	Ability to notify Frontex One-Stop-Shop administrator of requested user account and access rights based on access rights information provided with deployment details for human resources.
FAR Integration	Ability to browse return operations and return HR profiles, requested by MS/SAC via system Frontex Application for Returns.
EUROSUR Integration	Ability to expose all information about new/updated data on assets and operations definition (and related dictionaries) to EUROSUR application.
TRU ICT Platform Integration	Ability to integrate data on list of human resources nominated for trainings, type of trainings, training details and result of trainings between OPERA and TRU ICT Platform.
CoreGIS Integration	Ability to present the technical and human resources on the geographical maps based on planned deployment location and real deployment location.
JORA Integration	Ability to expose data on assets and operations (and related dictionaries) to JORA application.
FPS Integration	Ability to expose data on assets and operations (and related dictionaries) to Frontex Positioning System.
Data Sets Integration	Ability to make available all non-sensitive business data in the read only mode for other business users (RAU, VAU, FSC) in order to create their own specific data sets and perform different analytical activities using other analytical tools (SAS solution).

The detailed business processes to be supported and functional and non-functional requirements foreseen for the target situation are described in appendices to this document (see chapter 10).

The new OPERA system will contain existing data migrated from Opera 2 and imported from external sources including excel files to be created with additional data which is currently stored outside of the system (see chapter 6.5 for more details related to data migration). The Contractor shall design, implement, test and deploy the required data migration tools in each release, covering capabilities assigned to that release.

- [7] The Contractor shall recognize the above-described capabilities and use them to agree with Frontex the scope of each release of the OPERA system solution.

The Contractor shall inform Frontex through the Technical Design Document (TDD) whether or not and to what extent the Contractor plans to re-use the existing components of the Opera 2 solution to salvage the existing capabilities listed above.

## 6. Scope

### 6.1. Scope statement

[8] The Contractor shall deliver the Main Product through the contract deliverables listed in Appendix 10.1 and prove its compliance with the requirements towards the OPERA system and the work to be carried out as stated in this document.

Frontex is looking for the products and services (as indicated in chapter 6.2 and 6.3) needed for the provision of comprehensive, high-quality implementation, maintenance and future development of OPERA system resulting from the context demonstrated in the description of the current and target situation (chapter 5), fulfilling the objectives (chapter 2) under the applicable requirements (chapters 7 and 8, Appendix 10.9, 10.13 and subsequent Order Forms).

### 6.2. Main Product

The Main Product of this Framework Contract is the OPERA system including the deliverables related to its design, development, testing, deployment, data migration and training for the users (internal and external) and administrators.

The Main Product will be delivered gradually in the releases divided into sprints (see chapter 6.5 for more details). Final acceptance tests of the Main Product will be performed after all subsequent stages are accepted and the solution is fully integrated.

Frontex will provide the test, training and production environments in which the OPERA system software solution will be running.

[9] The Main Product delivered by the Contractor shall meet all the requirements provided in the OPERA System Solution Requirements document.

[10] The Main Product delivered by the Contractor shall contain all standard functionalities expected by users, like deleting, searching or filtering, even if the functionalities are not explicitly stated in the OPERA System Solution Requirements document.

[11] For the purpose of solution design the Contractor shall assume that the test, training and production environments are available as scheduled in the configuration presented in the Appendix 10.15.

[12] The Contractor shall provide the development environment along with required testing capacity, tools and repositories.

### 6.3. Work breakdown

The following categories define the scope of the contract, including services supporting delivery of the main product:

- A. Project Management (see specific requirements in section 8.2)
- B. Software Development (see specific requirements in section 8.3 and 8.4)
- C. Third level support (see specific requirements in section 8.5)
- D. Knowledge transfer and training (see specific requirements in section 8.6)
- E. Cooperation with other contractors
- F. Consultancy (see specific requirements in section 8.7)

Each category is described in more details in the subsequent chapter.

### 6.4. Work description

The following items describe the work planned for this Contract and related competences required. The descriptions cover the majority of works however cannot be considered as exhaustive. These descriptions correspond to the

Specific Requirements. The scope items listed below are interdependent. For example - Consultancy provides input to Software Development and the Software Development may support Consultancy (e.g. via prototyping). It is a contractual obligation that various works under these Contracts are technically harmonized and organizationally synchronized.

#### **6.4.1. Project Management**

[13] The Contractor shall consider Project Management as covering all aspects of project management discipline required for the delivery of the solutions and services in scope of this Contract. Project Management may be required as embedded service of the Fixed Price assignment for all running projects or for preparation of new projects in the technical scope of this Contract.

Specific requirements, including required deliverables for this type of work package are described in chapter 8.2.

#### **6.4.2. Software Development**

[14] The Contractor shall consider development with a reference to the software development lifecycle as covering the development of complete software solutions but also extensions, plugins, interfaces, administrative scripts, GUI elements as well as customizations and improvements to existing software. This work includes prototyping, detail technical design, production of technical and user documentation, data migration, testing and deploying the solutions.

Specific requirements, including required deliverables for this type of work package are described in chapter 8.3.

#### **6.4.3. Third Level Support**

Frontex may order Third Level Support for: handling and solving incidents and fulfilling service requests escalated by the 1<sup>st</sup> line of support, implementing change requests to the current baseline, providing and administering various environments (e.g. development, test, production), deploying new solutions, developing and updating technical documentation for maintenance and administration, testing updates and patches, managing users, transfer or migration of data, troubleshooting of any reported incidents and problems, cooperation with external providers of 3<sup>rd</sup> Level Support.

Specific requirements related to 3<sup>rd</sup> Level Support are described in chapter 8.5.

#### **6.4.4. Knowledge transfer and trainings**

[15] The Contractor shall consider knowledge transfer as covering activities which shall result in an increase of knowledge and awareness of Frontex and MS/SAC relevant staff, in relation to a specific area. These activities are: performing of dedicated workshops focused on Frontex use cases, coaching in a daily use of a specific technology and/or software to perform tasks in a more efficient and effective way; coaching in advanced functions facilitating the daily tasks performance.

[16] The Contractor shall understand training as the delivery of custom designed trainings as requested by Frontex for the software components being in the scope of this Contract as well as its administration and maintenance. Training will be delivered to power users, end users and to administrators in form of training sessions with hands-on workshops as well as delivery of training materials in form of workshop handouts, training environments with training data and scenarios or wiki-like guides. Delivery of standard trainings offered by the producers of the technologies covered by this FWC is not included in the scope.

Specific requirements, including required deliverables for this type of work package are described in chapter 8.6.

#### **6.4.5. Cooperation with other contractors**

Performing tasks under this contract may require a close cooperation with other Frontex contractors. The cooperation may require both requesting and delivering some specific information enabling the performance of tasks requested by Frontex. Frontex requires that contractors will maintain reasonable transparency and support information sharing when needed. Every contractor must respect the right of others for requesting the information

and must offer the necessary support. If not offered in advance the Contractor may in any case request Frontex assistance in such cases.

[17] Upon Frontex request the Contractor shall engage with other projects performed by Frontex or by other contractors in the scope of integration of systems, technologies, etc. on various stages of the Systems Development Life Cycle (SDLC).

#### 6.4.6. Consultancy

[18] The Contractor shall understand the Consultancy in a broad meaning by including: any software development-related activities required under the project outside of already quoted fixed price scope.

[19] The Contractor shall provide the outputs of Consultancy in line with requirements stated in the subject Specific Contract.

### 6.5. Development stages

Based on the OPERA System Business Architecture (see Appendix 10.9), all capabilities have been assigned to four major releases, which are summarized below. This approach ensures availability of the most relevant and critical functionalities in the first stage and subsequent improvement and enrichment of the system by deployment of additional features in successive waves. Frontex intends to update the assignment of capabilities to releases prior to placing a subsequent SC for the upcoming release. Frontex envisages to prioritize delivery of the capabilities depending on the business needs at the time of placing the SC. As such those updates will be limited only to the work packages which were not yet ordered under the fixed-price specific contract. After the work package has been ordered under the fixed-price specific contract, no changes to the scope of the specific work package is allowed without the amendment of the specific contract.

Release 1	Release 2	Release 3	Release 4
<ul style="list-style-type: none"> <li>•Access Management</li> <li>•Dictionary Management</li> <li>•EBCGT Pool Management</li> <li>•TE Pool Management</li> <li>•sTM Needs verification</li> <li>•Operational Needs Definition</li> <li>•Operation Planning and Management</li> <li>•Operational Budget Management</li> <li>•Return HR Pool Management</li> <li>•HR Overall Number Management</li> <li>•Additional HR Management</li> <li>•Notification Management</li> </ul>	<ul style="list-style-type: none"> <li>•Operational Proposals Definition</li> <li>•ABN Activities Management</li> <li>•Operational Needs Verification</li> <li>•HR Rapid Reaction Pool Management</li> <li>•TE Rapid Reaction Pool Management</li> <li>•Supporting Equipment Management</li> </ul>	<ul style="list-style-type: none"> <li>•Operational Contribution Management</li> <li>•Payment Management</li> <li>•sTM Deployment Management</li> <li>•TE Deployment Management</li> <li>•Teams Management</li> <li>•Identification Documents Management</li> <li>•Deployment Monitoring</li> <li>•Redeployment Management</li> <li>•Reporting</li> </ul>	<ul style="list-style-type: none"> <li>•Document Management</li> <li>•FAR integration</li> <li>•FOSS integration</li> <li>•FPS integration</li> <li>•JORA Integration</li> <li>•TRU ICT Platform integration</li> <li>•CoreGIS integration</li> <li>•Data Warehouse integration</li> <li>•EUROSUR integration</li> <li>•sTM Additional Call</li> <li>•TM Recruitment</li> </ul>

*Figure 4 Development stages*

[20] The Contractor shall deliver the software following the software engineering continuous delivery<sup>3</sup> approach.

[21] The Contractor shall deploy each release in the test environment at Frontex.

Frontex intends to execute User Acceptance Tests (UAT) for each release during the stabilization period (estimated to be 2 months for each release).

[22] The Contractor shall be involved and shall support the UAT activities, proactively resolving issues and deploying new application versions within each release in the test environment.

[23] The Contractor shall provide Early Support during the stabilization period (2 months after each release) Intramural at the elevated Service Level Targets (SLTs) with response and resolve times halved (in reference to the SLTs listed in section 8.5, Incident management process).

<sup>3</sup> [https://en.wikipedia.org/wiki/Continuous\\_delivery](https://en.wikipedia.org/wiki/Continuous_delivery)

Based on the results of the UATs, Frontex intends to deploy the stabilized and accepted application versions of Release 3 and Release 4 to the production environment. After Release 3 Frontex intends to make a business transition to replace existing Opera 2 with the new OPERA system.

[24] The Contractor shall provide the up-to-date deployment manual and shall support Frontex in the deployment to production environment.

[25] The Contractor shall deploy Release 3 and Release 4 to the training environment at Frontex.

The new OPERA system will contain existing data migrated from Opera 2 and imported from external sources including SharePoint lists and excel files to be created with additional data which is currently stored outside of Opera 2.

[26] The Contractor shall propose the data migration approach, data sources to be used based on the analysis of existing solutions and provide detailed technical design for data migration in the TDD document.

[27] The Contractor shall implement, test and deliver semi-automatic data migration mechanism (scripts or executables to be run during deployment on production, testing or training environments by deployment teams) in each release, covering capabilities assigned to that release and any previous releases.

[28] This migration mechanism shall support incremental importing of subsets of data (data from specific period of time and/or related to a specific Member State). In case of large datasets the data shall be imported in batches. In case of errors the data migration mechanism shall support continuing the import from the last successfully imported batch.

Frontex does not intend to migrate data back to Opera 2.

The Contractor is not required to deliver automatic synchronization of data between Opera 2 and OPERA system.

[29] The Contractor shall not use the business data from the production environment in the development, testing or training environments.

[30] The Contractor shall deliver the tools for automatic test data creation (possibly using the migration mechanism) to be used in those environments.

## **6.6. Indicative implementation plan for the FWC**

The list below presents the indicative plan of the implementation of the Framework Contract, which is not binding on Frontex and will be adapted during the contractual period. The composition of the plan presents the intended flexibility in ordering and delivering various work packages. The same work package may be ordered under different types of contracts according to the current needs of Frontex. In addition, one Order Form may cover more than one work item. For example, trainings can be ordered under single Specific Contract together with the software development ending in deployment to production environment.

### **6.6.1. Initial Specific Contracts**

Frontex intends to place the following Specific Contracts (SC) for the purpose of the OPERA system delivery project execution under this FWC subject to Frontex internal approvals:

ID	Scope of the SC	Planned placement date	Duration
SC 1	OPERA system planning, design and delivery of Release 1	At the FWC entry into force	6.5 months
SC 2	OPERA system delivery of Release 2	At the acceptance of SC#1	4 months
SC 3	OPERA system delivery of Release 3	At the acceptance of SC#2	4 months
SC 4	OPERA system delivery of Release 4	At the acceptance of SC#3	4.5 months
SC 5	3 <sup>rd</sup> Level support for OPERA system	At the acceptance of SC#4	12 months

Note that scope, duration and sequence of the SCs will depend on the progress achieved, performance of the Contractor and business priorities.

Frontex intends to place the first SC at the time of awarding the FWC to make sure that there is no delay between having the FWC signed and the beginning of the works in scope of the first SC. The scope of the services for SC1 is as described in the contract deliverables (Appendix 10.1).

[31] The Contractor shall hold the kick-off meeting of the first SC and have the management personnel engaged with Frontex project team for the purpose of SC works planning within 5 working days from the first SC signature.

[32] The Contractor shall ensure that the acceptance criteria defined in Appendix 10.21 are met when submitting deliverables of the first SC execution to Frontex for acceptance.

## 6.7. Financial ceiling

The maximum amount that can be spent under this FWC cannot exceed 8 million EUR. Nevertheless Frontex reserves the right to conduct exceptional negotiated procedure (in line with art. 134.1. (e) of COMMISSION DELEGATED REGULATION (EU) 2015/2462 of 30 October 2015 amending Delegated Regulation (EU) No 1268/2012 on the rules of application of Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union) to increase the ceiling with the Contractor by max 50% of the contract value, if such a need occurs.

## 6.8. Key competencies

Performance of this FWC requires from the Contractor professional capacities, expertise, experience and ability of workforce in the following domains (not exhaustively listed):

- Business analysis
- System analysis
- UX and GUI design
- Information system architecture and technical design
- Software web application development using Microsoft and open-source technologies
- Applications integration and testing
- System maintenance and administration

[33] The Contract shall confirm in writing that the Contractor is able to provide the workforce in the domains listed above to the sufficient capacity, expertise, experience and ability upon award of each SC or Specific Order.

## 7. General requirements

### 7.1. Application of GTCITC

General Terms and Conditions for Information Technologies Contracts (GTCITC), as included in Appendix 10.2 apply to this Contract. Any definition of a term used in this document, if not included in chapter 1, shall be identified in the GTCITC.

The following derogations apply:

- In derogation to Article II.1.2 of the General Conditions and Article 3.4, Article 4.2 and Article 5.3.4 of the General Terms and Conditions for Information Technology contracts, the two-year guarantee starts from the date of signature by Frontex of the Certificate of Conformity described in Article 3.3 of the General Terms and Conditions for Information Technology contracts.
- When consulting the General Terms and Conditions for Information Technologies Contracts please observe that all references to ‘the Commission’ shall be read as ‘Frontex’ and all references to ‘Brussels’ and ‘Luxembourg’ shall be read as ‘Warsaw’.
- All documentation shall be provided in English only.

[34] The Contractor shall review and apply the GTCITC terms under this framework contract with the above-listed derogations applied.

### 7.2. Duration

This framework contract is expected to have an initial duration of 2 years for the implementation of the solution, starting from the date of entry framework contract into force. The FWC can be extended, if needed, no more than two times, each time for a period of one (1) year and on the same conditions, under the sole discretion of Frontex. Additionally this framework contract covers 3<sup>rd</sup> level solution support for the duration of 5 years, starting from the date of the solution deployment into the production environment.

### 7.3. Venue

The actual venue for each Order Form will be defined in the Specific Order or the Request for Specific Contract.

The following categorization of place of performance shall be applied:

- Intramural assignments to be performed at Frontex Headquarters (Warsaw, Poland).
- Extramural assignments to be performed at the Contractor’s premises.
- Other Location for assignments to be performed at other locations explicitly indicated by Frontex.

Reimbursement incurred for travel and subsistence expenses shall be authorized only in case of ‘other locations’.

### 7.4. Guarantee

[35] The Contractor shall provide the guarantee for the Products acquired via this FWC for minimum 2 years.

[36] The Contractor shall include the guarantee price in the purchase price.

[37] The Contractor shall present maintenance support service fees (Third Level Support) separately from the purchase price of individual project management, solution design, software development and deployment deliverables.

### 7.5. Security

[38] The Contractor shall adhere to the Frontex Security Rules and the related policies and procedures.

Frontex Security Rules and the relevant policies and procedures will be made available at the beginning of each specific Contract to the involved employees of the contractor and updates, changes and in these documents or publication of new documents will be communicated during the execution of the contracts.

The Contractor's staff involved in the execution of the Contract will be asked to sign a Declaration of Confidentiality (Appendix 10.7) prior to the start date of their direct involvement in the Contract. If the Contractor or his personnel and, where applicable, subcontractors fail to comply with the Frontex Security rules or with instructions from Frontex Security Manual, Frontex may, without prejudice to any indemnity due by the Contractor to Frontex, terminate the Contract with immediate effect by giving notice in writing to the Contractor. In these circumstances, no costs or compensation relating to such termination shall be due by Frontex to the Contractor.

Frontex reserves the right to request the Contractor to demonstrate the valid excerpt of the criminal record of the Contractor staff members planned to participate in the execution of the Contract and to refuse participation to any person that has been: convicted of an offence concerning their professional conduct by a judgment, which has the force of res judicata; guilty of grave professional misconduct, the subject of a judgment, which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests.

Execution of some SC may require valid Facility Security Clearance at CONFIDENTIEL UE level for the Contractor's company and valid Personal Security Clearance at the CONFIDENTIEL UE level for the personnel involved. In such a case the mandatory requirement for security clearances will be addressed in the Request for SC and only the proposals meeting the security requirements can be perceived as eligible.

In addition, Frontex reserves the right to require the Contractor to initiate security screening for his personnel directly involved in the execution of the FWC or SC to obtain the security clearance at UE-R, UE-C or UE-S level in order to provide specific services planned for the course of this FWC.

## 7.6. Working environment and conditions

Frontex will provide to the Contractor the following resources:

- a) Access to all necessary premises and elements of infrastructure to conduct the tasks
- b) Access to all necessary documentation and information in Frontex possession that are necessary to conduct the tasks

and for intramural assignments:

- a) Office space for the Contractor's staff performing intramural assignments
- b) Computers, software licenses and other ICT tools for the duration of the SC. Frontex may require exclusive use of it.
- c) All software necessary for the accomplishment of the tasks under this Contract will be installed on Frontex hardware and will remain within Frontex without deletion, or change of configuration at the end of the Contract.
- d) Contractor's staff may bring their company or own computers in order to perform some tasks not related to the Contract, e.g. tasks requested by their employer. In line with Frontex security policies, these devices will not be authorised to connect to any Frontex networks except those foreseen for Frontex guests.

Note that Frontex will provide up to 2 working positions at Frontex premises for the Contractor for all extramural assignments at any given time. Frontex will provide additionally a number of working positions matching the number of consultants requested for intramural assignments.

[39] The Contractor shall employ Frontex-provided environment and tools respecting safety, user manuals, administrative / security directives and common sense rules.

[40] The Contractor shall report to Frontex any damage or misuse of Frontex-provided environment and tools immediately.

[41] The Contractor shall consider the Acceptable Use Policy (Appendix 10.17) when planning his work to account for the constraints that will be put on Contractor personnel when accessing Frontex ICT systems.

## 7.7. Methodologies, best practices and standards

[42] The Contractor shall execute the SCs and Orders in accordance with technical norms, standards and procedures based on best professional practice in the informatics and/or telecommunications field.

[43] The Contractor shall comply with the following methodologies, methods, best practices and standards by default where applicable: TOGAF<sup>4</sup>, UML<sup>5</sup>, BPMN<sup>6</sup>, PRINCE2<sup>7</sup>, ITIL<sup>8</sup>, RUP<sup>9</sup> and Agile<sup>10</sup>, OCG<sup>11</sup>standards, MOREQ2<sup>12</sup>, OWASP<sup>13</sup>, OSSTMM<sup>14</sup>, IASG 5-06<sup>15</sup>, ISO/IEC 12207 and ISO/IEC 25000.

Additional requirements regarding applicable methodologies, best practices and standards shall follow the Specific Requirements or will be laid in the Request for Services.

## 7.8. Language

[44] The Contractor shall carry-out all of the communication and documentation, both in paper and electronic form and any other deliverables, including software, source codes with its naming conventions and comments, shall be in English (U.K.) and shall adhere to a high standard appropriate for technical documentation, with no ambiguities and no mistakes in grammar or spelling.

[45] All members of the Contractor's staff allocated to this contract shall speak and write in English at the levels indicated in their profiles, according to the Common European Framework of Reference for languages<sup>16</sup>.

## 7.9. Documentation

[46] The Contractor shall apply UML and automated tools for document generation, whenever applicable.

[47] All applicable tools and standards shall be mutually agreed between Frontex and the Contractor.

[48] The Contractor shall adopt Microsoft Manual of Style for Technical Publications (MSTP<sup>17</sup>) for the purpose of producing technical documentation under this Contract.

Frontex requires that all the documents created in the course of the project maintain a high quality.

[49] The Contractor shall adopt the following criteria when producing the necessary documentation:

- a. A clear and appropriate document structure, i.e. the document must be organised into chapters, sections, subsections etc. in a clear and logical way.
- b. Compliance with a writing style that supports a consistent structure, form and style of documents.
- c. Completeness of documents, i.e. the complete presentation of the entire scope of the described issue without any omission.

<sup>4</sup> TOGAF 9.1- <https://www.opengroup.org/togaf>

<sup>5</sup> UML 2.5 - <http://www.omg.org/spec/UML>

<sup>6</sup> BPMN 2.0 - <http://www.omg.org/spec/BPMN>

<sup>7</sup> PRINCE 2 ed.2017- <http://www.prince-officialsite.com>

<sup>8</sup> ITIL v3 ed. 2011- <http://www.itil-officialsite.com>

<sup>9</sup> RUP - [https://www.ibm.com/developerworks/rational/library/content/03July/1000/1251/1251\\_bestpractices\\_TP026B.pdf](https://www.ibm.com/developerworks/rational/library/content/03July/1000/1251/1251_bestpractices_TP026B.pdf)

<sup>10</sup> Agile - here the iterative and incremental software development methodology like SCRUM - <http://www.scrumguides.org>

<sup>11</sup> OGC - <http://www.opengeospatial.org/standards/is>

<sup>12</sup> MOREQ2 - <http://moreq2.eu>

<sup>13</sup> OWASP Developer Guide - <https://www.owasp.org>

<sup>14</sup> OSSTMM - <http://www.isecom.org/research/osstmm.html>

<sup>15</sup> IA Security Guidelines on Web Applications adopted by EC - <http://data.consilium.europa.eu/doc/document/ST-7124-2013-INIT/en/pdf>

<sup>16</sup> [http://www.coe.int/t/dg4/linguistic/Manuel1\\_EN.asp](http://www.coe.int/t/dg4/linguistic/Manuel1_EN.asp)

<sup>17</sup> ISBN 0-7356-4871-9

- d. Consistency and coherence of documents, i.e. ensuring mutual accordance of all types of information and lack of logical contradictions of information between the submitted documents or between parts of the same document.
- e. Proper identification of its title, scope, authors, reviewers, related dates, status, versions, history log, audience, quality or acceptance criteria (if the document is subject to acceptance).
- f. Adoption of the right format and writing style considering the content to convey and the audience. The documentation shall be delivered both in editable electronic and printed format - at least 3 copies. Editable source files for all pictures shall be supplied.

[50] The Contractor shall implement and maintain in perfect order an electronic repository of the technical and project management documentation produced during the course of the FWC. This documentation shall be well organised, identified, kept up-to-date, and marked with its actual status (draft, rejected, approved). The repository shall be either hosted at Frontex or fully accessible (including its backup copies) from Frontex and the access privileges shall be given to users approved by Frontex.

## 8. Specific requirements

[51] The Contractor shall comply with the following requirements under the FWC (in the management of the FWC, in Specific Contracts, unless the requirement limits the scope to a specific type of assignment).

[52] The Tenderer shall explicitly confirm the compliance with these requirements in the proposal.

[53] The Tenderer shall account for each of these requirements when preparing the Financial Proposal.

Frontex will not accept any alterations, reservations, alternatives, exclusions in any means including assumptions or constraints.

### 8.1. Contractor Personnel

No	Title	Description
1	Profiles	<p>[54] The Contractor shall cover each of the profiles specified in this TOR and meet all the criteria set out there with its staff who take part in the performance of this FWC, related Specific Contracts or Specific Orders, and the candidates offered for it.</p> <p>The Contractor may employ other profiles as needed.</p>
2	Alignment to tasks of SC	Frontex will define additional evaluation criteria for SC over and above the requirements listed for the profiles defined.
3	Interviewing candidates	[55] The Contractor shall enable Frontex to interview the candidates for the SC before they take up the duties under the FWC or particular SC. Such interview may take place in form of video conference or physical meeting.
4	Underperformance	<p>[56] Upon Frontex request, the Contractor shall replace personnel who prove to be incapable of carrying out the specified tasks to the required standards within 1 month.</p> <p>[57] The Contractor shall carry all costs resulting from introducing replacement personnel.</p> <p>[58] The Contractor shall ensure that no billable time is used for knowledge transfer to the replacement personnel.</p> <p>[59] The Contractor shall provide replacement personnel with sufficient training during an adequate handover period, so that the personnel becomes immediately operational when the predecessor is withdrawn. Any such replacement and training, if required, will be carried out by the Contractor at no additional cost to Frontex.</p>
5	Planned and unplanned absence	<p>[60] The Contractor shall provide service continuity in case of planned absence of its personnel.</p> <p>Frontex will consider accepting planned absence of Contractor personnel if requested at least 21 days in advance.</p>

No	Title	Description
		<p>[61] The Contractor shall carry all costs resulting from introducing replacement personnel.</p> <p>[62] The Contractor shall ensure that no billable time is used for knowledge transfer to the replacement personnel.</p> <p>[63] The Contractor shall ensure that the replacement person will be given sufficient training and provided with all information necessary to guarantee continuity of the service provided to Frontex.</p> <p>[64] The Contractor shall ensure that all such training and handover work will be carried out at no additional cost to Frontex.</p> <p>[65] The Contractor shall inform Frontex in writing about any unplanned absence (e.g. sickness) of the Contractor's personnel within 1 working day.</p>
6	Place of work	<p>[66] The Contractor shall perform works under the FWC at the Contractor premises unless otherwise stated in the requirements towards a specific activity</p> <p>Frontex will indicate clearly in the Request for Specific Contract or Order whether the nature of the tasks or service requires regular or long term visits at Frontex premises.</p>
7	Kick off and inception	<p>[67] Contractor's personnel shall attend kick-off meetings before starting the delivery of services under a SC or SO unless specified otherwise.</p>
8	Escalation	<p>[68] The Contractor shall report any irregularities, vulnerabilities or risks to the subject contract execution observed by the Contractor personnel performing the contract in writing by means of the Issue Register within 1 working day.</p> <p>[69] The Contractor shall implement an effective internal escalation mechanism in order to control and manage risks related to the SC or SO and the underperformance of its personnel.</p> <p>[70] Upon the second rejection of a report on tasks of Contractor personnel the Contractor shall submit a Correction Plan within 10 working days and implement it upon Frontex approval.</p> <p>In case of three rejections or two consecutive rejections of reports on tasks Frontex will either demand the replacement of the Contractor personnel or terminate the SC or SO.</p>
9	Closure of a Specific Contract	<p>[71] By the end of each SC or the engagement of a specific person in the SC the Contractor is required to: submit all pending reports, return all tools and documents, handover all on-going tasks to Frontex staff, archive and hand over to Frontex all information, credentials and documents that are not in possession of Frontex staff and might be needed for the continuation of the tasks performed by the Contractor.</p>

No	Title	Description
		Frontex may task the Contractor, within the scope and duration of the SC, to hand over his duties and transfer all knowledge acquired in performing the task to Frontex personnel or another third party contractor, irrespective of whether the handover tasks was explicitly indicated in the Request for Specific Contract or not.
10	Confidentiality	<p>[72] The Contractor staff involved in the execution of any SC or SO shall sign a Declaration of Confidentiality before the commencement of work.</p> <p>[73] All Contractor personnel under the FWC shall present a current (not older than 3 months at the date of the start of the services) certificate of no criminal record.</p>
11	Required minimum number of staff in the profiles	<p>[74] The Contractor shall man the project with the following minimum level of staffing:</p> <ul style="list-style-type: none"> <li>a. Solution Architect / Senior Web Developer: 1</li> <li>b. Junior Web Developer: 9</li> <li>c. Senior Web Developer: 2</li> <li>d. System Analyst: 2</li> <li>e. Quality Control Specialist: 2</li> <li>f. Project Manager: 1</li> <li>g. GUI Designer: 1</li> </ul> <p>This requirement applies to solutions which require significant amount of custom development (CDS). It does not apply to COTS-based solutions if such solution is offered and it fulfils more than 80% of requirements without any custom development.</p>
12	Required common skills	<p>[75] The Contractor shall ensure that each of the Contractor personnel meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Meets B2 CEFR level in English</li> <li>b. Presents advanced command of Microsoft Office 2013/2016 tools (Outlook, Skype for Business, Word, Excel, PowerPoint, Visio) - at ECDL Advanced level</li> <li>c. Understands terms used in Scrum, Prince2 ed. 2017 and ITIL v3 ed.2011</li> <li>d. Understands the mission and main business processes of Frontex</li> </ul>
13	Profile of Junior Web Developer	<p>[76] The Contractor shall ensure that each Junior Web Developer meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Has got at least 1 year hands-on experience in web application development in Microsoft technologies in the recent 2 years of</li> </ul>

No	Title	Description
		<p>professional work focused on either the front-end layer (User Interface in HTML, JavaScript, CSS and related technologies) or the back-end (developing databases and back-end data-driven web services) layer of the application</p> <ul style="list-style-type: none"> <li>b. Presents technical capability for developing web solutions under surveillance of senior staff</li> <li>c. Is capable of writing technical documentation and communicate with teammates effectively</li> </ul>
14	Profile of Senior Web Developer	<p>[77] The Contractor shall ensure that each Senior Web Developer meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Holds a Bachelor degree in IT</li> <li>b. Holds MCSD Web Applications Solutions Developer certificate or equivalent (e.g. MCSD: App Builder)</li> <li>c. Has got at least 4 years hands-on experience in web application development in Microsoft technologies in the recent 5 years of professional work covering both the front-end layer (User Interface in HTML, JavaScript, CSS and related technologies) and the back-end (developing databases and back-end data-driven web services) layer of the application</li> <li>d. Has developed or co-developed at least 2 complete end-user solutions in web technologies</li> <li>e. Presents high degree of capability and technical knowledge for developing web applications unassisted and to guide junior staff</li> <li>f. Has teamwork experience in developing software, preferably in agile frameworks</li> <li>g. Is capable of writing end user and technical documentation, and communicate fluently with stakeholders on technical and user requirements matters</li> </ul>
15	Profile for Solution Architect	<p>[78] The Contractor shall ensure that the Solution Architect meets or exceeds the criteria for the Senior Web Developer and possesses sufficient management and leadership skills to represent all development teams and coordinate design decisions among them.</p>
16	Profile of System Analyst	<p>[79] The Contractor shall ensure that each Junior Web Developer meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Holds a Bachelor degree in IT</li> <li>b. Has got at least 2 years hand on experience as business or system analyst in the recent 5 years of professional work</li> </ul>

No	Title	Description
		<p>c. Directly participated in at least 2 projects concluded with successful implementation of applications at its complete development lifecycle in at least one of the following roles: business analyst or system analysis and preferably supplemented by experience in users training</p> <p>d. Meets C1 CEFR level in English</p> <p>e. Presents capability to guide development teams and consult business stakeholders</p> <p>f. Presents capability to support and guide users during user acceptance testing</p> <p>g. Has teamwork experience in developing software, preferably in agile frameworks</p> <p>h. Is capable of:</p> <ul style="list-style-type: none"> <li>i. creating models in UML and BPMN, preferably in Sparx Enterprise Architect,</li> <li>ii. writing specifications, concept documents and end user documentation,</li> <li>iii. giving presentations and trainings to business users</li> </ul>
17	Profile of Database Specialist	<p>[80] The Contractor shall ensure that each Database Specialist meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Has got at least 1 year hands-on experience in data schema, database design and data warehousing development in Microsoft technologies in the recent 2 years of professional work</li> <li>b. Presents technical capability for developing database solutions under surveillance of senior staff</li> <li>c. Is capable of writing technical documentation and communicate with teammates effectively</li> </ul>
18	Profile of Data Specialist	<p>[81] The Contractor shall ensure that each Data Specialist meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Has got at least 1 year hands-on experience in data insertion, review, correction and reporting using data query tools and web applications in the recent 2 years of professional work</li> <li>b. Presents technical capability for data mining, data transformation, data cleansing, data analysis under surveillance of senior staff</li> <li>c. Is capable of writing technical documentation and communicate with teammates effectively</li> </ul>

No	Title	Description
19	Profile of Test Specialist	[82] The Contractor shall ensure that each Test Specialist meets or exceeds the following criteria: <ol style="list-style-type: none"> <li>Has got at least 1 year hands-on experience in automating testing of web applications written in Microsoft technologies in the recent 2 years of professional work</li> <li>Presents technical capability for developing test planning, execution and reporting solutions under surveillance of senior staff</li> <li>Is capable of writing technical documentation and communicate with teammates effectively</li> </ol>
20	Profile of IT Security Specialist	[83] The Contractor shall ensure that each IT Security Specialist meets or exceeds the following criteria: <ol style="list-style-type: none"> <li>Holds a professional certification confirming knowledge in the field of IT Security - one of: CISSP, CISM or CISA, CompTIA Security+</li> <li>Has got at least 1 year hands-on experience in IT Security Risk Assessment of web based applications, including technical design review in Microsoft technologies in the recent 2 years of professional work</li> <li>Has applied the OWASP security measure best practices for the top 10 risk threats in a web based application in at least 1 project</li> <li>Presents hands-on experience in using Tenable Nessus Vulnerability Scanner tool (or equivalent)</li> <li>Presents technical capability for designing and developing security controls for web based applications under surveillance of senior staff</li> <li>Is capable of writing technical documentation and communicate with teammates effectively</li> </ol>
21	Profile of Project Manager	[84] The Contractor shall ensure that each Project Manager meets or exceeds the following criteria: <ol style="list-style-type: none"> <li>Holds a Master degree in IT or Management</li> <li>Has got at least 4 years hand on experience as project manager of implementation of IT systems</li> <li>Directly participated in at least 2 projects concluded with successful implementation of solutions based on web application platform at its complete lifecycle in at least one of the following roles: project manager, business analyst</li> <li>Meets C1 CEFR level in English</li> </ol>

No	Title	Description
		<ul style="list-style-type: none"> <li>e. Is certified in project management discipline</li> <li>f. Presents capability to manage projects, guide project teams and consult business stakeholders</li> <li>g. Has teamwork experience in agile teamwork frameworks</li> <li>h. Is capable of writing business cases, plans, concept documents, give presentations and chair workshops for business users</li> </ul>
22	Profile of Project Support Specialist	<p>[85] The Contractor shall ensure that each Project Support Specialist meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Holds a Bachelor degree in IT, Economics or Management</li> <li>b. Understands the Software Development Life Cycle (SDLC)</li> <li>c. Presents the Foundation level knowledge of Managing Successful projects with Prince2 ed.2017</li> <li>d. Is a productive teamwork player</li> <li>e. Is capable of writing business cases, plans, concept documents, give presentations and chair workshops for business users</li> </ul>
23	Profile of GUI Designer	<p>[86] The Contractor shall ensure that each GUI Designer meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Holds a Bachelor degree in IT</li> <li>b. Has got at least 2 years hand on experience as GUI designer in the recent 5 years of professional work</li> <li>c. Directly participated in at least 2 projects concluded with successful implementation of solutions based on web application platform in at least one of the following roles: GUI designer and preferably supplemented by experience in requirements analysis and testing user experience in the solution</li> <li>d. Presents capability to guide development teams and consult business stakeholders on GUI and user experience</li> <li>e. Has teamwork experience in developing software, preferably in agile frameworks</li> <li>f. Is capable of designing user interface mock-ups, transferring requirements into graphical elements of the system writing specifications concept documents, end user documentation and producing graphical artefacts to be included in web application user interface</li> </ul>
24	Profile of Graphics Designer	<p>[87] The Contractor shall ensure that each Graphics Designer meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Holds a Bachelor degree in graphics / art</li> </ul>

No	Title	Description
		<ul style="list-style-type: none"> <li>b. Has got at least 2 years hand on experience as graphics designer in the recent 5 years of professional work</li> <li>c. Directly participated in at least 2 projects concluded with successful implementation of solutions based on web application platform in at least one of the following roles: graphics designer</li> <li>d. Presents capability to deliver raster and vector images along with HTML structure and transitions to web developers</li> <li>e. Has teamwork experience in developing software, preferably in agile frameworks</li> <li>f. Is capable of designing user interface mock-ups and producing graphical artefacts to be included in web application user interface</li> </ul>
25	Profile of Quality Control Specialist	<p>[88] The Contractor shall ensure that each Quality Control Specialist meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Has got at least 1 year hands-on experience in web application testing in the recent 2 years of professional work</li> <li>b. Is capable of writing technical documentation and communicate with teammates effectively</li> </ul>
26	Profile of User Training Specialist	<p>[89] The Contractor shall ensure that each User Training Specialist meets or exceeds the following criteria:</p> <ul style="list-style-type: none"> <li>a. Meets C1 CEFR level in English</li> <li>b. Has got at least 1 year experience in training end users on employing a new or upgraded version of a web application in the recent 2 years of professional work</li> <li>c. Is able to deliver in-class, remote (over video-conference) and at the user desk training to users</li> <li>d. Presents technical capability for developing training materials and training reports under surveillance of senior staff</li> <li>e. Is capable of writing technical documentation and communicate with teammates effectively</li> </ul>

## 8.2. Contractor Project Management

No	Title	Description
27	Project Management Method	Frontex uses the Prince2 ed. 2017 method to manage the OPERA system project. Frontex intends to delegate the development of the OPERA system

No	Title	Description
		<p>software and its implementation to the Contractor upon contract award as a work package.</p> <p>[90] The Contractor shall employ the Prince2 ed. 2017 method to manage execution of works at the work package level under the FWC, SCs and SOs.</p>
28	Project Management Artefacts	<p>[91] The Contractor shall provide the following project management deliverables - artefacts:</p> <ul style="list-style-type: none"> <li>a. Team Plan (PMTP)</li> <li>b. Schedule (SCH)</li> <li>c. Minutes of Meetings (MoM)</li> <li>d. Weekly Progress Reports (RE)</li> <li>e. Issue Register (IR)</li> <li>f. Risk Register (RR)</li> <li>g. Team Daily Log (DL)</li> <li>h. Configuration Item Record (CIR)</li> <li>i. Change Register (CR)</li> <li>j. Product Descriptions (PD)</li> <li>k. Quality Register (QR)</li> </ul>
29	Team Plan [PMTP]	<p>[92] The Contractor shall cover the totality of project management aspects during the entire duration of the work package scope under the FWC / Specific Contracts / Specific Orders in the Team Plan. Specifically, the Contractor shall address the following aspects of executing the work package:</p> <ul style="list-style-type: none"> <li>a. Goals and priorities</li> <li>b. Work package product description</li> <li>c. Description of project repository</li> <li>d. Description of configuration management</li> <li>e. Approach to quality (quality control)</li> <li>f. Team composition, roles and organisation structure</li> <li>g. Work package tolerances (scope, schedule, cost, risk)</li> <li>h. Scope management</li> <li>i. Risk management</li> <li>j. Initial schedule</li> </ul>
30	Schedule [SCH]	<p>[93] The Contractor shall maintain an accurate plan of activities under the work package in a Microsoft Project file.</p> <p>[94] The Contractor shall provide the following details in the Schedule:</p> <ul style="list-style-type: none"> <li>a. High-level timeline of groups of tasks across all stages</li> </ul>

No	Title	Description
		<ul style="list-style-type: none"> <li>b. All tasks needed to provide contract deliverables for the current and upcoming stage</li> <li>c. All milestones of submission of contract deliverables for the current and upcoming stage</li> <li>d. Dependencies between tasks so that the Schedule presents a closed network of tasks and milestones</li> <li>e. Individuals (team members) assigned to tasks with granularity of one week for the current and upcoming stage</li> <li>f. External milestones and constraints</li> <li>g. Baseline taken at the time of stage plan approval</li> <li>h. Up-to-date progress information (no planned tasks or work in the past)</li> </ul> <p>[95] The Contractor shall submit to Frontex planning and progress updates through an updated Schedule on a weekly basis, every Friday.</p> <p>[96] The Contractor shall employ the Schedule as the main planning and progress management tool.</p>
31	MoM	<p>[97] The Contractor shall deliver draft minutes of the meetings within 3 working days from the end of the meeting. Minutes shall be a tangible record of the meeting for its participants and a source of information for people who were unable to attend. They shall capture in a clear, unbiased and concise way the essence of the meeting, its agenda, positions presented during the meeting, decisions taken, action items set and reviewed.</p> <p>Capturing the minutes live during the meeting and visible to all participants on the screen is a preferred method of drafting.</p>
32	Weekly Progress Reports [RE]	<p>[98] The Contractor shall provide Weekly Progress Reports, every Friday, comprising:</p> <ul style="list-style-type: none"> <li>a. Summary of progress</li> <li>b. Excerpt from Schedule listing planned versus executed tasks past week</li> <li>c. Excerpt from Schedule listing planned tasks in upcoming two weeks</li> <li>d. Exceptions / escalations or open Actions (if not already covered by the Schedule)</li> <li>e. Top 10 Issues (by descending impact)</li> <li>f. Top 10 Risks (with proximity in the current stage and medium / high severity)</li> <li>g. Lessons learnt past week</li> </ul>

No	Title	Description
		<ul style="list-style-type: none"> <li>h. Resource utilization report for the past week</li> <li>i. Resource planning for the upcoming two weeks</li> <li>j. Status of invoices and payments</li> </ul>
33	Issue Register [IR]	<p>[99] The Contractor shall maintain continuously the Issue Register comprising:</p> <ul style="list-style-type: none"> <li>a. Issue title</li> <li>b. Issue type (problem, question, concern, request)</li> <li>c. Issue source and identification date</li> <li>d. Issue description (context, the matter, initial findings)</li> <li>e. Issue impact assessment</li> <li>f. Agreed response (it can be one or more references to Actions)</li> <li>g. Team member assigned to respond to the Issue</li> </ul>
34	Risk Register [RR]	<p>[100] The Contractor shall maintain continuously the Risk Register comprising:</p> <ul style="list-style-type: none"> <li>a. Risk title</li> <li>b. Risk nature (threat / opportunity)</li> <li>c. Risk type (using Risk Breakdown Structure)</li> <li>d. Risk source and identification date</li> <li>e. Risk description (comprising description of risk source, the risk event and risk impact)</li> <li>f. Proximity (date or period of time)</li> <li>g. Probability assessment</li> <li>h. Impact assessment</li> <li>i. Resulting severity</li> <li>j. Reference to Contingency plan (how to respond to occurrence upon risk event)</li> <li>k. One or more references to Mitigation plans (what to do to mitigate the risk before it occurs)</li> <li>l. Assigned risk owner</li> </ul>
35	Team Daily Log [DL]	<p>[101] The Contractor shall maintain continuously the Team Daily Log comprising:</p> <ul style="list-style-type: none"> <li>a. Meeting, workshop, product delivery, event, decision, escalation that occurred</li> <li>b. Timestamp</li> <li>c. Author of the entry</li> </ul>

No	Title	Description
		d. References to any other register entries or documents
36	Configuration Item Record [CIR]	[102] The Contractor shall maintain continuously the Configuration Item Record listing entries for each of the contract deliverables comprising: <ul style="list-style-type: none"> <li>a. Item ID</li> <li>b. Item name</li> <li>c. Item type (document, software, training package, hardware)</li> <li>d. Item status (in development, delivered, approved, deployed)</li> <li>e. Item owner</li> <li>f. Item location (physical or virtual)</li> <li>g. Item PBS reference (may be referenced to Schedule)</li> <li>h. Item relationship with other items (the impact of changing the item on other items)</li> </ul>
37	Change Register [CR]	[103] The Contractor shall maintain continuously the Change Register listing entries for each of the changes impacting the scope, schedule, cost or risk of executing the work package comprising: <ul style="list-style-type: none"> <li>a. Change title</li> <li>b. Change request source and identification date</li> <li>c. Change description (context, proposed change, expected consequences)</li> <li>d. Change impact assessment quantified in terms of scope, schedule, cost or risk</li> <li>e. Change authority decision</li> <li>f. Team member assigned to execute the change</li> </ul>
38	Product Descriptions [PD]	[104] The Contractor shall provide a Product Description for each contract deliverable (or each of its parts) prior to the development of the product, comprising: <ul style="list-style-type: none"> <li>a. Product title</li> <li>b. Product ID</li> <li>c. Product purpose</li> <li>d. Product composition</li> <li>e. Product derivation</li> <li>f. Product format and presentation</li> <li>g. Product development skills required</li> <li>h. Product quality criteria (each listing a criterion, tolerance, quality method, skills required)</li> </ul>

No	Title	Description
		<ul style="list-style-type: none"> <li>i. Product producer</li> <li>j. Product reviewer</li> <li>k. Product approver</li> </ul>
39	Quality Register [QR]	<p>[105] The Contractor shall maintain a Quality Register documenting all quality control activities in the scope of contract deliverables / products comprising:</p> <ul style="list-style-type: none"> <li>a. Quality activity ID</li> <li>b. Quality activity title</li> <li>c. Product identifier(s)</li> <li>d. Product title(s)</li> <li>e. Quality method used (review / test / benchmark)</li> <li>f. Product author</li> <li>g. Product reviewer / tester</li> <li>h. Product approver</li> <li>i. Quality activity planned date</li> <li>j. Quality activity forecast date</li> <li>k. Quality activity actual date</li> <li>l. Quality activity result</li> <li>m. Reference to quality records (like: compliance sheet or test summary report)</li> </ul>
40	Escalation	<p>[106] Contractor shall escalate to Frontex in writing issues exceeding Contractor's capacity to adequately respond to them within 1 working day of identifying the issue.</p> <p>Frontex recognizes the need for escalation when issues need senior-level's awareness or intervention, especially if there is a risk of going beyond the project tolerances, or there is a risk or event breaching the terms and conditions of the contract, security or safety rules, or the decisions cannot be taken in a timely manner according to standard project management procedures.</p> <p>[107] The escalation shall be accompanied by unbiased and clear documentation and recommendations.</p>
41	Conciseness of project management documentation	<p>[108] The Contractor shall provide the project management documentation comprising content which is specific for the FWC / Specific Contracts / Specific Orders only.</p> <p>Frontex will reject any artefacts with voluminous presentation of standards instead of providing reference.</p>

No	Title	Description
		[109] The Contractor shall separate the static parts (approach) from dynamic parts (plans and reports).
42	Compliance with standards and best practices	<p>[110] The Contractor shall employ business terminology defined in Business Glossary Appendix (10.11).</p> <p>[111] The Contractor shall employ service management terminology defined in ITIL v3 ed. 2011.</p> <p>[112] The Contractor shall employ software development terminology defined in “The Scrum Guide” by Ken Schwaber, Jeff Sutherland.</p> <p>[113] The Contractor shall apply processes and templates specified by Frontex at the time of contract award or Order placement.</p>
43	Frontex staff availability	[114] The Contractor shall precisely address his requirements for contributions from Frontex staff by definition, level of details and deadlines while respecting the time limitations of staff due to missions and other assignments.
44	Role of SC Contract Board	<p>Frontex will establish project management structure according to his internal policies: Project Executive (Owner), Senior User, Senior Supplier, Project Manager and optionally support of Contract Officer, PMO and ICT Support to PM.</p> <p>A SC Contract Board will be established for each FP SC for effective sponsorship at both sites, surveillance of the progress and quality of SC, communication between Frontex and the Contractor at managerial level, consultation regarding management of the contractual changes and for dealing with issues escalated from project managers or users.</p> <p>The SC Contract Board will be composed of the Frontex and Contractor executives.</p> <p>The SC Contract Board will be supported by Contracting Officers.</p> <p>The SC Contract Board will be supported by Team Managers.</p>
45	Role of SC Contractor's Executive	<p>[115] The Contractor shall nominate SC Contractor's Executive who will be ultimately representing the Contractor's company and subcontractors vis a vis Frontex for the supervision of all the FP SC, overall performance of the Contractor, change management and escalation of issues not solved at the level of the individual contracts.</p> <p>[116] The SC Contractor's Executive shall assure sponsorship for Contractor resources.</p> <p>[117] The SC Contractor's Executive shall be available for meetings of SC Contract Board meetings on short notice (the same calendar week) when requested by Frontex.</p>

No	Title	Description
46	Role of Contractor Team Manager [CTM]	<p>[118] The Contractor shall nominate a Contractor Team Manager that should perform this role during the complete duration of the FP SC. He coordinates and manages for the Contractor the execution of Specific Contracts and the Contractor's resources. CTM is responsible for delivery of the all contractual deliverables and work packages in the conditions of the SC.</p> <p>[119] The nominated CTM shall take the responsibilities described for his profile.</p> <p>[120] CTM shall be entitled to represent the Contractor in daily cooperation with Frontex and to decide the allocation and tasks of the Contractor project team members.</p> <p>[121] CTM shall work in close cooperation with the Frontex TM, PM to report, advise, assist and support Frontex under the project.</p> <p>[122] CTM shall work with the project team at Frontex premises or, if the project is performed at other locations, he should work at that location with regular frequent visits to Frontex Headquarters.</p> <p>[123] CTM shall provide planned or ad hoc presentations of the projects that he is managing to Frontex and MS/SAC stakeholders upon request.</p>
47	Synchronization and Harmonization	<p>Projects under this FWC will be performed in the context of other projects and service delivery processes.</p> <p>[124] Therefore the Contractor shall define and maintain relations with other projects synchronise related activities and harmonise the processes to the greatest possible extent.</p> <p>[125] The Contractor shall foresee the synchronisation and harmonisation efforts in planning and reporting.</p> <p>[126] The Contractor shall manage in a uniform way all the SCs / Orders being performed by the FWC Contractor.</p> <p>[127] The Contractor shall present to Frontex periodically unified portfolio level reports on the ongoing and planned activities, their status, dependencies, shared risks and issues, resources used, projected benefits delivery plan and plan of new releases and roadmaps of already operational systems.</p>
48	Dedication of resources	<p>[128] The Contractor shall present in the Team Plan the resources allocated to the project.</p>
49	Project repository	<p>[129] The Contractor shall maintain all project management documentation in electronic format in project repository fully accessible to Frontex.</p> <p>[130] The Contractor shall hand over to Frontex a recoverable copy of the repository within 5 working days from request.</p>

No	Title	Description
50	Quality reviews and docs	[131] The Contractor shall perform internal quality reviews and the related documentation shall be accessible to Frontex.

### 8.3. Software Development

No	Title	Description
51	Artefacts in Software Development	<p>[132] The Contractor shall deliver the following artefacts in software development:</p> <ul style="list-style-type: none"> <li>a. Solution Design Specification <ul style="list-style-type: none"> <li>i. System Requirements Document (SRD)</li> <li>ii. Technical Design Document (TDD)</li> <li>iii. Initial Product Backlog</li> <li>iv. Input to Security Risk Assessment</li> </ul> </li> <li>b. Implementation and testing <ul style="list-style-type: none"> <li>i. Sprint planning documentation (Sprint plan, Sprint backlog)</li> <li>ii. Software development tools list with descriptions</li> <li>iii. Test Plan (TP)</li> <li>iv. Test Cases and Test Scenarios (TC/S) including testing traceability matrix</li> <li>v. Unit Tests (UT)</li> <li>vi. Automated Tests (AT)</li> <li>vii. Test Log (TL)</li> </ul> </li> <li>c. Release Package <ul style="list-style-type: none"> <li>i. Source code (CODE) including configuration, data files, scripts and other files needed for executable system</li> <li>ii. Release Deployment Package: Executable software, Configuration, Release notes (EXE)</li> <li>iii. As-Built Documentation (TD)</li> <li>iv. Administrator Documentation (AD) (Installation, Upgrade, Removal and Maintenance Manuals)</li> <li>v. User Manuals (UM) for internal and external users</li> <li>vi. Test Summary Report (TSR)</li> <li>vii. Release deployment service (DEP)</li> </ul> </li> </ul> <p>[133] The Contractor shall deliver all UML models prepared in a scope of software development artefacts in a format, which allows to import and browse the models in Sparx Enterprise Architect 12 and above.</p>
52	SRD	<p>[134] The Contractor shall deliver a System Requirements Document comprising at the minimum the following information or equivalents:</p> <ul style="list-style-type: none"> <li>a. Application Architecture</li> </ul>

No	Title	Description
		<ul style="list-style-type: none"> <li>i. System use cases realisation model (UML use cases and activity diagrams)</li> <li>ii. Roles (UML Diagrams)</li> <li>iii. System rules (EA artefacts)</li> <li>iv. System use cases mapping to requirements</li> <li>v. UI style guide (Visual Code)</li> <li>vi. UI mock-ups and UI navigation maps (user flows)</li> </ul> <p>b. Data Architecture</p> <ul style="list-style-type: none"> <li>i. Application Logical data model (UML class diagrams)</li> <li>ii. Lifecycles of data items (UML state diagrams)</li> <li>iii. Templates and data scopes for reports and documents generated by system.</li> </ul>
53	TDD	<p>[135] The Contractor shall deliver a Technical Design Document comprising the following elements or equivalents:</p> <ul style="list-style-type: none"> <li>a. Assumptions and constraints</li> <li>b. Application Architecture <ul style="list-style-type: none"> <li>i. Application component model (UML diagrams)</li> <li>ii. Application deployment and connectivity model (UML diagrams)</li> <li>iii. Internal/external system interfaces</li> </ul> </li> <li>c. Non-functional requirements realization description</li> <li>d. Architecture patterns</li> <li>e. Capacity, performance, scaling and ICT platform resource consumption estimations (VM/CPU/RAM/HDD)</li> <li>f. Security (Authentication, Authorization, Audit, Availability, Information protection)</li> <li>g. Technology prototypes or technology evaluation report</li> <li>h. Data migration (including data migration approach, selection of data sources and description of technology used for implementation of data migration mechanism)</li> <li>i. Guidance for developers</li> <li>j. Requirements - application components traceability</li> </ul>
54	TD	<p>[136] The Contractor shall deliver Technical Documentation comprising at the minimum the following elements or equivalents:</p> <ul style="list-style-type: none"> <li>a. Source code structure and description</li> </ul>

No	Title	Description
		<ul style="list-style-type: none"> <li>b. Standards used</li> <li>c. Detailed physical data models (database diagrams)</li> <li>d. Description of interfaces and APIs</li> <li>e. Deployment manual and configuration</li> <li>f. Release notes</li> <li>g. Reports on unit tests</li> <li>h. Specification of Open Source software or any third party software used and its configuration</li> <li>i. Updates to TDD reflecting “as implemented” status with clear indications on the departure from the approved TDD</li> </ul>
55	AD	<p>[137] The Contractor shall deliver Administrator Documentation comprising at the minimum the following elements:</p> <ul style="list-style-type: none"> <li>a. A description of the environment configuration (hardware and software)</li> <li>b. A description of the deployment of new versions including how to switch the application in maintenance mode</li> <li>c. A description of the application configuration (setting up the application configurable parameters)</li> <li>d. Standard operating procedures (SOPs) describing how to perform common administrative tasks such as, disaster recovery procedures, database administrative tasks, monitoring performance, installation of new versions of the application.</li> <li>e. Information about backup/restore procedures (what to backup, how often, type of backup, etc.)</li> <li>f. Contractor’s recommendation regarding configuration management</li> <li>g. A description of troubleshooting procedures in general and for specific most frequent incidents</li> <li>h. A description of important parameters to monitor</li> <li>i. A description of basic tests to be performed by the system administrators in order to check if the application is up, running and behaving properly after system shutdown and re-launch</li> <li>j. A description of the application log management procedure (when, how often and how the application log files shall be managed)</li> </ul>

No	Title	Description
56	TP	<p>[138] The Contractor shall provide a Test Plan (TP) for all testing activities to be performed in all stages of production and delivery and the acceptance test performed by Frontex. Test Plan:</p> <ul style="list-style-type: none"> <li>a. defines test approaches and methods</li> <li>b. defines the test environments, tools and administrative procedures for testing environments including management of test automates and test data</li> <li>c. defines procedure and repository for ticketing the bugs</li> <li>d. defines roles and procedures for testing</li> <li>e. defines reporting</li> <li>f. defines coverage and test criteria</li> </ul>
57	TC/S	<p>[139] The Contractor shall provide incrementally for each release a Test Cases and Test Scenarios (TC/S) document for all testing activities to be performed in all stages of production and delivery and the acceptance test performed by Frontex. Test Cases document:</p> <ul style="list-style-type: none"> <li>a. provides test cases and test scenarios</li> <li>b. provides traceability of tests to the requirements</li> <li>c. schedules test activities</li> <li>d. defines data sets to be used during testing</li> </ul>
58	Input to Security Risk Assessment	<p>Frontex will prepare a draft Security Risk Assessment based on the business architecture of the OPERA system and share it with the Contractor at the beginning of the design stage.</p> <p>[140] The Contractor shall review the draft Security Risk Assessment and provide input describing the technical solution agreed for the OPERA system along with the descriptions of the security mechanisms chosen to be implemented.</p> <p>[141] The Contractor shall make his technical representative available to the Frontex Infosec officer for workshops (2 x 1 day) to support finalization of the Security Risk Assessment</p>
59	Software Quality Requirements and Evaluation	<p>[142] The Contractor shall employ the Systems and software Quality Requirements and Evaluation (SQuaRE) in development of the System (ISO/IEC 25000:2014 standard).</p>
60	Qualification to UAT	<p>Frontex will qualify products for user acceptance test UAT using the Contractor-provided documented results of tests performed by the Contractor and the test results against the following criteria:</p> <ul style="list-style-type: none"> <li>• Agreed user story tests, use cases or detailed requirements at the defined coverage</li> </ul>

No	Title	Description
		<ul style="list-style-type: none"> <li>• System test (testing the whole system via UI)</li> <li>• Agreed Load and Performance tests</li> <li>• Complete Integration and Regression testing</li> <li>• Security testing</li> </ul> <p>[143] Upon Frontex request the Contractor shall include these tests in UAT.</p>
61	Deployment of the Solution DEP	<p>Frontex applies a change management procedure for all changes introduced into the production environment - including Deployment of the Solution. Major releases of new or updated services also follow a release and deployment procedure. Both procedures require the solution provider to submit documentation and participate in reviews.</p> <p>[144] The Contractor shall plan for no less than 2 weeks required for change management and release and deployment procedures respectively.</p> <p>[145] The Contractor shall employ deployment change request workflow provided by Frontex and attach technical documentation required to process change requests.</p> <p>[146] The Contractor shall participate in Change Advisory Board meetings when deployment changes requested by the System are being considered.</p> <p>[147] Upon submission of the System for deployment the Contractor shall ensure that the pre-requisites listed in Appendix 10.16 - Service Acceptance Criteria checklist remaining in the Contractor's control have been fulfilled. Frontex will qualify a release package for deployment in the test environment using the documented results of test performed by Contractor:</p> <ul style="list-style-type: none"> <li>• Automated deployment test</li> <li>• Sanity test (after recovery, deployment or restart)</li> </ul> <p>Frontex will deploy the Solution in the Test and Training environments using the deployment instructions and configuration data supplied by the Contractor.</p> <p>[148] The Contractor shall support Frontex intramural in deploying the Solution on Test and Training environment.</p> <p>Frontex will deploy the System on the Production environment following positive results of UAT by Frontex with intramural assistance of the Contractor and according to the documentation provided under the FWC.</p> <p>[149] The Contractor shall ensure that the documentation is sufficient for the unassisted similar deployments in future.</p>
62	User documentation (User Manual and the FAQ document)	<p>[150] The Contractor shall provide:</p> <ol style="list-style-type: none"> <li>a. a User Manual (UM) comprising all the information needed to learn the application. Basic computer knowledge (Windows, Office and Internet Explorer) shall</li> </ol>

No	Title	Description
		<p>be sufficient to understand the manual. The Contractor shall provide the User Manual at least in form of searchable and structured electronic content page that can be made available on Intranet.</p> <p>b. a Frequently Asked Questions (FAQ) document containing a list with the most predictable asked questions and answers.</p>
63	Delivery	<p>[151] The Contractor shall submit all of the contract deliverables to Frontex in accordance with the project Schedule.</p> <p>[152] The Contractor shall document these submissions using Consignment Notes.</p> <p>[153] The Contractor shall submit each deliverable in:</p> <ul style="list-style-type: none"> <li>a. regarding software deliverables: complete copy of all source code including the related data files, scripts and other files needed for building the executable and operational Solution, executable software, administrative scripts and the related release notes - all delivered in a form of installable release package and archived copy of the code repository.</li> <li>b. regarding document deliverables: one colour printed document and one electronic copy in editable formats (mainly Microsoft Office formats)</li> <li>c. a complete copy of the project repositories in a format which allows Frontex to install it on a server and access, search its content.</li> </ul>
64	Model for Software Development Lifecycle	<p>[154] The Contractor shall execute the Software development activities in accordance with the Scrum framework.</p> <p>[155] The Contractor shall propose his recommendation for a software development process in compliance with Frontex requirements.</p> <p>Frontex and the Contractor will adjust the proposed methodology to the actual needs and constraints on the commencement of the Contract.</p>
65	Compulsory Reports from software development	<p>[156] The Contractor shall establish and maintain the following software development artefacts during the software development process at minimum:</p> <ul style="list-style-type: none"> <li>a. Product backlog</li> <li>b. Sprint backlog</li> <li>c. Burn-down chart</li> </ul>

No	Title	Description
		d. Quality Register
66	Identification of Deliverables	<p>[157] The Contractor shall identify all deliverables and mark them as configuration items (CI). Each deliverable submitted for acceptance shall carry the CI identification number, versions, and versions history log. The deliverables submitted for acceptance shall correspond to each other by allocation to the same configuration baseline.</p> <p>[158] The Contractor shall put each deliverable through quality control before submission for acceptance. The deliverable shall carry information on when and who personally performed the quality control prior its submission.</p> <p>[159] The Contractor shall present for each document type of deliverable an evidence of all Frontex comments collected at the working level reviews and how they were addressed.</p> <p>[160] The Contractor shall present for each software type of deliverable an evidence of all defects discovered to them by Frontex and the Contractor and how they were addressed.</p>
67	Source Control Code	<p>[161] The Contractor shall upload and store in a source control repository at Frontex premises all development source code, along with relevant documentation and all software assets, including configuration data and scripts, shall be. This can be done either by working directly on the Frontex source code repository or by uploading stable source code snapshots in the event that the supplier is working remotely. All check-ins must have a clear English description of the modifications in the form of (where XXXX stands for unique identification):</p> <ul style="list-style-type: none"> <li>a. bug XXXX: description - if the check-in is related to a bug fix</li> <li>b. story XXXX: description - if the check-in is associated with a user story</li> <li>c. other: description - if the check-in is not related to a bug or a story number</li> </ul>
68	Installation Packages	<p>[162] The Contractor shall hand-over to Frontex each software release in the form of a software deployment package in the format of Microsoft SCCM or Microsoft Windows Installer 5.0 installation package.</p> <p>[163] The System's deployment packages shall comprise its software, configuration scripts, configuration answer-files in a text / XML format, installation documentation, release notes and contact information to obtain support.</p>

No	Title	Description
69	Defects DB	<p>[164] The Contractor shall provide a bug-tracking repository (Defect DB) which:</p> <ul style="list-style-type: none"> <li>a. Stores descriptions of any issues, bugs or defects identified in the system under development</li> <li>b. Stores descriptions of any issues, bugs or defects identified in operational use of the System</li> <li>c. Provides reporting capability to reflect the status of the issues as well as to provide statistical data on bugs and the tempo of resolving them</li> <li>d. Provides any resolved issue, bug or defect registered in the Defects DB with references to the version, versions, release in which the issue is resolved</li> <li>e. Enables Frontex to review, contribute, report on and alter the entries</li> </ul> <p>Defect is a flaw in a component or system that can cause the component or system to fail to perform its required function, e.g., an incorrect statement or data definition.</p>
70	Artefacts Repository	<p>[165] The Contractor shall archive each incremental build that is of release quality and contains new functionality into an Artefact Repository tagged by build number.</p> <p>[166] The Contractor shall use Artefacts Repository hosted by Frontex for deliverables required by FWC - Team Foundation Server for source codes and Document Management System for documentation.</p>
71	Release Notes	<p>[167] The Contractor shall provide each new release of software with Release Notes that provide clear reference to the implemented stories, change requests, issues, bugs and defects corrected in it.</p>
72	Development Infrastructure	<p>[168] For all intramural developments the Contractor shall design the infrastructure composed of software and hardware that is needed for software development to be provided by Frontex.</p> <p>[169] The Contractor shall provide administration of their development environment by default. However Frontex reserves the right to take over the administration of the entire development environment or selected components</p> <p>[170] For all extramural developments the Contractor shall provide the infrastructure composed of software and hardware that is needed for software development and the related costs shall be included in price.</p>

No	Title	Description
73	System Checks Health	<p>[171] Upon Frontex request the Contractor shall enable Frontex to perform on their own, or by use of a third party, checks on the System's health. In case the results indicate failures in the implementation and compliance to the required standards and practices the Contractor shall remedy these failures within 14 days at no additional cost to Frontex.</p>
74	Process Audit	<p>[172] Upon Frontex request the Contractor shall make his team, premises and tools available to enable Frontex to perform an audit of the actual software development processes being executed by the Contractor against the plans, applicable standards and requirements within 14 days from receiving the request. Any such audit shall last no longer than 2 working days in 12 months.</p> <p>[173] The Contractor shall rectify any potential observed deviations from the plans, applicable standards and requirements within 14 days from receiving the audit report.</p>
75	Testing Scope	<p>[174] The Contractor shall perform Automated Tests (AT) of the System covering at minimum:</p> <ul style="list-style-type: none"> <li>a. Unit tests</li> <li>b. Agreed user story or use cases tests</li> <li>c. Sanity tests (after recovery, deployment or restart)</li> <li>d. Agreed Load and Performance tests</li> </ul> <p>[175] The Contractor shall prepare and execute Manual tests covering at minimum:</p> <ul style="list-style-type: none"> <li>a. User story or use cases tests not covered by automated tests (prepared and executed continuously during development and before each release)</li> </ul> <p>[176] The Contractor shall perform the following tests against the System as a whole:</p> <ul style="list-style-type: none"> <li>a. Regression testing (in Development)</li> <li>b. Security testing, including penetration testing</li> <li>c. Load and Performance testing</li> </ul> <p>[177] The Contractor shall deliver comprehensive regression testing scripts for UAT and Production environments with each release.</p> <p>Frontex will use the test cases provided by the Contractor to run scheduled, automated regression testing in UAT environment and health checks in Production (currently Frontex uses Telerik Test Studio for testing and System Center Operations Manager for day-to-day service health monitoring).</p>

No	Title	Description
		[178] The Contractor shall document and provide to Frontex all of the tests in line with the agreed Schedule.
76	Acceptance and Acceptance (UAT)	<p>Tests User Tests</p> <p>[179] The Contractor shall deliver products free of defects for acceptance.</p> <p>The Contractor and Frontex may perform preliminary testing on a product with known defects. Frontex may decide to continue testing/using the product with known defects depending on the severity of the defects. However, Frontex will not accept a product until all defects identified in the Defects DB have been closed for that product.</p> <p>[180] The Contractor shall deliver the scenarios and test cases for the Acceptance Tests. Frontex will inform the Contractor whether and to what extent the scope of the acceptance testing needs to be adjusted. Frontex will provide data to be used as input in the tests and will decide upon the test success criteria.</p> <p>[181] The Contractor shall perform the Acceptance Tests in the environment simulating the final production environment, preferably on the Test Environment at Frontex.</p> <p>Frontex will decide on the eligibility for User Acceptance Testing based on the reported results of the Acceptance Tests performed by the Contractor. Frontex will decide upon a subset of scenarios and test cases to be executed during User Acceptance Testing, defined in each Specific Contract.</p> <p>The positive results of the User Acceptance Tests at Frontex is a prerequisite for accepting of the Product.</p> <p>Frontex reserves the right to decide if the User Acceptance Tests are performed: by Frontex with continuous support and assistance of the Contractor, by the Contractor with Frontex presence and control, or by third party with Frontex presence and control and the Contractor assistance.</p> <p>[182] The Contractor shall provide the necessary testing tools and scripts for the Acceptance Tests and User Acceptance Tests.</p>
77	Unit Tests	[183] The Contractor shall cover no less than 70% of the scope of each of the System components with unit tests and provide written evidence of it in the test reports.
78	Security Testing	[184] If the deliverables include web-applications or other web-based technologies, the Contractor shall test the System (software/server) against the OWASP (Open Web Application Security Project) TOP 10 Most Critical Web Application Security Risks <sup>18</sup> , following the guidelines from the OWASP

<sup>18</sup> [https://www.owasp.org/index.php/Category:OWASP\\_Top\\_Ten\\_Project](https://www.owasp.org/index.php/Category:OWASP_Top_Ten_Project)

No	Title	Description
		<p>Testing Guide<sup>19</sup>. The most current version are OWASP Top 10 2017 and OWASP Testing Guide v4.0, which are constantly adjusted to cover new threats and attack vectors. Therefore, the current versions at the time of signing the contract should be used as the reference.</p> <p>[185] Security Test shall cover at least the following:</p> <ul style="list-style-type: none"> <li>a. SQL injection to ensure that the SQL queries are parameterised and that any input used in a SQL query is validated</li> <li>b. Cross-site scripting</li> <li>c. Cross-site request forgery</li> <li>d. Data access to look for improper storage of database connection strings and proper use of authentication to the database</li> <li>e. Input/data validation to ensure all client-side validation is backed by server-side validation, to avoid poor validation techniques such as reliance on file names or other insecure mechanisms, and to make security decisions and output that is based on user input encoded using appropriate library</li> <li>f. Authentication to ensure that minimum error information is returned in the event of authentication failure and to ensure that credentials accepted from users are securely stored (hashed with a key) and check if authentication attempts are audited</li> <li>g. Authorisation to limit database access and to separation privileges</li> <li>h. Sensitive data to avoid mismanagement of sensitive data by disclosing secrets in error messages, code, memory, files, or the network</li> <li>i. Auditing and logging to ensure the application is generating logs for sensitive actions and has a process in place for auditing log files periodically</li> <li>j. Code that uses cryptography to check for a failure to clear secrets and improper use of the cryptography APIs themselves</li> <li>k. Threading problems to check for race conditions and deadlocks, especially in static methods and constructors</li> </ul>

<sup>19</sup> [https://www.owasp.org/index.php/OWASP\\_Testing\\_Project](https://www.owasp.org/index.php/OWASP_Testing_Project)

No	Title	Description
		<p>[186] The Contractor shall ensure and test that the System may be used by users across a Frontex-provided VPN connection.</p>
79	Penetration Test	<p>Frontex assumes that the Contractor will perform sufficient penetration testing of the software solution on top of a hardened platform in the development environment so that there are no critical or major vulnerabilities left. Frontex will review the overall security testing report presented by the Contractor prior to proceeding with deploying the software solution in the UAT and PROD environments.</p> <p>[187] The Contractor shall plan, design, perform, document and report on the penetration tests of the System prior to submitting it for Acceptance Tests.</p> <p>Once the release is deployed in the UAT and / or PROD environment Frontex will perform an additional security assessment to confirm that the remaining security threats are acceptable for the business users.</p> <p>[188] Upon Frontex request the Contractor shall make the System available for security assessment (including penetration testing) and support the execution of the assessment Intramural.</p> <p>At any point in time following the initial deployment of the System in the UAT or PROD environment new vulnerabilities may be identified or already known ones revisited.</p> <p>[189] Should any security vulnerabilities be identified in course of the System security assessment, the Contractor shall apply remedies within 14 days from receiving the applicable test report at no additional cost or delay to Frontex.</p> <p>Note that Frontex may at any time perform on their own (e.g. Frontex ICT), or by use of a third party (e.g. CERT-EU), a security penetration test.</p> <p>[190] In case the results indicate obvious security gaps or vulnerabilities or failures in the implementation and compliancy to the required standards and practices the Contractor shall correct the system immediately at his own cost.</p>
80	Effort Estimation	<p>[191] The Contractor shall provide an effort estimate for each software development assignment based on Fixed Price and to decompose the estimate down to deliverables, split into profiles and provide traceability to requirements or group of requirements. The decomposition shall not be considered as any type of limit of efforts.</p>
81	Development Team	<p>[192] The Contractor shall ensure that the team engaged in software development is composed of professionals who are accepted to the FWC Team and who meet the requirements set for the profiles.</p>

No	Title	Description
		<p>[193] The Contractor shall indicate the composition of the team, profiles, roles and planned level of engagement in the response to the Request for Specific Contract and reflect it in the Team Plan.</p> <p>Contractor is free in defining roles within the team.</p>
82	Comprehensiveness of Configuration Management	<p>[194] The Contractor shall ensure harmonised management of the configuration for all configuration items related to all activities related to the FWC.</p> <p>[195] The Contractor shall maintain the consistency of the source code across all software development activities under various assignments of the FWC and merge all simultaneous or overlapping versions and branches.</p> <p>[196] The Contractor shall store all contract artefacts versioned in a configuration management system. Specifically, all development source code, along with relevant documentation and all software assets, including configuration data and scripts, shall be uploaded and stored in a Frontex-accessible collaboration workspace.</p>
83	Internal policies compliancy	<p>[197] The Contractor shall consider the Acceptable Use Policy (Appendix 10.17) when designing the system to take into account the constraints put on users and enable the users to use the system without breaching this policy.</p> <p>Frontex will protect all of the operating systems hosting the System with anti-malware mechanisms according to the Anti-malware Policy (Appendix 10.18).</p> <p>[198] The Contractor shall consider these anti-malware mechanisms in its design not to comprise the anti-malware protection and explicitly list any requirements for exclusions in real-time scanning or execution prevention that would hamper systems performance.</p> <p>[199] The Contractor shall ensure that all files acquired or served by the system are scanned against malware either through the system internal mechanisms or the mechanisms provided by Frontex.</p> <p>[200] The Contractor shall design, build and configure the system to technically enforce the Policy on ICT systems access management (Appendix 10.19).</p> <p>[201] The Contractor shall review the existing backup and recovery mechanisms at Frontex at the design stage and develop the solution as well as related SOPs to meet the requirements of the Information Backup Policy (Appendix 10.20) and the recoverability requirements stated under the RTO and RPO service level targets.</p>

#### 8.4. Delivery of software

In this call for tenders, the Tenderer is invited to propose COTS and 3<sup>rd</sup> party software components, plugins and extension to the web application platform that he considers helpful for the scope and purpose of this contract due to Frontex plans and requirements as well as fitting to the Contractor best practices in delivering services being in scope of this FWC. For all the proposed software components the following rules shall apply. In the case where the contract is awarded to the Tenderer, the Tenderer will become the Contractor.

The Contractor shall adhere to the following requirements when accepting the Contractor services of software delivery:

No	Title	Description
1	Compatibility	[202] The Contractor shall ensure that the Software offered in the Official Price List is compatible with infrastructure listed in Appendix 10.3 Current ICT Baseline.
2	Scope	[203] The Contractor shall limit the Official Price List of this FWC to COTS and 3rdP which correspond to this FWC. The list shall not include Microsoft products.
3	EOS	[204] The Contractor shall ensure that the products proposed will not reach their end-of-sale (EOS) within 18 months from the date of the proposal.
4	EOL	[205] The Contractor shall ensure that the software components proposed will not reach their end-of-life (EOL) within 48 months from the date of the proposal.
5	Completeness	[206] The Contractor shall list all of the products in the Technical Proposal. [207] The Contractor shall propose each product with all the related services (maintenance, delivery and others) as described in this tender documentation.
6	Updates	[208] The Contractor shall establish and maintain its internal process to maintain the alignment of his Technical Proposal to the market availability of the proposed products and related services during the contract lifecycle. [209] In case that a product reaches its EOS or EOL the Contractor shall propose its exchange for an equivalent product according to the requirements of the Tender. Only the items present in the Technical Proposal may be subject to an update. [210] In case of a Technical Proposal update, the Financial Proposal shall be aligned every time with the Technical Proposal. Exchanged products shall be offered in the best market price. No increase in price for exchanged product is allowed. Each exchange proposal shall be subject to Frontex approval.
7	Bundling	[211] The Contractor shall deliver goods or services ordered by Frontex as the products or their sets, a complete solution, maintenance and their combination separately depending on the Specific Contract or Specific Order.



## 8.5. Third Level Support

The Contractor will render the 3<sup>rd</sup> Level of Support provider role. Third Level Support will be ordered as Fixed Price SC.

No	Title	Description
84	Role of Frontex	Frontex will provide the 1 <sup>st</sup> and the 2 <sup>nd</sup> Level of Support to the OPERA system. In case none of these levels can solve an incident or a problem it is addressed to the Contractor providing the 3 <sup>rd</sup> Level of Support.
85	Guarantee	[212] The Contractor shall cover the products provided under this FWC with 2 years of guarantee by default at the price of the software product and component provided or developed with no additional cost to Frontex for corrective and adaptive maintenance at the levels offered to wide market by the vendor of the product or component.
86	Role of Contractor	[213] The Contractor shall ensure that the software product and all of its components, remain fully operational or can be restored to full operation under the defined conditions and service level requirements. [214] The Contractor shall also keep the system aligned with technological changes of its environment. It includes Preventive, Corrective and Adaptive Maintenance at the levels established in this TOR or individually in SC. The Contractor shall provide single point of contact and coordination for all offered Maintenance Services to Frontex, including those coming from 3 <sup>rd</sup> parties.
87	Scope	[215] The Contractor shall provide support for all software components including server and client software, all layers including business and middleware, the bespoke application, COTS and OSS of the delivered systems or being a subject of this service.
88	Integration and harmonization	[216] The Contractor shall ensure integration within the tools and infrastructure and harmonised with the processes of other levels of support, software development and HW maintenance activities.
89	External access	External remote access to Frontex systems will not be granted by default. Frontex may grant temporary remote access to the Test Environment and define mandatory security requirements that have to be met by the Contractor subject to Contractor's request and Frontex approval.
90	Place of work	[217] Primarily the Contractor shall perform its services extramural, however all meetings, workshops, reviews, acceptance testing, contractual events shall be done intramural - at Frontex Headquarters.
91	Preventive Maintenance	[218] The Contractor shall carry out regularly corrective maintenance tasks on their own initiative to lower the risk of failures or to mitigate security

No	Title	Description
		vulnerabilities. That shall include, but is not limited to: distribution of patches, performing health checks, reconfiguration.
92	Adaptive Maintenance	<p>[219] The Contractor shall implement all necessary modifications to the released software that are necessary for sustaining its full operational capability due to the modifications of underlying software products such as the upgrade of operating system, database or other infrastructure software.</p> <p>[220] The Contractor shall not prevent any of the used COTS components or platform COTS components from upgrading to the latest version supported by the COTS providers / vendors. In other words, the System shall enable to carry-forward its custom code with the evolution of COTS used.</p> <p>[221] The System shall allow an Administrator to manage centrally the COTS component updates.</p>
93	COTS customization	[222] The Contractor shall clearly record and document every customization required in the proposed software products in order to adapt them to Frontex requirements, including customizations and configurations specific to Frontex.
94	Corrective Maintenance	[223] The Contractor shall repair all failures (including degradation of performance below thresholds), vulnerabilities and bugs of the delivered product and software components in order to restore it and keep in perfect working order.
95	Reproduction and diagnosing	<p>[224] The Contractor shall maintain the environment necessary for reproducing faults at his own premises</p> <p>If the fault has to be diagnosed in the Frontex environment the Contractor will be assisted by Frontex staff.</p> <p>The Contractor will not be allowed to make changes directly to the production environment</p>
96	Work around	[225] The Contractor shall provide a permanent resolution to each work-around that should be delivered as a regular release or patch.
97	New Versions	[226] The Contractor shall ensure that every new release complies with the requirements set for software development, including the scope of testing, assisting documentation, and the sequence of deployment to specific environments.
98	Hot-line support	[227] The Contractor shall provide hot-line support for solving urgent problems and failures that cannot be solved by the 1 <sup>st</sup> or 2 <sup>nd</sup> level of support.
99	Distribution	[228] The Contractor shall include the distribution of patches, documentation, media and other related goods in the price of the Service.

No	Title	Description
100	Documentation	[229] The Contractor shall update the regular users, administrator and technical documentation with every problem solution provided by Third Level Support.
101	Service window	[230] The Contractor shall provide the Third Level Support in 3 options: a. Basic available in Normal Working Hours b. Standard available in the Normal Working Hours and Extended Working Hours on Normal Working Days c. Critical available 24/7
102	Single Point of Contact (SPoC)	[231] The Contractor shall nominate and inform Frontex about his Single Point of Contact for addressing all communications regarding third Level Support. This person shall be responsible for the coordination of all related activities (including prioritization, escalation and managing contract with third party vendors, monitoring thresholds) and reporting.
103	Incident management process	<p>Frontex applies the following definitions to incident management process:</p> <ul style="list-style-type: none"> <li>• T1: any time during service availability</li> <li>• T2: Incident-Notification-Acknowledgement-Time</li> <li>• T3: Incident-Notification-On-Planned-Resolution-Time</li> <li>• T4: Incident-Actual-Resolution-Time</li> <li>• T5: On-Site-Intervention-Time</li> <li>• T6: Remote-Intervention-Time</li> </ul> <p>On T1, if needed, Frontex will escalate and send a Request for Intervention to the Contractor SPoC e-mail.</p> <p>[232] Within T2 hours, the Contractor shall send a Request for Intervention Acknowledgement back to Frontex.</p> <p>[233] The Contractor shall confirm that the incident description was received, communicate the unique incident number (ticket number) and indicate when the incident should be resolved according to the current reaction plan (T3).</p> <p>[234] If On-Site-Intervention is required then per a request from Frontex: Within T5 hours, the Contractor shall arrive in Frontex with proper tools for solving the specific incident.</p> <p>[235] If Remote Assistance is required and permitted by Frontex, then: Within T6 hours, the Contractor shall be available by phone for Frontex with the relevant information needed for solving the specific incident.</p> <p>[236] Within T3 the Contractor shall resolve the incident.</p> <p>Frontex will send a message to the Contractor SPoC e-mail stating the incident's closure.</p>

No	Title	Description
		<p>[237] The Contractor shall send a message to Frontex by e-mail clearly specifying the T1, T2, T3, T4, T5 (if exists), T6, problem diagnosis and actions carried out by the Contractor to solve the incident.</p>
104	Service level requirements for incidents	<p>[238] The Contractor shall meet the following incident resolution time requirements:</p> <ul style="list-style-type: none"> <li>a. T2 must be less than 4 maintenance hours</li> <li>b. T3 must be less than 24 maintenance hours</li> <li>c. T4 must be less than 40 maintenance hours</li> <li>d. T5 must be less than T2+16 maintenance hours</li> <li>e. T6 must be less than T2+4 working hours</li> </ul> <p>Frontex may set different service levels in a Request for Specific Contract.</p> <p>[239] The Contractor shall apply a work-around (temporary solution) to meet the required threshold of T4 when the time required for the delivery of a permanent solution is expected to exceed this threshold. In such case, when determining whether the threshold T4 has been met, Frontex will consider if: the temporary solution is coordinated and technically accepted by Frontex, is implemented in T4 with no degradation in functionality and performance and the deadline for delivering permanent solution is agreed.</p>
105	Problem management process	<p>Definitions:</p> <ul style="list-style-type: none"> <li>• P-T1: days allowed for preparing a file related to the problem</li> <li>• P-T2: days allowed for delivering an action plan to solve the problem</li> <li>• P-T3: days allowed for solving the problem</li> </ul> <p>[240] The Contractor shall meet the following problem management time requirements:</p> <ul style="list-style-type: none"> <li>• P-T1 must be less than 2 maintenance days</li> <li>• P-T2 must be less than 5 maintenance days</li> <li>• P-T3 must be less than 10 maintenance days</li> </ul> <p>Frontex may set different service levels in a Request for Specific Contract.</p> <p>[241] Upon Frontex request, the Contractor shall participate in ad-hoc meetings to acknowledge the problem's existence and assess its impact.</p> <p>[242] Within P-T1, the Contractor shall establish a register containing all incidents (and/or all devices impacted) associated with the problem.</p> <p>[243] Within the P-T2 timeframe, the Contractor shall send to Frontex an action plan to solve the problem. The outcome of the action plan must be guaranteed by the Contractor who is supposed to have tested it before delivering the plan to Frontex. The relevant Test Reports shall be delivered to Frontex in advance, as the Contractor responsibility.</p> <p>Frontex may approve or refuse the action plan and the solution.</p>

No	Title	Description
		<p>If approved, then:</p> <p>Frontex will send to the Contractor an e-mail of approval.</p> <ul style="list-style-type: none"> <li>• The Contractor shall resolve the problem within the P-T3 timeframe.</li> <li>• The Contractor shall monitor the progress on the action plan and report on it to Frontex weekly.</li> </ul> <p>If refused, then:</p> <ul style="list-style-type: none"> <li>• The Contractor shall propose a new solution with the additional help of manufacturers, or shall provide evidence proving that there is no acceptable solution to the problem.</li> <li>• The Contractor shall apply a work-around (temporary solution) to meet the required threshold of P-T3 when the time required for the delivery of a permanent solution is expected to exceed this threshold. In such case, when determining whether the threshold P-T3 has been met, Frontex will consider if: the temporary solution is coordinated and technically accepted by Frontex, is implemented in P-T3 with no degradation in functionality and performance and the deadline for delivering permanent solution is agreed.</li> </ul>
106	Reporting 3 <sup>rd</sup> REP	<p>[244] The Contractor shall report monthly to Frontex on 3<sup>rd</sup> Level Support regarding:</p> <ol style="list-style-type: none"> <li>a. Outstanding problems and incidents with related statistics and tracked history</li> <li>b. Detailed statistics of service level requirements showing the departure from the targets</li> </ol>
107	Penalties	<p>[245] In case the Contractor does not meet the required Service Level requirements the Contractor shall pay the penalties equal to the fraction of the value of the yearly maintenance fee:</p> <ol style="list-style-type: none"> <li>a. 0.5% for a day of delay of T4 in case of delays for software of the production system that stops business processes in the solution.</li> <li>b. 0.2% for a day of delay of T4 in case of delays for software of the production system that in the case of other delays.</li> </ol> <p>Frontex may set different levels for penalties in a Request for Specific Contract. The penalties described here do not limit Frontex from applying the measures indicated in the Appendix 10.2 GTCITC.</p>

## 8.6. Knowledge transfer and training

No	Title	Description
108	Training artefact	<p>[246] The Contractor shall provide the following artefacts for trainings:</p> <ul style="list-style-type: none"> <li>○ Training Plan (TRAINP)</li> <li>○ Training (TRAIN)</li> <li>○ Training Materials (TRAINM)</li> <li>○ Release package for the Training Environment (TRAINED)</li> <li>○ Training Report (TRAINR)</li> </ul>
109	Training for Power users (TRAIN)	<p>[247] The Contractor shall train Power users in the requested scope in a form of workshops performed in the Training Environment with practical use cases appropriate for Frontex processes.</p> <p>[248] The Contractor shall effectively prepare the Power users to use the solution, participate in design and implementation, provide support to end users or training to end users.</p> <p>Frontex plans to limit the number of Power users for each training session to 10.</p> <p>[249] The Contractor shall deliver no less than 1 training session of 7 hours each for Power users prior the acceptance phase of each release.</p> <p>[250] The Contractor shall deliver no less than 3 training sessions of 21 hours each for Power users prior to each release deployed in production.</p>
110	Training for End users (TRAIN)	<p>[251] The Contractor shall train End users in the requested scope in form of workshops performed in the Training Environments with practical use cases.</p> <p>[252] The Contractor shall effectively prepare the End users to use the solution.</p> <p>[253] The Contractor shall ensure that the training methods and examples used in the workshop shall fit to the context of the actual tasks of the end users.</p> <p>Frontex plans to limit the number of End users for each training session to 10.</p> <p>[254] The Contractor shall deliver no less than 1 training session of 7 hours each for End users prior the acceptance phase of each release.</p> <p>[255] The Contractor shall deliver no less than 15 training sessions of 7 hours each for End users prior to each release deployed in production.</p>
111	On-job Training (TRAIN)	<p>[256] Upon Frontex order the Contractor shall deliver On-job Training to selected Power users, End users or Administrators.</p> <p>[257] The Contractor shall deliver this training in a form of assistance to daily tasks of the attendees.</p> <p>[258] The Contractor shall ensure that the trainer assists the attendees by solving their problems, replying questions and proactively explaining the best methods of performing the tasks and explaining its context.</p>

No	Title	Description
		[259] The Contractor shall deliver no less than 27 On-job Training sessions of 2 hours each for each release deployed in production.
112	Training for Administrators (TRAIN)	<p>[260] The Contractor shall train Administrators (including Frontex Help Desk) in form of practical workshops in scope of administrative tasks.</p> <p>[261] The Contractor shall effectively prepare the Administrators to administration of the solution, providing 1<sup>st</sup> and 2<sup>nd</sup> Level Support, performing SOPs, and participate in design and implementation. The maximum number of Administrators for each training session shall not exceed 10.</p> <p>Frontex plans to limit the number of Administrators for each training session to 4.</p> <p>[262] The Contractor shall deliver no less than 2 training sessions of 21 hours each for Administrators prior to each release.</p>
113	Training Plan (TRAINP)	<p>[263] The Contractor shall develop TRAINP that covers:</p> <ul style="list-style-type: none"> <li>a. Training needs</li> <li>b. Training prerequisites for the attendees</li> <li>c. Training prerequisites for Training Environment</li> <li>d. Training programme</li> <li>e. Training schedule</li> <li>f. Method of assessing effectiveness of training</li> </ul>
114	Training Environment (TRAINED)	<p>Frontex will provide infrastructure capacity required for the TRAINE.</p> <p>[264] The Contractor shall provide the release package needed to deploy the subject release of the OPERA system along with training configuration and data in the TRAINE.</p> <p>Frontex will deploy the release package in the TRAINE.</p> <p>[265] The Contractor shall employ TRAINE to provision trainings to Administrators, Power users and End users.</p> <p>[266] The Contractor shall ensure that the Training Environment emulates the Test Environment regarding its infrastructure and applications available. The Contractor shall customize the Training Environment with the training data and scenarios needed to fulfil the Trading Programme.</p>
115	Training Materials (TRAINM)	[267] The Contractor shall provide training materials in paper and electronic form to each attendee at the beginning of the training session the latest. The Contractor shall provide the training materials, such as but not limited to training scenarios, manuals/handouts, course materials, exercises, user guides, video or web tutorials etc., in a range of different situations e.g.:

No	Title	Description
		<ul style="list-style-type: none"> <li>• Classroom training;</li> <li>• Online via Frontex Learning Management System (Moodle);</li> <li>• One-to-one or small group training.</li> </ul> <p>[268] Upon Frontex request The Contractor shall deliver training materials as electronic content available to all from Frontex intranet in form of wiki or web pages form so the participants or other stakeholders can use the materials at any time.</p> <p>[269] The Contractor shall provide Training Materials for End Users and Power Users in the computer-based training format compliant with SCORM 1.2 specification upon each release.</p> <p>Frontex will import these computer-based training packages into Frontex training platform (based on Moodle) and use it as a standing eLearning service for any future users of the OPERA system.</p>
116	Trainers	<p>[270] The Contractor shall ensure that its Trainers hold experience in providing trainings in software usage or administration, understand business context of the specific training and be fluent in English (at least at C1 level).</p> <p>[271] The Contractor shall ensure that its Trainers for Power users and End users trainings hold professional certification in education e.g. Microsoft Certified Trainer.</p>
117	Training Report TRAINR	<p>[272] The Contractor shall report on the course of the training, attendance, assess effectiveness of the training in 10 days from the end of the training.</p> <p>[273] The Contractor shall submit his observations and recommendations regarding the continuation of education of the attendees in writing.</p>
118	Place of training	<p>[274] The Contractor shall host all trainings at Frontex premises. Frontex will provide computers and facilities necessary to conduct the training.</p> <p>[275] The Contractor shall request training environment and infrastructure needed from Frontex not later than 3 weeks before the start of the first training session.</p>

## 8.7. Consultancy

Consultancy services and the related artefacts are not predefined at the FWC level. They will be defined in the actual Request for Specific Contract. Consultancy may refer to delivery of individual artefact from other areas, planning, recommendations, verification of any items defined in this T.

Therefore all the other requirements presented in the TOR are binding for Consultancy.

The quantities of man-days listed in the Contract deliverables sheet are indicative and will be used for price evaluation only. Frontex will define the actual required number of man-days in the SCs or Orders. However the rates at which the Contractor priced the profiles must not exceed prices indicated in FWC.

[276] The Contractor shall apply T&M rates for profiles not exceeding the rates agreed for this FWC in the Annex VI - Financial proposal, ID=5 Consultancy Services.

## 9. Implementation of the Contract

### 9.1. Type of assignments

The work items performed under this FWC, following the definition provided in the Appendix 10.2 GTCITC, may be contracted on the basis of Fixed Price or Time & Means Specific Contracts. See Appendix 10.1 Contract deliverables for information about deliverables and their assignment types.

Products and services under the FWC can be also ordered by use of Specific Order.

[277] When at Frontex premises the Contractor shall provide his services during Normal Working Hours.

[278] The Contractor Proposals for Fixed Price or Time & Means Specific Contracts and Specific Order for delivery of the services and products must be compliant with all requirements and at the price not higher than those resulting from a summary of the prices of the FWC:

- a. listed in the Annex VI - Financial proposal sheet for fixed price items, or
- b. listed in the Annex VI - Official Price List for COTS and 3rd party software products, or
- c. calculated from an agreed effort adequate to the task and the daily rates listed in the Annex VI - Financial proposal sheet for Time & Means.

Once the Order Form is signed by both parties the work shall start immediately unless the Order Form specifies a later date of commencement. The implementation of the Order Forms shall progress in coordination with Frontex without unjustified periods of inactivity.

### 9.2. Ordering process

#### 9.2.1. Specific Orders

In case of a need for the delivery of Products defined and priced in the FWC (for example: delivery of items from the Official Price List) Frontex will issue a Specific Order to the Contractor.

[279] The Contractor shall return the counter-signed Specific Order to Frontex within maximum 5 working days of its receipt.

[280] Once both parties have signed the Specific Order the Contractor shall start delivery unless different dates are indicated.

#### 9.2.2. Specific Contracts

The method of ordering Products and Services in this FWC is Specific Contract. Each SC will be awarded based on Frontex Request for Service and Contractor's Proposal, with the exception of Specific Contract 01. Frontex intends to place the first SC at the time of the FWC entry into force to make sure that there is no delay between having the FWC signed and the beginning of the works in scope of the first SC.

The scope of the services for SC 01 is as described in the Appendix 10.1 Contract Deliverables and the acceptance criteria are defined in Appendix 10.21 Acceptance Criteria for SC1.

#### Fixed Price Specific Contracts

[281] The Request for Service will specify the requirements for those services and products, objectives, deliverables, acceptance criteria, schedule, place of performance and other conditions. The request will provide detailed evaluation criteria for the suitability of the proposals. Frontex will define mandatory requirements which must be met by the proposals in order to be evaluated for compliance.

[282] The Contractor, within the deadlines indicated by Frontex, which are by default 20 calendar days from the date of the Request for Service (but can be longer if duly justified by the complexity of the assignment) shall submit their proposals by offering delivery of the services and products according to the specification.

Any questions regarding the Request shall be submitted not later than 5 days before the required date of submission.

The offer shall be valid for the duration indicated in the request but not for less than 30 calendar days to enable its evaluation by Frontex. The offered prices must not exceed those defined in the FWC.

The proposal shall be submitted by email and includes:

- 1) Technical Proposal
- 2) Financial Proposal

Technical Proposal shall contain at least the following elements:

- a) a draft project plan, description of tasks,
- b) quality assurance measures,
- c) and technical description of the proposed solution and other elements requested.

Financial Proposal shall contain at least the following elements:

- a) Unit and total Price for the service not exceeding the price offered in the FWC.

#### **Time & Means Specific Contracts**

The Request for Service will define: the profiles of team member(s) requested, number of required team members and volume of work, tasks to be performed with acceptance criteria, duration of the assignment, reporting requirements, venue of the assignment and other relevant conditions.

The Contractor, within the deadlines indicated by Frontex, which are by default 20 calendar days from the date of the Request for Services (but can be longer if duly justified by the complexity of the assignment) shall submit their proposals by offering delivery of the consultancy services for each required profile. Number of offered Candidates shall not be lower than requested but not higher than double of the requested volume.

Any questions regarding the Request shall be submitted not later than 5 days before the required date of submission.

The offer shall be valid for the duration indicated in the request but not for less than 30 calendar days to enable its evaluation by Frontex. The offered prices must not exceed those defined in the FWC.

The proposal shall be submitted by email and includes:

- 3) Technical Proposal
- 4) Financial Proposal

Technical Proposal shall contain at least the following elements:

- 1) The proposals must list the names of required number of Candidate(s) (as defined in the Request for Services) who have been already accepted for the FWC for the requested profiles or provide complete documentation for the new Candidate(s) as below:

The submitted CV shall be prepared using the form attached to the FWC (Appendix 10.4) and shall contain:

- a. copy of diploma proofing the candidate's highest relevant educational degree as declared in the CV,
- b. copies of professional certificates required by the profile; if an equivalent of the professional certificate is allowed in the profile description the Contractor is requested to justify in writing why in his opinion the submitted professional certificate is equivalent to the requested one: Frontex may accept or disagree with the justification,
- c. Copies of any other certificates or documents relevant to the CV.

- 2) Filled in and signed by the candidate "Statement of Intent" form.
- 3) Filled in and signed by the candidate "Statement of Compliancy to the Profile" form.
- 4) Description of tasks, reporting, quality assurance measures and other requested documentation.

Financial Proposal shall contain at least the following elements:

- 1) Unit and total Price for the service not exceeding the price offered in the FWC.

Frontex will evaluate compliancy of the proposals to the requirements, in specific - compliancy of the offered candidates to the FWC definition of the requested profiles. Then Frontex will evaluate capacity of the offered candidates for performing the tasks foreseen for this Specific Contract against the criteria defined in the Request. Frontex may require to verify the candidates' compliance, capacity and suitability (e.g. level of English, technical knowledge) in an interview and a practical technical test.

The compliance check of proposal will be made in the following steps:

- 1) Check of the candidate's CV for compliancy with the profile requirements. The following requirements shall be understood as mandatory: Education, Professional certification, Experience, Language. Shortages in fulfilment of the mandatory requirements will result in rejection of a candidate. Only successful candidates will be invited to the next stage of the compliance check.
- 2) Candidates successfully passed the previous step will be invited for an interview and a written/practical technical test in order to evaluate candidates skills as well as his/her suitability for the tasks described in the Terms of Reference document. The interview will take place in Frontex premises or by means of audio-video remote sessions (in that case video stream from the candidate is required, no personal or computer-based assistance to the candidate is allowed). The candidates will be offered with 2 alternative dates for the interview and one of them must be accepted.

If, after the receipt of Frontex Request for Services, the Contractor requires clarifications these clarifications will be prepared without delay and distributed.

Such requests for clarifications will not be admissible on the last five days before the deadline for submitting the specific proposal.

Unless the clarifications imply modification of the initial request for services, the deadline for submitting proposals will not be extended. The offers will be evaluated and the results of this evaluation will be communicated to the Contractor.

### **9.3. Acceptance**

[283] The Contractor shall deliver products without defects along with the result of confirming compliance with the product acceptance criteria.

The work contracted in Order Forms under this FWC will be considered accepted upon the acceptance of all products and tasks of this Order Form expressed officially in writing by Frontex.

[284] The Contractor shall provide the evidence of acceptance of a deliverables in the form of an written Acceptance Form (see Appendix 10.8) for Fixed Price Specific Contracts and Specific Orders or written acceptance of work performed confirmed by Attendance Sheet Form (Appendix 10.9) signed by the Frontex representative appointed by the FWC.

[285] The Contractor shall follow the terms and conditions of the Appendix 10.2 GTCITC unless the Order Form has provided for different timings and steps for acceptance in course of the acceptance process.

### **9.4. Other costs**

[286] The Contractor shall ensure that the prices included in the FWC and in the related Order Forms are fully inclusive.

Frontex will not accept any additional costs. This includes but is not limited to ordering, processing, logistics, communication, secretariat, customs, training, tooling and equipment used by the Contractor staff. Reimbursements of incurred travel and subsistence expenses will be authorised only in case of the place of performance being Other Locations.

## 9.5. Payments

### For Specific Orders and Fixed Price Specific Contracts

Payments for SOs and FP SCs will be executed based on Contractor's invoice and following the described below rules:

- 1) If the total amount of the SOs and FP SCs does not exceed 100,000 EUR an invoice for the whole amount shall be issued upon completion of the work, based on written acceptance of work performed confirmed by Acceptance Form (Appendix 10.8) issued and signed by the Frontex (to be attached to the final invoice).
- 2) If the total amount of SOs and FP SCs exceeds 100,000 EUR the Contractor may request to implement in the SOs and FP SCs pre-financing payment procedures followed by payment of the balance at the completion of the work:
  - a) pre-financing payment of 30% of the total value of the SOs and FP SCs on the basis of the counter-signature of the particular contract by its last party and a pro-forma invoice/pre-financing invoice;
  - b) payment of the balance upon completion of the work, based on written acceptance of work performed confirmed by Acceptance Form (Appendix 10.8) issued and signed by the Frontex (to be attached to the final invoice).

### For Time & Means Specific Contracts

Payments for T&M SCs will be executed based on Contractor's invoice and following the described below rules:

- 1) If the total amount of the T&M SC does not exceed 50,000 EUR an invoice for the whole amount shall be issued upon completion of the work, based on written acceptance of work performed confirmed by Attendance Sheet Form (Appendix 10.9) issued and signed by the Frontex (to be attached to the final invoice).
- 2) If the total amount of T&M SC exceeds 50,000 EUR, the Contractor may request to implement in the T&M SC interim payment procedures followed by payment of the balance at the completion of the work:
  - a) interim payment on the basis of approved Attendance Sheet Form (Appendix 10.9) issued and signed by the Frontex (to be attached to the final invoice), after the end of a calendar quarter.  
At the request of Frontex, an interim payment for the 4<sup>th</sup> calendar quarter may be divided as follows: a separate interim payment for October and November and a separate interim payment for December, which may also be combined with the next quarterly payment.
  - b) payment of the balance upon completion of the work, based on approved Attendance Sheet Form (Appendix 10.9) issued and signed by the Frontex (to be attached to the final invoice).

If applicable the chosen invoicing procedure shall be indicated by the Tenderer in his financial proposal for SO or SC and this preference shall be reflected in the SO or SC, too.

Every invoice shall be issued solely in relation to the single SO or SC.

The detailed schedule of payments is listed in Annex V Draft Framework Service Contract.

## 9.6. Contract management

[287] The Contractor shall nominate a FWC Contract Officer who shall act as a single contact point vis a vis Frontex for the FWC matters for the duration of the FWC and must be available for Frontex requests. All the contractual correspondence and related coordination will be addressed to the Contract Officer.

[288] The Contractor shall nominate a FWC Executive who will be ultimately representing the Contractor's company and subcontractors vis-a-vis Frontex for the supervision of all the Order Forms, overall performance of the Contractor, change management and escalation of issues not solved at the level of the individual Order Forms.

Frontex will nominate a FWC Programme Manager who will be ultimately point of contact for Contractor and subcontractors for all issues related to executions of the FWC and all Order Forms. All the contractual correspondence and related coordination shall be addressed to the FWC Programme Manager.

### **9.7. Reporting and quality monitoring**

Throughout the duration of the FWC, Frontex will conduct an accurate appraisal of whether the Contractor is executing the tasks assigned to him in accordance with the provisions of the FWC.

[289] In order that Frontex can regularly identify the progress made in execution of the tasks in accordance with the Tender Specifications and the TOR, the Contractor shall set up the appropriate monitoring, assessment and supervisory procedures.

[290] For these purposes, the Contractor shall propose all necessary details for the monitoring and reporting procedures, in particular the following:

- a. Schedule of interim and final reports
- b. Terms for approval, structure and content of each document
- c. Other consideration if addressed in best practices for monitoring this type of FWC

Frontex will monitor the quality of the service provided by the Contractor. The elements that will be monitored include:

- a. Responsiveness to the released Requests for Specific Contracts
- b. The effectiveness of providing staff with the appropriate skills as requested
- c. The quality of the staff and the adherence to the profile requirements
- d. The speed and agility of responding to Orders
- e. The compliance of the offers in response to the Request for Specific Contract
- f. The adherence to deadlines
- g. The quality of the deliverables.

### **9.8. Underperformance**

In case the Contractor:

- a. is not respecting its contractual obligations;
- b. is not responding to Orders;
- c. is not submitting compliant proposals against the Request for Specific Contract;
- d. performs below the agreed levels of quality tolerance;
- e. his performance is frequently sub-standard;
- f. his quotations for FP SCs repeatedly exceeds market offers,

Frontex will recognize it as a breach of the Contractor's obligations under the FWC, in which case Frontex may consequently terminate the FWC in line with the provisions of the Contract.

[291] Upon Frontex notification of Contractor's underperformance, the Contractor shall provide a recovery plan and present it at Frontex premises through the contracting officer within 14 days from the receipt of the notification.

### **9.9. Obligation to perform**

The awarded single Contractor must accept all Order Forms issued to him under the FWC and must provide compliant proposals in response to all Requests for Services addressed to him within the defined deadlines. Non-fulfilment of this obligation shall be considered as a serious breach of contractual conditions and Frontex shall have the right to impose on the Contractor contractual penalties up to the maximum value of the given Specific Order or Specific

Contract, however not more than the maximum level of 75 000 EUR per each Specific Order or Specific Contract, without prejudice to the decision to terminate the FWC. In such situation Frontex has the right to order the related services from other suppliers outside of the contract.

Frontex reserves the right to terminate the FWC in the following cases:

- a. in the event the Contractor fails to submit the proposal;
- b. in the event the submitted proposal is evaluated to be below the minimum required levels (see the evaluation criteria chapter in the Tender Specification document) for the third time;
- c. in the event the product or service is evaluated to be below the agreed levels of quality tolerance for the third time. Quality tolerance will be defined in the Product Descriptions [PD] to be delivered by the Contractor and approved by Frontex prior to the development of the product.

## **9.10. Exclusivity**

No exclusivity shall be granted to the awarded Contractor for any Work Item.

# 10. Appendices

## 10.1. Contract deliverables (with payment schedule)

The Contract Deliverables Excel workbook defines all goods and services to be delivered under the contract along with the method and time of delivery and payment schedule - see Appendix 10.1 OPERA System Contract Deliverables.

## 10.2. General Terms and Conditions for Information Technology Contracts

Appendix 10.2 General Terms and Conditions for Information Technology Contracts

## 10.3. Current ICT Baseline

Appendix 10.3 Current ICT Baseline

## 10.4. CV template

11. Name:			
Date of birth:		Date IT career started:	
Type of contract:	<i>Check the appropriate:</i> <input type="checkbox"/> Permanent <input type="checkbox"/> Non-permanent		Number of months working for the Tenderer: .....months
Highest relevant educational degree:			
Languages: (indicate CEFR level)			
<b>Summary</b> (use this area to briefly indicate the major facts which Frontex should know about this individual, indicate the candidate expertise and qualities in correspondence to the requirements):			

PROFESSIONAL CERTIFICATION		
Name and level of the certificate:	Certifying Authority and dates of certification:	Comments (justification for equivalency):

PROJECT EXPERIENCE	
Project identification:	
Customer (including contact data):	
Contractor:	
Dates of the project:	
General project description:	
Candidate Roles & Responsibilities in the project and duration of his engagements:	
ICT technologies used by the <u>candidate</u> during the project relevant to the service scope:	

## 10.5. Statement of Intent

Open Tender procedure: Frontex/OP/500/2014

Framework Contract for .....

### Statement of Intent

To: \_\_\_\_\_ (*Name of the tendering company*)

I, \_\_\_\_\_ (*Name and surname*) the undersigned, do hereby grant authority to the company \_\_\_\_\_ (*company name*) to submit my Curriculum Vitae for the purposes of submitting the tender for the call for tenders, Frontex/OP/500/2014

I also confirm that in the event that \_\_\_\_\_ (*Name of tendering company*) is successful in securing this contract, I shall make my services available to this company for the contract with Frontex.

Should any elements concerning my availability change during the tendering process, I will immediately report this to \_\_\_\_\_ (*Name of tendering company*).

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

## 10.6. Statement of Compliancy to the Profile

Open Tender procedure: Frontex/OP/500/2014

Framework Contract for .....

### Statement of Compliancy to the Profile

To: \_\_\_\_\_ (*Name of the tendering company*)

I, \_\_\_\_\_ (*Name and surname*) the undersigned, do hereby certify that I'm fully aware of the requirements for the personnel profile that I'm assigned to for the performance of the contract concluding from the call for tenders, Frontex/OP/500/2014.

I also confirm that I fully fulfil the requirements.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

## 10.7. Declaration of Confidentiality

### DECLARATION OF CONFIDENTIALITY

*Specific Contract No.: .....*

I, .....(Name and surname),

in my function of .....(Full company function name), working for.....(Full company name), hereby declare that I will treat the information and/or documents that are made available to me or generated in the context of the execution of the above mentioned contract with the strictest secrecy. No such information and/or documents will be divulged to any third parties.

I am aware that tasks carried out in view of the execution and/or performance of this contract also are governed by this principle of secrecy.

I am also aware of the fact that the principle of secrecy pointed out in the first paragraph will continue to apply after the completion of the above mentioned contract.

All information and documents received will be used solely for the execution and/or performance of this contract.

.....

[Name of the person]

.....

[Signature]

.....

[Place, date]

## 10.8. Acceptance Form

### Model of Task / Deliverable Acceptance Form

FOR SPECIFIC CONTRACT No ..... UNDER FWC No .....

*Original document - duly signed - to be attached to the invoice*

### TASK / DELIVERABLE DESCRIPTION

*Please give reference to the Terms of Reference and short description of the task or deliverable.*

*Please describe observations and reservations if any.*

*In case of Task/Deliverable rejection please detail reasons.*

### TASK / DELIVERABLE is ACCEPTED / REJECTED

*To be filled in by Frontex:*

Official responsible for acceptance (in block capitals):	
Date and signature	
Official responsible for final validation (in block capitals):	
Date and signature	

## 10.9. Attendance Sheet Form

Warsaw, \_\_\_\_\_

Year	
Month	
Specific Contract	
Frontex Project Name	
Name of Contractor	
Name of Consultant	
Frontex Project Manager	

phone:  
for approval

	Signature of Consultant	1 <sup>st</sup> Entry Time	1 <sup>st</sup> Exit Time	2 <sup>nd</sup> Entry Time	2 <sup>nd</sup> Exit Time
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
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14					
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31					

## 10.10. Business architecture

Appendix 10.10 OPERA System Business Architecture

## 10.11. Business glossary

Appendix 10.11 OPERA System Business Glossary

## 10.12. Systems considered for integration in OPERA system

Appendix 10.12 OPERA System Dependencies

## 10.13. Solution requirements

Appendix 10.13 OPERA System Solution Requirements

## 10.14. Current system technical documentation and source code

Access to the technical documentation for the current system and the source code will be provided to the tenderer who request it as described in the Tender Specification and after the signing of the non-disclosure agreement.

## 10.15. Configuration of ICT platforms provided by Frontex

Appendix 10.15 OPERA System ICT Platforms

## 10.16. Service Acceptance Criteria checklist

Frontex will use the following criteria to decide whether or not a new or updated service (like future releases of OPERA system) can be deployed:

Area	R - required O - optional	Criteria
Software Readiness	R	Development of the release planned for deployment fully completed
	R	Code, scripts and configuration data are deposited in the repository
	R	UA tests are performed, documented and meet acceptance thresholds
	R	Load and performance tests are performed, documented and in thresholds
	O	Historical data is ported in the defined scope
	O	Interfaces to 3rd party services/software are enabled and tested on UAT and for sanity in PROD
	O	3rd party integrated services and applications are configured
	R	PROD software configuration prepared for start (e.g. counters zeroed, logs cleared etc.)
Business Readiness	R	Project Board or Business Owner confirm "Go Live" decision based on UAT test report
	O	Business policies and procedures are adopted

	O	Rollout strategy is agreed (sequential, big bang, other)
	R	Product Owner (user) and ICT Support are nominated
<b>Service Catalogue</b>	R	Service description card for the ICT Service Catalogue defined and available to users
	R	Service availability targets defined
	R	Incident resolution targets defined
	R	Service requests defined and described
	R	Service requests resolution targets defined
<b>Agreements &amp; Contracts</b>	R	All licenses/subscription are procured and delivered
	R	3rd party integrated services and applications are ordered/paid/subscribed
	R	Code "as accepted" branch is frozen in repository
	R	Contractual deliverables are accepted (including technical documentation and project reports)
	O	Service Level Agreement signed-off by the Business Owner and ICT
	O	Early Life Support Agreement signed-off by the Business Owner and ICT
	O	Underpinning contract for 3rd line support is in force
<b>ITSM tool</b>	R	Incident resolution targets implemented in ITSM tool
	R	Service requests templates defined in ITSM tool
	R	Service requests resolution targets implemented in ITSM tool
	R	Knowledgebase is filled with documentation and templates for Known Error, Workaround and Resolution
<b>Documentation</b>	R	Documented SOP for service requests tested and validated
	R	Project repository is taken over by Frontex
	R	Testing scenarios for the service exist (sanity test, acceptance test, load, regression)
	R	Service infrastructure documentation delivered and accepted
<b>Backup</b>	O	Prior deployment full backup is performed
	R	Backup/Recovery requirements implemented (RTO and RPO defined) and tested
<b>Infrastructure</b>	R	System built in line with the approved design

	R	Production environment (PROD) ready installed and tested
	R	User Acceptance Test environment (UAT) ready
	O	Development environment (DEV) ready
	O	Training environment (TRN) ready
	R	Configuration of client machines/browsers/certificates/plugin performed
	R	Connectivity (networks, firewalls, certificates, load balancers) is configured and tested
	R	CMDB updated with service components and relations (documentation and ITSM)
<b>Monitoring</b>	O	Monitoring of KPIs for the new service implemented on the infrastructure site
	O	Monitoring of the availability targets implemented on the infrastructure site
	O	Application level audit logs are defined, enabled and started
	O	System monitoring is configured in SCOM and fine-tuned to the application components
	R	Monitoring of service health implemented
<b>Reporting</b>	R	Reporting requirements for the new service KPIs defined
	O	Reporting of the availability targets implemented
<b>Competences and trainings</b>	R	Training for support staff provided
	O	Training for end users provided
	R	Staff competences to support new service exist (FTE, skills, training, tools)
	R	Primary and secondary support master in each team identified
<b>Communication</b>	R	Official announcement of new service launch communicated via e-mail to end users
	R	Official announcement of new service launch communicated via Frontex Informer
<b>Capacity</b>	R	Required back-end capacity has been allocated (CPU, RAM, storage, network, instances)
	R	Required front-end capacity has been delivered (laptops, monitors, printers)
	O	Customer ready to use the service (business process, personnel)

<b>Availability</b>	O	System provides redundancy
	O	Availability tree has been provided or updated
<b>Continuity</b>	R	Does the service need to survive disasters? If so which ones?
	O	If, yes: recovery plan approved
	O	If, yes: recovery plan exercised or the exercises scheduled
	O	Continuity plan updated with a new service
	O	Disaster recovery plan updated with a new service
<b>Security</b>	R	Security groups are defined and access is granted
	R	Security mechanisms for the system have been configured and enabled (firewall, IPS, access rights)
	R	The information security officer provided endorsement for go-live
	O	Security test is performed or scheduled in coordination with ICT Security Officer
	O	Security operating procedures delivered to users and confirmed
<b>Personal Data Processing</b>	R	Personal data processing (yes/no)
	O	Notification to DPO/EDPS is processed and related technical measures enabled
<b>Deployment</b>	R	Roll back scenario defined
	R	Sanity test planned in PROD
	R	Deployment instructions delivered, deployment procedure(s) and script(s) successfully performed

### 10.17. Acceptable Use Policy

Access to Acceptable Use Policy will be provided to the tenderer who request it as described in the Tender Specification and after the signing of the non-disclosure agreement.

### 10.18. Anti-malware Policy

Access to Anti-malware Policy will be provided to the tenderer who request it as described in the Tender Specification and after the signing of the non-disclosure agreement.

### 10.19. Policy on ICT systems access management

Access to Policy on ICT systems access management will be provided to the tenderer who request it as described in the Tender Specification and after the signing of the non-disclosure agreement.

### 10.20. Information Backup Policy

Access to Information Backup Policy will be provided to the tenderer who request it as described in the Tender Specification and after the signing of the non-disclosure agreement.

## **10.21. Acceptance Criteria for SC1**

Appendix 10.21 Acceptance Criteria for SC1

## **10.22. Business documents**

Access to Business Documents will be provided to the tenderer who request it as described in the Tender Specification and after the signing of the non-disclosure agreement.

**Appendix 10.1 to ToR - Contract deliverables ver.2**

Framework Contract - OPERA system  
Frontex/OP/63/2018/SB

CSD = FWC Signing Date  
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ID	Deliverable name	Type of deliverable	Place of performance	Scope element	Req. Reference	Deadline / Service start	Planned under SC#	Unit
1	Project Management Deliverables	-	-	-	-	-	-	-
1.1	Team Plan	document	extramural	FP in scope	TOR, 8.2	CSD + 2 week	1	piece
1.2	Schedule	document	extramural	FP in scope	TOR, 8.2	monthly	1	set
1.3	Minutes of Meetings	document	intramural	FP in scope	TOR, 8.2	as scheduled	1	set
1.4	Weekly Progress Reports	document	intramural	FP in scope	TOR, 8.2	as scheduled	1	set
1.5	Project Management Registers	register	extramural	FP in scope	TOR, 8.2	weekly	1	piece
1.5.1	Issue Register	register	extramural	FP in scope	TOR, 8.2	weekly	1	piece
1.5.2	Risk Register	register	extramural	FP in scope	TOR, 8.2	weekly	1	piece
1.5.3	Team Daily Log	register	extramural	FP in scope	TOR, 8.2	weekly	1	piece
1.5.4	Configuration Item Record	register	extramural	FP in scope	TOR, 8.2	weekly	1	piece
1.5.5	Change Register	register	extramural	FP in scope	TOR, 8.2	weekly	1	piece
1.5.6	Quality Register	register	extramural	FP in scope	TOR, 8.2	weekly	1	piece
1.6	Quality Approach	document	extramural	FP in scope	TOR, 8.2	CSD + 2 weeks	1	piece
1.7	Product Descriptions	document	extramural	FP in scope	TOR, 8.2	CSD + 4 weeks	1	set
1.8	Quality Reviews	workshop	intramural	FP in scope	TOR, 8.2	as scheduled	1	set
1.9	Test Plan	document	extramural	FP in scope	TOR, 8.4	CSD + 8 weeks	1	piece
2	Solution Design Specification	-	-	-	-	-	-	-
2.1	Initial System Requirements Document (SRD)	document	extramural	FP in scope	TOR, 8.4	CSD + 2 weeks	1	piece
2.2	System Requirements Review	workshop	intramural	FP in scope	TOR, 8.4	CSD + 3 weeks	1	piece
2.3	Initial Technical Design Document (TDD)	document	extramural	FP in scope	TOR, 8.4	CSD + 5 week	1	piece
2.4	Technical Design Review	workshop	intramural	FP in scope	TOR, 8.4	CSD + 6 week	1	piece
2.5	Initial Product Backlog	register	extramural	FP in scope	TOR, 8.4	CSD + 7 week	1	piece
2.6	Input to Security Risk Assessment	document	intramural	FP in scope	TOR, 8.4	CSD + 5 week	1	piece
2.7	Test Case and Test Scenario template	document	extramural	FP in scope	TOR, 8.4	CSD + 5 week	1	piece
3	Software Development and Deployment	-	-	-	-	-	-	-
3.1	Develop capabilities (to be bundled into releases)	-	-	-	-	-	-	-
<i>Each capability line below covers the activities of: planning, designing, prototyping, adjusting requirements, developing, testing, integrating and documenting.</i>								
<i>Each capability package listed below shall contain the following deliverables:</i>								
<Capability>	package	-	-	-	-	-	-	-
Executable code	software	extramural	FP in scope	TOR, 8.4	At end of each Sprint	1/2/3/4	piece	
Updated SRD and TDD	document	extramural	FP in scope	TOR, 8.4	At end of each Sprint	1/2/3/4	piece	
Capability-specific Test Cases and Test Scenarios	document	extramural	FP in scope	TOR, 8.4	At end of each Sprint	1/2/3/4	set	
Capability-specific Unit Tests and Automated Tests	document	extramural	FP in scope	TOR, 8.4	At end of each Sprint	1/2/3/4	set	
Capability-specific Manuals	document	extramural	FP in scope	TOR, 8.4	At end of each Sprint	1/2/3/4	set	
3.1.1	Human Resources Pools Management	-	-	-	-	-	-	-
3.1.1.1	EBCGT Pool Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.1.2	Rapid Reaction Pool Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	2	piece
3.1.1.3	Return HR Pool Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.1.4	HR Overall Number Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.1.5	Additional HR Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece

**Appendix 10.1 to ToR - Contract deliverables ver.2**

Framework Contract - OPERA system  
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ID	Deliverable name	Type of deliverable	Place of performance	Scope element	Req. Reference	Deadline / Service start	Planned under SC#	Unit
3.1.2	Technical Equipment Pools Management	-	-	-	-	-	-	-
3.1.2.1	TE Pool Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.2.2	Supporting Equipment Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	2	piece
3.1.2.3	Rapid Reaction Equipment Pool Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	2	piece
3.1.2.4	TE Overall Minimum Number Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.3	Operational Activity Planning	-	-	-	-	-	-	-
3.1.3.1	Operation Planning and Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.3.2	Operational Needs Definition	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.3.3	Operational Needs Verification	package	extramural	FP in scope	TOR, App 12.6	as scheduled	2	piece
3.1.3.4	Operational Proposals Definition	package	extramural	FP in scope	TOR, App 12.6	as scheduled	2	piece
3.1.3.5	Operational Contribution Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.3.6	ABN Activities Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	2	piece
3.1.4	Resources Deployment	-	-	-	-	-	-	-
3.1.4.1	TE deployment	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.4.2	HR Deployment	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.4.3	Operational Teams Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.4.4	Identification Document Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.4.5	Deployment Monitoring	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.4.6	Redeployment Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.5	Seconded Team Members Management	-	-	-	-	-	-	-
3.1.5.1	sTM Needs Verification	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.5.2	sTM Recruitment	package	extramural	FP in scope	TOR, App 12.6	as scheduled	4	piece
3.1.5.3	sTM Additional Call	package	extramural	FP in scope	TOR, App 12.6	as scheduled	4	piece
3.1.5.4	sTM Deployment Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.6	Finance Management	-	-	-	-	-	-	-
3.1.6.1	Operational Budget Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.6.2	Payment Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.7	Supporting	-	-	-	-	-	-	-
3.1.7.1	Access Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.7.2	Document Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	4	piece
3.1.7.3	Notification Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.7.4	Reporting	package	extramural	FP in scope	TOR, App 12.6	as scheduled	3	piece
3.1.7.5	Dictionary Management	package	extramural	FP in scope	TOR, App 12.6	as scheduled	1	piece
3.1.8	Information integration	-	-	-	-	-	-	-
3.1.8.1	FOSS Integration	package	intramural	evaluated FP option	TOR, App 12.6	as scheduled	4	piece
3.1.8.2	FAR Integration	package	intramural	evaluated FP option	TOR, App 12.6	as scheduled	4	piece
3.1.8.3	EUROSUR Integration	package	intramural	evaluated FP option	TOR, App 12.6	as scheduled	4	piece
3.1.8.4	TRU ICT Platform Integration	package	intramural	evaluated FP option	TOR, App 12.6	as scheduled	4	piece
3.1.8.5	CoreGIS Integration	package	intramural	evaluated FP option	TOR, App 12.6	as scheduled	4	piece
3.1.8.6	JORA Integration	package	intramural	evaluated FP option	TOR, App 12.6	as scheduled	4	piece

**Appendix 10.1 to ToR - Contract deliverables ver.2**

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ID	Deliverable name	Type of deliverable	Place of performance	Scope element	Req. Reference	Deadline / Service start	Planned under SC#	Unit
3.1.8.7	FPS Integration	package	intramural	evaluated FP option	TOR, App 12.6	as scheduled	4	piece
3.1.8.8	Data Sets Integration	package	intramural	evaluated FP option	TOR, App 12.6	as scheduled	4	piece
3.2	Deploy capabilities through a release	-	-	-	-	-	-	-
3.2.1	Release documentation	-	-	-	-	-	-	-
3.2.1.1	Software development tools list with descriptions	document	extramural	FP in scope	TOR, 8.4	At the release development start	1/2/3/4	piece
3.2.1.2	Updated Test Plan (TP) including testing traceability matrix	document	extramural	FP in scope	TOR, 8.4	At the release development start	1/2/3/4	piece
3.2.1.3	Establish Test Log	register	extramural	FP in scope	TOR, 8.4	At the release development start	1/2/3/4	piece
3.2.1	Sprint documentation	-	-	-	-	-	-	-
3.2.1.1	Updated Product backlog	register	extramural	FP in scope	TOR, 8.4	At each Sprint start date	1/2/3/4	piece
3.2.1.2	Sprint Backlog	register	extramural	FP in scope	TOR, 8.4	At each Sprint start date	1/2/3/4	piece
3.2.1.3	Sprint burn-down chart	document	extramural	FP in scope	TOR, 8.4	At each Sprint start date	1/2/3/4	piece
3.2.1.4	Updated Quality Register	register	extramural	FP in scope	TOR, 8.4	At each Sprint start date	1/2/3/4	piece
3.2.1.7	Updated Test Log	register	extramural	FP in scope	TOR, 8.4	At end of each Sprint	1/2/3/4	piece
3.2.2	Release Package	-	-	-	-	-	-	-
3.2.2.1	Release Technical Documentation	document	extramural	FP in scope	TOR, 8.4	release date - 4 weeks	1/2/3/4	piece
3.2.2.2	Develop common features for release (Access Mgmt, Reporting, GUI adjustments, Employment of Shared Services)	software	extramural	FP in scope	TOR, 8.4	release date - 4 weeks	1/2/3/4	piece
3.2.2.3	Release Source Code	code	intramural	FP in scope	TOR, 8.4	release date - 4 weeks	1/2/3/4	piece
3.2.2.4	Release Deployment Package (Executable software, Configuration, Release notes)	software	extramural	FP in scope	TOR, 8.4, 8.7	release date - 4 weeks	1/2/3/4	piece
3.2.2.5	As-Built Documentation	document	extramural	FP in scope	TOR, 8.4	release date - 4 weeks	1/2/3/4	piece
3.2.2.6	Administrator Documentation (AD) (Installation, Upgrade, Removal and Maintenance Manuals)	document	extramural	FP in scope	TOR, 8.4	release date - 4 weeks	1/2/3/4	piece
3.2.2.7	User Manuals (UM) for internal and external users	document	extramural	FP in scope	TOR, 8.4	release date - 4 weeks	1/2/3/4	piece
3.2.2.8	Test Summary Report	document	extramural	FP in scope	TOR, 8.4	release date - 2 weeks	1/2/3/4	piece
3.2.2.9	Support to release deployment (including data migration, integration)	service	intramural	FP in scope	TOR, 8.4	release date	1/2/3/4	piece
3.2.3	Training	-	-	-	-	-	-	-
3.2.3.1	Training Plan	document	extramural	FP in scope	TOR, 8.6	At the release development start	1/2/3/4	piece
3.2.3.2	Training materials	document	extramural	FP in scope	TOR, 8.6	release date - 4 weeks	1/2/3/4	lot
3.2.3.3	Prepare training environment	software	intramural	FP in scope	TOR, 8.6	release date - 4 weeks	1/2/3/4	piece
3.2.3.4	Training for Power users	workshop	intramural	FP in scope	TOR, 8.6	release date - 2 weeks	1/2/3/4	day
3.2.3.5	Training for End users	workshop	intramural	FP in scope	TOR, 8.6	release date - 2 weeks	1/2/3/4	day
3.2.3.6	On-the-job Training	workshop	intramural	FP in scope	TOR, 8.6	release date - 2 weeks	1/2/3/4	day

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ID	Deliverable name	Type of deliverable	Place of performance	Scope element	Req. Reference	Deadline / Service start	Planned under SC#	Unit
3.2.3.7	Training for Administrators	workshop	intramural	FP in scope	TOR, 8.6	release date - 2 weeks	1/2/3/4	day
3.2.3.8	Training Report	document	extramural	FP in scope	TOR, 8.6	release date - 2 weeks	1/2/3/4	piece
3.3	OOTB products required for the offered solution	-	-	FP in scope	-	as scheduled	1/2/3/4	set
	<i>Line ID 3.3 summarizes the price of all OOTB products from the Official Price List which are required on top of development services</i>							
4	Support Services	-	-	-	-	-	-	-
4.1	Early Support following a release for 2 months	service	intramural	evaluated FP option	TOR, 8.7	release date	1/2/3/4	piece
4.2	1 year of Opera Evo software support (Level 3)	-	-	-	-	-	-	-
4.2.1	Basic available in Normal Working Hours	service	extramural	evaluated FP option	TOR, 8.7	Order + 1 month	N/A	year
4.2.2	Standard available in the Normal Working Hours and Extended Working Hours on Normal Working Days	service	extramural	evaluated FP option	TOR, 8.7	Order + 1 month	N/A	year
4.2.3	Critical available 24/7	service	extramural	evaluated FP option	TOR, 8.7	Order + 1 month	N/A	year
5	Consultancy Services	-	-	-	-	-	-	-
5.1	Software development	-	-	-	-	-	-	-
5.1.1	Junior Web Developer	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.1.2	Senior Web Developer / Solution Architect	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.1.3	System Analyst	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.2	Project Management Service	-	-	-	-	-	-	-
5.2.1	Project Manager	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.3	Software design	-	-	-	-	-	-	-
5.3.1	GUI Designer	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.4	Quality Control	-	-	-	-	-	-	-
5.4.1	Quality Control Specialist	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.5	Additional roles	-	-	-	-	-	-	-
5.5.1	Database Specialist	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.5.2	Data Specialist	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.5.3	Test Specialist	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.5.4	IT Security Specialist	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.5.5	Project Support Specialist	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.5.6	Graphics Designer	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day
5.5.7	User Training Specialist	service	intramural	evaluated T&M option	TOR, 8.1	Order + 1 month	N/A	man-day

## Appendix 10.1 to ToR - Payment schedule

Framework Contract - OPERA system

Frontex/OP/63/2018/SB

Deliverable ID	Deliverable name	Payment Milestone	Payment portion of Deliverable ID value
1	Project Management Deliverables	at initial delivery acceptance	25%
1	Project Management Deliverables	at Release 2 SC signature + 4 weeks	25%
1	Project Management Deliverables	at Release 3 SC signature + 4 weeks	25%
1	Project Management Deliverables	at Release 4 SC signature + 4 weeks	25%
2	Solution Design Documentation	at delivery acceptance	100%
3	Software Development and Deployment	-	-
3.1	Develop capabilities (to be bundled into releases)	-	-
	<i>&lt;Each capability in scope of the subject release&gt;</i>	at acceptance in test environment of the subject release	80%
	<i>&lt;Each capability in scope of the subject release&gt;</i>	at acceptance of the subject release	20%
3.2	Deploy capabilities through a release	-	-
3.2.1	Release documentation	at acceptance of the release	100%
3.2.1	Sprint documentation	at acceptance of the release	100%
3.2.2	Release Package	at acceptance of the release	100%
3.2.3	Training	at acceptance of the release	100%
4	Support Services	ex-post annualy	100%
5	Consultancy Services	at SC/Order delivery acceptance	100%



**EUROPEAN COMMISSION**  
DIRECTORATE-GENERAL INFORMATICS  
Directorate Resources and Logistics  
**Finance and Contracts**

### **III. GENERAL TERMS AND CONDITIONS FOR INFORMATION TECHNOLOGIES CONTRACTS**

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## **1. COMMON ADMINISTRATIVE PROVISIONS**

### **1.1. Definitions**

When used in the Framework contract with a capitalised first letter and in italics, the following terms shall have the following meaning:

#### **“Benchmarking”:**

Assessment process carried out by a qualified and objective third party which: tests, evaluates and measures the performance of the Contractor by reference to the specific *Quality indicators* defined in the *Service level agreement*, or by comparison with similar *Services* or *Products* provided by other companies; and/or analyses the evolution of the relation between the prices laid down in the Framework contract and the market prices for similar *Products* or *Services*.

#### **“Benchmarker”:**

The independent third party carrying out a *Benchmarking*.

#### **“Commissioned Software”:**

*Software* developed by the Contractor for the Commission under the Framework contract.

#### **“Commissioning date”:**

Date on which the Contractor notifies the Commission that a *Product*, a *System* or an *Extension* thereto has been brought into service.

#### **“Compatibility”:**

Ability of a *Product* to function in accordance with the *System* specifications or type of equipment into which it will be integrated.

#### **“Complex hardware product”:**

Any computer equipment, whether or not it contains *Software*, which requires installation by skilled staff and acceptance by both Parties. These *Products* are explicitly described in Annex I to the Framework contract.

#### **“Consignment note”**

Note in duplicate duly signed and dated by the Contractor or his carrier, giving the Specific Contract number and particulars of the goods delivered to be countersigned by the Commission and returned to the Contractor or his carrier. This note acknowledges the fact that the goods have been

delivered and in no way implies conformity of the goods with the Specific Contract.

**“Certificate of conformity”**

Certificate signed by the Commission, evidencing conformity of the goods delivered, no later than one month after the date of delivery, unless provision is made in the Special Conditions or General terms and conditions for Information Technologies contracts for a different period.

**“Constant discount”:**

Fixed percentage of discount on its *Products and Services*, awarded by the Contractor to the Commission during the entire duration of the Framework contract, and calculated on the prices as they appear in the *Official Price list*.

**“Delivery date”:**

Date, determined in the Framework contract, on which a *Product*, a *System* or an *Extension* thereto is to be delivered to the Commission.

**“Documentation”:**

Instructions and manuals supplied with the *Product(s)* and/or *Service(s)*, whether intended for support/technical staff or for end-users, and whether in printed or in electronic form.

**“Escrow agent”:**

The third party providing the safekeeping facilities specified in the *Escrow rider*.

**“Escrow rider”:**

Agreement between the Commission, the Contractor and a third party, by which such third party provides safekeeping facilities for the source code of the *Software product(s)* covered by the Framework contract and/or for the related *Documentation*.

**“Extension”:**

Set of *Products* to supplement or extend a *System*.

**“Extended working hours”:**

Any working hours other than *Normal working hours*.

**“Extra muros”**

Outside the Commission’s premises.

**“Hardware”:**

Any computer equipment purchased, rented, leased or maintained under this Framework contract.

**“Informatics Services”:**

All *Services* related to information technology, such as (but not limited to) training, consultancy, removal, logistics, integration work, engineering, development, maintenance and writing of documentation, as further described in the Framework contract.

**“Installation date”:**

Date notified by the Contractor with a *Means of registered communication* on which the Contractor will perform the assembly, the installation and the bringing into service of a *Hardware Product*. This may not be later than fifteen (15) *Normal working days* after the date of its removal from its place of delivery to its place of installation. This date may be extended upon the Commission’s decision and may be notified by the Commission with a *Means of communication*.

**“Intellectual property rights”:**

All industrial and *intellectual property rights*, such as, but not limited to, copyright, the rights of the producer of a database, rights on semi-conductors, patents, patent applications, utility models, trademarks (whether Benelux, Union, international or foreign trademarks), trade names, designs and models.

**“Internal use”**

Within the Commission’s premises and the use by a European Union official as defined by the Staff Regulations of the Union, elsewhere than in his normal office located in the Commission’s premises, but within the context of his official work.

**“Intra muros”**

Within the Commission’s premises.

**“Means of communication”:**

Any communication between the Parties relating to the execution of this Framework contract, whether made by letter, facsimile, telegram, e-mail or by any other *Means of communication*, the content of which can be printed on paper. These *Means of communication* also include communication by telephone, SMS, or any other *Means of communication* whose content cannot be printed on paper, provided such communication

is confirmed within two (2) *Normal working days* by a communication by one of the means mentioned in the first sentence.

**“Means of registered communication”:**

Any communication between Parties relating to the execution of this Contract, made by a *Means of communication* the content of which can be printed on paper whereby an independent third party is able to establish that the communication has reached its destination, whether such destination be a postal, an electronic (e-mail) or any other type of address.

**“New release”:**

Revision of an existing version of a *Software* program, usually amending the reference to the *Software*’s version from for example version 0.1 to version 0.2.

**“New version”:**

New version of a *Software* program, usually amending the reference to the *Software*’s version from for example version 0.1 to version 1.1.

**“Normal working days”:**

From Mondays to Fridays inclusive, excepting Commission holidays only. Commission holidays are usually — but not necessarily — the same as the national holidays of the place of execution of the Framework contract. When expressly so provided in the Framework contract or in a Specific Contract, Commission on-duty days (such as Holy Thursday, Good Friday, the day following Ascension Day and the period between 27 and 31 December) may be included in the *Normal working days*. If nothing is provided in this respect, such Commission on-duty days will be regarded as Commission holidays.

**“Normal working hours”:**

From 8 a.m. to 8 p.m. on *Normal working days*.

**“Official price list”:**

Price list, which is

- a constant feature of the Contractor’s sales policy;
- regularly updated by the Contractor;
- addressed to the public, to the Contractor’s customers or to a part of them; and
- accessible to the public, to the Contractor’s customers or to a part of them, e.g. on an Internet site.

## **“Order Forms”**

Document signed by the Commission and the Contractor ordering *Products or Services* pursuant to the Framework contract. Please note that reference to Specific Contracts may be understood, where relevant, as references to Orders.

## **“Payment request”**

Contractor’s request for a payment, by a *Means of communication*, for the execution of any of its obligations under the Framework contract.

## **“Person-day”:**

Seven-and-a-half (7½) hours.

## **“Product”:**

Any *Software, Hardware or Telecommunications product*. Where a distinction between the three types of *Products* is intended, it shall either be explicit, by the use of one of the three terms, or it may be implicitly deduced from the context of this Framework contract.

## **“Quality indicators”:**

Measurable targets serving as a reference for evaluating the quality of the *Services* to be provided by the Contractor, and determined in the *Service level agreement*.

## **“Services”:**

*Informatics and/or Telecommunications Services.*

## **“Service level agreement”:**

Document annexed to the Framework contract, which lays down:

- the quality of the *Services* to be provided by the Contractor by reference to the *Quality indicators*;
- the penalties for total or partial non-performance which will apply to the Framework contract if he fails to meet the *Quality indicators*.

## **“Software”:**

Any series of instructions constituting a computer-executable program or programs, and being (part of) the object of the Framework contract.

## **“System”:**

Combination of *Products* serving a complete set of functions.

**“Telecommunications products”:**

All products and equipment related to the provision of *Telecommunications services*.

**“Telecommunications services”:**

All *Services* related to the transmission, emission or receipt of signs, signals, writings, images, sounds or data of whichever nature, whether enabled by wire or wireless means or by any other electromagnetic *System*, such as (but not limited to) training, consultancy, removal, installation, administration, management and maintenance, as further described in the Framework contract.

## **1.2. Performing Termination of Information Technologies Contracts**

1.2.1. If the Commission terminates the Framework contract pursuant to Article II.12 of the General Conditions and the Commission has been assigned the rights on *Commissioned Software* or has paid for maintenance of *Commissioned Software*, the Contractor shall:

- hand over (immediately and without charge) the source code, the *Software* plans, the access keys and the *Documentation* required by the Commission for the proper operation of the *Software*, insofar as the Contractor has a legal right to do so;
- expressly undertake not to use such developments in the future and to purge any copies of the same from his equipments;
- undertake to keep every information in relation to the developed *Software* confidential even after the termination of the Framework contract;

1.2.2. If the Framework contract concerns the provision of *Products* as well as maintenance *Services* relating to these *Products*, the Commission has the right, if the circumstances justifying termination only concern the provision of the *Products*, to terminate only the part of the Framework contract which concerns the provision of *Products*, while keeping the part of the Framework contract relating to the maintenance *Services* in force.

1.2.3. In case of rental and leasing the Contractor shall remove the *Products* or *Systems* at its expense within the time agreed upon between the Parties. The withdrawal of a *Product* shall be recorded in a withdrawal report quoting the Framework contract and Specific Contract concerned.

1.2.4. The Contractor shall not provide any *Products* or *Services* if the Framework contract is not in force and if no Specific Contract has been entered into.

### **1.3. Formulation of Prices for IT Products, Software and Services**

1.3.1. In general, the Contractor agrees to let the Commission, as a most favoured partner, benefit from its most advantageous prices.

#### **1.3.2. *Products***

Contractual prices for purchase of *Products* shall be expressed per unit. The prices quoted shall include delivery, installation and assembly where applicable.

Rental of *Products* shall be distinguished from leasing by the fact that, in the former, the Framework contract shall not include any purchase value at the end of the rental period. In the case of leasing, the Framework contract shall lay down the price for the purchase option at the end of the leasing period.

Maintenance of *Products* shall be expressed as a percentage of the purchase price or as an absolute figure. It may vary in proportion to the level of service as defined in the Contract, which shall be specified in each Specific Contract.

#### **1.3.3. *Software***

The fees for the maintenance of *Software* are either expressed as a percentage of the licence fees or are calculated at a fixed price. Duration of the maintenance shall be specified in each price.

#### **1.3.4. *Services***

*Service* prices shall be defined at a fixed price or by *Person-day*, and shall include all general expenses and expenses directly connected with the provision of the *Services* such as company management costs, social security costs, travel and office expenses.

### **1.4. Official price lists**

1.4.1. Upon signature of the Framework contract, the Contractor's *Official price list* is appended to the Contract as an Annex. The Contractor will use its best endeavours to supply an *Official price list* which only includes the *Products* which form the subject of the Framework contract. If the *Official Price list* also includes items other than such *Products*, then the Contractor agrees to indicate clearly and accurately, for example by highlighting the relevant items in the electronic version of the document, which subset of items of its *Official price list* correspond to the *Products* forming the subject of this Framework contract. If the Contractor fails to

do so, he agrees that he cannot claim payment for, restitution of, nor damages for items delivered to the Commission outside the scope of the object of this Framework contract.

- 1.4.2. The Contractor agrees to make an updated version of the *Official price list* available to the Commission at the frequency determined in the Special Conditions of the Framework contract.
- 1.4.3. The updates of the *Official price list* will be made available to the Commission either, and by order of preference, for download by remote access to a website, to an FTP site, to an intranet site, in electronic format (e.g. by e-mail) or in hard copy (or e.g. on CD-ROM), as specified in the Special Conditions of the Framework contract. When it is therein agreed that such updates may be downloaded, then the Contractor shall precisely indicate the location of the download area (such as from an area on the Contractor's website, from an FTP site, etc.) and provide the Commission, by a *Means of communication*, with full and accurate instructions, including access codes, enabling it to perform such downloads. Should the *Official price list* be made available to the Commission by remote access, the Contractor must inform the Commission in advance by a *Means of communication* of the moment on which it will be made available on line.
- 1.4.4. When the *Official price list* is treated as confidential information by the Contractor, the Contractor agrees to make the updates of the *Official price list* available to the Commission not later than on the day it is for the first time made available to any other customer of the Contractor. If not, the Commission may claim damages for total or partial non-performance.
- 1.4.5. Once the update of the *Official price list* is made available to the Commission, the Commission must accept or refuse it within the time limit set forth in the Framework contract. Such acceptance or refusal will be communicated to the Contractor by a *Means of communication*. The Contractor agrees to provide the updates in a manner allowing an easy way of comparing the different versions of the *Official price list*.
- 1.4.6. The Contractor agrees to make updates of the *Official price list* available to the Commission only when, considering the volumes of each *Product* already ordered by the Commission, the global average price for all the *Products* is lower than the preceding versions of the *Official price list*. Individual products prices already included in the list shall not be increased, unless otherwise agreed in the Framework contract. If this is not the case, the Commission may refuse to apply the proposed update. The Commission will then continue to benefit from the prices of the last accepted version of the *Official price list*.
- 1.4.7. When the Commission's acceptance of the update of the *Official price list* has been communicated to the Contractor by a *Means of communication*, the new prices will be immediately applicable to all orders placed by the Commission on and from the day following such a communication.

- 1.4.8. The *Constant discount* rate(s) must be applied to clearly defined groups of *Products* and/or *Services*.
- 1.4.9. The *Constant discount*(s) fixed in the Framework contract are applicable to all the accepted updates of the *Official price list*.
- 1.4.10. The present Article does not prevent the Parties agreeing on a higher percentage for the *Constant discount*(s) by Amendment.

## **1.5. Particularities for Invoicing of Information Technologies Contracts**

- 1.5.1. The invoices are to be sent to the address stated in the Specific Contracts. The payment period shall not be binding on the Commission if any invoice is sent to a different address. An invoice should be submitted not later than six (6) months after delivery of the *Consignment note*, or, where applicable, the *Certificate of Conformity*. In accordance with Article II.4 of the General Conditions, the Contractor will be liable to liquidated damages in the case of invoices submitted out of time.
- 1.5.2. *Products*  
Purchases shall be invoiced when the relevant *Consignment note*, or, where applicable, the *Certificate of Conformity* has been signed.  
Invoices in respect of rental, leasing and maintenance shall be submitted quarterly unless otherwise provided for in the Framework contract. The first invoice in respect of rented or leased Products shall cover the period from the date of signature of the Consignment note, or, where applicable, the Certificate of Conformity of the Products, or, as regards maintenance, from expiry of the guarantee, to the last day of the current calendar quarter.
- 1.5.3. *Software*  
One-off licence fees shall be invoiced when the relevant *Consignment note*, or, where applicable, the *Certificate of Conformity* has been signed.  
Yearly licence fees and maintenance fees may be invoiced per calendar year and in advance for the whole year. The first invoice shall cover the period from the date of signature of the Consignment note, or, where applicable, the Certificate of Conformity of the Software, or, as regards maintenance, from expiry of the guarantee, to the end of the current calendar year.
- 1.5.4. *Services*  
Invoices in respect of *Services* consisting in a single performance, for example the provision of a report, a project or a training measure, shall be submitted in accordance with the terms of the Specific Contracts.

Invoices with respect of continuous *Services* shall be submitted at the end of the calendar quarter. The first invoice shall cover the period from the start date indicated in the Specific Contract until the end of the current calendar quarter. When the invoice relates to an amount of less than €25,000 payment shall be made when the service has been fully provided.

## **1.6. Insurance of rented or leased equipment**

1.6.1. The Contractor shall insure the *Products* rented or leased under this Framework contract from the *Delivery date* until the date the rental or lease have expired. The Commission shall in no case be considered responsible for any deterioration, destruction, theft or loss of any *Products* rented or leased by the Contractor under this Framework contract, unless the damage or loss is caused by a serious fault or serious negligence on the part of the Commission.

## **1.7. Applicability of the Framework contract to several European Union Institutions, Bodies and Agencies**

1.7.1. Unless otherwise stated in the Preamble of the Framework contract, the Framework contract covers the provision of *Products* and *Services* to the Commission alone.

1.7.2. If the Framework contract stipulates that it is applicable to the Commission and to one or more of the other European Union Institutions, Bodies and Agencies, the Commission shall sign the Framework contract acting as agent for the Institutions, Bodies and Agencies to which it is applicable.

1.7.3. In so doing, should one or more of the other Institutions, Bodies and Agencies have their own legal personality separate from that of the European Union, the Commission guarantees the Contractor that it has received any mandates required to that effect.

1.7.4. Once the Framework contract is signed by the Commission acting as an agent for the Institutions, Bodies and Agencies to which it is applicable, each of them shall sign with the Contractor their own Specific Contracts governing the provision of *Products* and *Services* to it.

1.7.5. References to the Commission in the Framework contract shall be understood, as required by the context, as referring to one of the following concepts:

- all the Institutions, Bodies and Agencies covered by the Framework contract, in relation to their collective rights and obligations with the Contractor, as one of the Parties to the Framework contract ;
- any one of the Institutions, Bodies and Agencies acting in its own capacity, in particular for matters related to the conclusion, execution or termination of Specific Contracts between itself and the Contractor ;

- the Commission acting in its capacity as agent for the Institutions, Bodies and Agencies to which the Framework contract is applicable.

The Commission shall as far as possible make clear to the Contractor whether it is acting in its own capacity or as agent for the Institutions, Bodies and Agencies to which the Framework contract is applicable.

#### 1.7.6.

In the event of the Contractor having a complaint against an Institution, Body or Agency in relation to the conclusion, execution or termination of Specific Contracts, the Contractor remains bound to his obligations under the Framework contract and Specific Contracts concluded with the other Institutions, Bodies or Agencies. Without prejudice to Article I.7 of the Special Conditions, the Contractor expressively renounces hereby to compensate or suspend the execution of Specific Contracts related to the other Institutions, Bodies or Agencies.

### 1.8.

#### **Annexes**

The following documents are annexed to the General terms and conditions for Information Technologies Contracts and shall form an integral part of it:

- |           |   |  |
|-----------|---|--|
| Annex I   | : | Central service desk action procedure.   |
| Annex II  | : | Confidentiality Agreement  |
| Annex III | : | Commission decision on protection of information Systems [C(95) 1510 23/11/95] |

- 2. COMMON TECHNICAL PROVISIONS**
- 2.1. Quality and standards**
- 2.1.1. The Contractor shall perform the *Services* and provide the *Products* in full knowledge and consideration of the Commission's computing environment. It shall perform it in accordance with technical norms, standards and procedures based on best professional practice in the informatics and/or telecommunications field, for instance the ISO 9000 standards.
- 2.1.2. The Commission shall supply, without delay, all the assistance, data and information that the Contractor considers necessary or useful for providing its *Products* and *Services*.
- 2.1.3. The Commission and the Contractor shall notify each other by a *Means of communication* of any factor likely to impair or delay the proper execution of the Framework contract.
- 2.1.4. The Contractor guarantees that *Software* delivered under this Framework contract, whether or not developed in execution of this Framework contract, will not fail to execute its programming instructions due to defects and workmanship when properly installed and used on the device designated by the Contractor. It shall be devoid of any deliberate mechanism which leaves it under the Contractor's control after supply to the Commission. It shall meet the operating requirements, specifications and characteristics specified in the Contractor's documents or laid down in the Framework contract.
- 2.1.5. The quality of the Contractor's *Products* and *Services* shall be measured by reference to the definitions, quality standards and procedures defined in the present General terms and conditions for Information Technologies Contracts, Framework contract or the Specific Contract, and by reference to the *Quality indicators* defined in the *Service level agreement*. Quality standards may be revised in line with developments on the market.
- 2.1.6. The Contractor undertakes to comply with those quality standards. Compliance with the standards shall be monitored by the Commission. Unless otherwise stated in the Framework contract, in accordance with article II.1 of the General Conditions, in the event of non-compliance with one or more of the standards over a sliding period of three (3) months, the Contractor shall submit an improvement plan. In the event of non-compliance with one or more of the standards for three (3) months, consecutive or not, over a sliding period of six (6) months, a *Product* whose quality has proved substandard may be withdrawn from the Framework contract, or the Contract may be terminated where the overall quality of the *Services* is substandard.
- 2.1.7. Stand-by System (outside the guarantee period)

Unless otherwise stated in the Framework contract, in the event of a complete *System* failure lasting more than twenty-four (24) hours from the time it is notified by a *Means of communication* to the Contractor, or in the event of intermittent failures lasting more than forty-eight (48) hours for any reason whatsoever, the Contractor shall, upon a duly substantiated request, make available to the Commission within twenty-four (24) hours at the most, an equivalent *System* or the necessary hardware and software enabling the Commission to run its applications in the interim. The cost of such equivalent material shall be charged to the Contractor.

If the Contractor can demonstrate that the failure is not attributable to it, it may charge the cost to the Commission at the rates shown in the Annexes.

## **2.2. Security**

- 2.2.1. Contractors working in the Commission premises must conform to any internal Commission security rules, including the Commission's Information Systems Security Policy. If the Contractor's staff are working in Commission buildings, the Contractor is required, at the Commission's request, to replace immediately and without compensation any person considered undesirable by the Commission
- 2.2.2. The Contractor undertakes to comply with Article 5 of the Commission decision on protection of information Systems [C(95) 1510 23/11/95] and any subsequent versions. (See Annex III)
- 2.2.3. The security requirements for each individual project shall be described in the Specific Contracts.
- 2.2.4. The Contractor agrees to impose the security obligations of this Article upon any of its subcontractors and their staff who perform tasks for the Commission in execution of this Framework contract.
- 2.2.5. The Contractor recognises that no *Products*, equipment or material whatsoever owned by the Commission or present at the Commission's premises, may be moved or removed without the Commission's express written approval and the signature of a Specific Contract relating thereto. Each move or removal of a *Product*, equipment or material whatsoever, shall be recorded in a note, as specified in the Specific Contract in execution of which these *Products*, equipments or materials are moved or removed.
- 2.2.6. The Contractor shall take all appropriate steps for each *Product* to ensure that the data and the magnetic media upon which they are stored are safely preserved. The *Products* supplied shall not contain any mechanism (e.g. viruses) which could compromise their proper operation or that of other *Products*. The cost of repairing the damage caused by such a mechanism shall be borne by the Contractor.

- 2.2.7. The Contractor undertakes to inform the Commission by a *Means of registered communication* as soon as it has any knowledge of defaults in its *Products* that endanger the security of the configurations of which they form a part. It shall immediately take any measures necessary to restore the security of the configurations and correct the defaults.
- 2.2.8. The Contractor shall ensure that all security precautions for each *Product* are clearly spelled out in the relevant *Documentation* supplied to the Commission.
- 2.2.9. Should the Contractor, during the performance of the tasks which are the subject of the Framework contract, need remote access to internal informatics resources from the external domain, he shall be requested to comply with the Commission's internal rules on practical and technical security for remote intervention. This must be achieved by way of signature of a specific agreement for remote intervention provided by the Commission.

### **2.3. Specific *Intellectual property rights***

- 2.3.1. As regards all *Software* or other protected material for which the *Intellectual property rights* are the property of the Commission or which have been licensed to the Commission by third Parties, and which the Contractor is likely to use in the execution of its obligations under this Framework contract, the Commission expressly authorises the Contractor to use such *Software* or other protected material, within the limits strictly necessary for the execution of this Framework contract.

In view of the preceding, the Contractor undertakes:

- not to copy any such *Software* or other protected material without prior written authorisation from the Commission;
- to use such *Software* or other protected material exclusively in the context of this Framework contract;
- to protect and indemnify the Commission against all third-party claims or actions alleging a breach of their *Intellectual property rights*, or a use of such *Software* or other protected material in contravention with the present Article.

- 2.3.2. Pursuant to Article II.17 of the General Conditions and as regards the results or rights obtained in performance of the Framework contract, the Contractor undertakes to obtain written consent from the Commission prior to:
- filing a trademark, patent or design application in relation with any of the results or rights obtained in performance of the Framework contract in his own name or that of a third party.

- claiming a copyright over the results or rights obtained in performance of the Framework contract in his own name or of that of a third party.
- allowing a third party to do such filings or claims.

Failure to obtain permission from the Commission will entitle the Commission to seek damages against the Contractor and will not prevent the Commission from protecting the rights assigned under the Framework contract.

2.3.3. The Contractor declares that it is the rightful owner of the *Intellectual property rights* to all *Products* and/or their components delivered under this Framework contract, and that it is entitled to assign or licence those rights in accordance with the terms of this Framework contract. If those *Intellectual property rights* are the property of third Parties, the Contractor guarantees that it has requested and obtained those third Parties' written authorisation to grant to the Commission the assignment or licence of their *Intellectual property rights* to the extent as provided under this Framework contract. The Contractor shall be solely responsible for taking the necessary steps, under the laws and regulations in force at the place where the tasks assigned to the Contractor are to be performed, to ensure the opposability to third Parties of the assignments or licences granted to the Commission by the Contractor or by such third Parties.

2.3.4. The Contractor guarantees that none of the *Products*, *Documentation* or other protected material delivered, whether or not developed in execution of this Framework contract, infringes any third party's *Intellectual property rights*.

2.3.5. Each party shall inform the other party of the existence or threat of any third party's action or claim alleging an infringement of its *Intellectual property rights* by the Commission's use of any *Products*, *Documentation* or other protected material delivered under this Framework contract, provided such use is made in conformity with the terms of this Framework contract.

2.3.6. In the event of such a dispute or threat thereof, the Contractor undertakes to conduct all litigation, arbitration or negotiations for settlement, in its own name as well as in the Commission's name, at its own and sole expense.

The Commission agrees to provide the Contractor with all information and assistance that may reasonably be required, at the Contractor's own and sole expense.

However, the Commission reserves the right to decide to conduct its own defence or to negotiate its own settlement, at its own discretion. The Contractor will be responsible for any payment arising out of any settlement or judgement following such a dispute or threat, except for the payment of a settlement made by the Commission without the

Contractor's written consent. Such consent may not be withheld without reasonable grounds.

If the infringement of a third party's *Intellectual property right* on a *Product* and its *Documentation* is declared in a judgement, arbitration sentence or party settlement, or if such is likely to happen, the Contractor agrees to (1) either procure for the Commission the right to continue using the *Product* and its *Documentation*, (2) either replace them with substantially equivalent non-infringing *Products*, or, if none of the foregoing is available, (3) grant to the Commission a credit in the amount corresponding to the purchase price of the proportion of the *Product* which can no longer be used.

The Contractor will not be responsible under the present guarantee for any third party claiming an infringement of its *Intellectual property rights* based on (1) the Commission's use of *Products* in combination with equipment not delivered by the Contractor, if such combined use is the cause of the claimed infringement, or (2) the Commission's use of any *Product* and *Documentation* delivered hereunder in a form other than the one delivered by the Contractor, if such change in form is the cause of the claimed infringement.

- 2.3.7. The guarantee against third party claims is due by the Contractor until five (5) years following the end of the Framework contract, or until five (5) years following the last use by the Commission of the Product and its Documentation delivered by the Contractor, whichever period ends last.

## **2.4. Co-operation**

- 2.4.1. The Contractor undertakes to develop and install the *Products* and provide the *Informatics Services* in accordance with the document "Informatics Architecture", as updated from time to time. On the day of completion of this version of the General terms and conditions, the latest version of that document is available at the URL [http://ec.europa.eu/dgs/informatics/procurement/useful\\_documents/index\\_en.htm](http://ec.europa.eu/dgs/informatics/procurement/useful_documents/index_en.htm) which the Contractor agrees to visit regularly for updating purposes. The Contractor agrees to co-operate with other suppliers to make the *Products* work with those of these other suppliers. It agrees to attend meetings called for that purpose by the Commission.
- 2.4.2. The Contractor shall assist and advise the Commission on the use of its *Products* and *Services*. It shall be responsible for *Product* integration as regards its inclusion in the Framework contract, its operation in the Commission's environment and the introduction of *New versions*.

## **2.5. *Product developments***

- 2.5.1. Any *Product* delivered under this Framework contract shall have been demonstrated by the Contractor, at its expense, to conform to the technical specifications sent to the Contractor as part of the invitation to tender or the negotiation pursuant to which the present Framework contract has been drawn up.
- 2.5.2. Any *Product* capable of replacing a previously approved *Product* in the same operational environment, with no loss of performance and at no extra cost to the Commission, may be added to the relevant Annexes of the Framework contract.
- 2.5.3. Proposals to include new *Products* involving new features or functions not previously available amongst the *Product* listed in the Framework contract's Annexes, shall only be considered in the context of the principal *Product* classifications and specifications covered by the call for tenders referred to in the preamble of the Framework contract.
- 2.5.4. Even if a *Product* is approved by the Commission, any incompatibility with previous *Products* that becomes apparent in the course of its use shall be resolved by the Contractor as swiftly as possible and at no cost to the Commission.
- 2.5.5. Evaluation procedures and trials of new products before inclusion in the price list may be specifically defined in the Framework contract.

## **2.6. *Product life***

- 2.6.1. The Contractor shall ensure that the *Product*, or replacing *Product*, are marketed or available during the lifetime of the Framework contract from the date of their inclusion in the relevant Annex of the Framework contract.
- The Contractor shall ensure that maintenance of the *Product* delivered under this Framework contract may be requested and provided for a period of at least five (5) years from the date of signature of their *Consignment note*, or, where applicable, of their *Certificate of Conformity*, whichever is the latest.

## **2.7. *Use of Products***

- 2.7.1. From the date of signature of the *Consignment note*, or, if applicable, of the *Certificate of Conformity*, whichever is the latest, the Commission may make unrestricted use of the *Products* under normal operating conditions. The Commission may use the *Products for Services* it is carrying out for other Institutions, Agencies or Bodies. If the *Products* are rented or leased, the right of use applies for the duration specified in the

Specific Contract. If a guarantee applies, maintenance may not start until the guarantee has expired.

- 2.7.2. The Contractor must ensure that the Commission may add to a *System* or connect to it, either directly or via telecommunications networks, compatible *Products* of any origin.
- 2.7.3. In view of the Commission's supranational nature, the Contractor shall not exert any right of inspection over the Commission's use of the *Products*.

## 2.8. ***Documentation***

The Contractor shall provide the Commission with its *Documentation* and updates, as soon as they become available to its customers, in as many copies, whether in machine-readable form or on paper, as are stated in the Framework contract or a Specific Contract.

The Commission may reproduce this *Documentation* in full or in part for any *Internal use* by its staff. The Commission shall reproduce all references to *Intellectual property rights* appearing on the originals.

## 2.9. **Identifiers**

The Commission may decide to assign an identifier to a unit of a delivered *Product*. In such case, the Contractor commits itself to using an identifier for every unit of a *Hardware* or *Telecommunications Product* delivered to the Commission. This identifier is communicated to the Contractor by the Commission when the *Consignment note*, or, if applicable, the *Certificate of Conformity* for such unit has been signed. The identifier(s) shall be given in electronic file(s) in such manner as shall have been agreed by both Parties. The Contractor's original identifier mentioned in its delivery documents is associated with the Commission's identifier. After that, only the Commission's identifier is to be used in all instances when the Contractor refers to the unit in question (for example in all operations relating to the service desk, invoicing of maintenance, technical intervention, etc.).

The identifier is an alphanumeric code of 15 characters. The format of the identifier may be changed by the Commission at any moment. In that case, the Contractor will be notified by a *Means of communication*.

Examples of correctly formulated identifiers are:

02DI20030764930  
02BX19954381081  
02LX19926036740  
02XXXXXX0572190  
02YYYYYY0032078  
04DI99996134114

## **2.10. *Benchmarking***

The Commission may undertake a *Benchmarking* of the levels and the charges of the *Services* and supplies provided under this Framework contract by comparison with similar *Services* and supplies provided by outsourcing vendors and/or in-house IT service providers and suppliers. The results of such *Benchmarking* shall be available in identical form to both the Commission and the Contractor.

In order to guarantee that a valid comparison is made, the Commission will ensure that:

- the scope of the *Services* and supplies being provided by the Contractor is taken into consideration;
- the comparison group consists of at least four enterprises to ensure statistical significance;
- the relevant comparison data must be guarantee

The *Benchmarking* shall not exceed four (4) months

For the first *Benchmarking* exercise, the comparison group shall be defined in a document entitled “Comparison Group Definition”. The Commission reserves the right to change the comparison group algorithm to reflect any changes in its business from time to time.

The *Benchmarker* shall be a qualified and objective third party selected by the Commission through an appropriate market procedure. The Commission will pay all of its own costs and the *Benchmarker's* costs during the *Benchmarking*. The Contractor will pay all of its own costs. Interpretation of the results of the *Benchmarking* shall be the sole prerogative of the *Benchmarker*.

The Commission and the Contractor shall set aside sufficient time and resources for each stage of the *Benchmarking*, such as:

- identification and location of *Benchmarking* data,
- performing the *Benchmarking*, and
- implementation of the conclusions of the *Benchmarker*.

The Commission and the Contractor will be free to suggest changes in *Benchmarking* parameters as the *Services* and supplies evolve over the term of this Framework contract.

The *Benchmarker* shall treat as confidential, in accordance with Article II. 16 of the General Conditions, all data provided by the Commission and the Contractor, and will return all material and media once the *Benchmarking* is completed.

If a *Benchmarking* reveals that the level of a *Service* does not reach the comparison group's service levels, the Contractor shall immediately prepare an action plan, which will specify all actions necessary to rectify the deviations. The full and measurable implementation of the action plan shall in no circumstances exceed one (1) year. If the Contractor fails to fully implement the action plan, the Commission may claim damages.

If a *Benchmarking* reveals that charges are higher than the comparison group's charges, the Contractor shall immediately reduce its charges to the comparison group level, with effect from the date on which the results of the *Benchmarking* were delivered to the Parties.

**3. SPECIFIC PROVISIONS RELATING TO THE PURCHASE,  
RENTAL AND LEASING OF COMPLEX HARDWARE  
PRODUCTS**

**3.1. Additional specifications for *Hardware Delivery***

**3.1.1. Terms**

All *Complex hardware products* shall be tested by the Contractor before their delivery. The Contractor shall be able to demonstrate that the pre-delivery test was satisfactory if the Commission so requests.

The number of copies of *Documentation* to be supplied shall be specified in the Specific Contract, but must be at least equal to one (1) copy per unit of *Complex hardware product*.

The Contractor shall notify the Commission by a *Means of communication* of its packaging terms at least two (2) weeks prior to the *Delivery date*. The Contractor shall remove all packaging material used during delivery.

The height of the Contractor's delivery vans may not exceed 4.5 m and only "EURO"-type pallets shall be used.

**3.1.2. Dates**

The *Delivery date* shall be indicated in each Specific Contract.

Failure regarding the *Delivery date* is considered as damage to the Commission as defined in Article II.4 of the General Conditions.

Should the Contractor be unable to deliver on the specified *Delivery date*, it must then supply an equivalent *Complex hardware product* or *System* with the Commission's prior consent.

Where the Commission has incurred costs vis-a-vis a third party by reason of a delay in delivery or commissioning attributable to the Contractor, then the Contractor shall reimburse those costs upon production of supporting documents, provided that the Commission has notified the Contractor by a *Means of communication* of the risk of incurring damages due to the late delivery soon after having been informed of the Contractor's inability to deliver on time.

If a *Delivery date* is overrun by more than forty-five (45) calendar days, the Commission is entitled to immediately terminate the Specific Contract in question.

### 3.1.3. Procedure

The Contractor shall confirm the exact *Delivery date* of each *Complex hardware product* at least eight (8) calendar days in advance to the Commission by a *Means of communication*.

The Commission shall, during *Normal working days and hours*, provide access to its premises for delivery on the notified *Delivery date*. Delivery and installation costs shall be borne by the Contractor. Deliveries shall be complete.

Receipt of each delivery of *Products* shall be recorded in a *Consignment note* signed by the Commission as stated in article II.1.1 of the General Conditions (including the balance to be delivered for each *Product*)

## 3.2. ***Product installation***

### 3.2.1. Installation requirements

For each *Product* listed in the Annexes of the Framework contract, the Contractor shall specify by a *Means of communication* the technical installation requirements and any refurbishment necessary for the premises intended to house the *Products*.

The Commission shall ensure that from then onwards the premises where the *Products* are installed satisfy the conditions set out by the Contractor regarding access, air-conditioning and electric power supplies and are equipped with the necessary data transmission lines.

The Commission shall grant the Contractor access to its premises for the assembly of *Complex hardware products* on the *Installation date*, which must be duly notified by the Contractor with a *Means of registered communication* within five (5) *Normal working days* upon the Commission's notification referred to in the last paragraph of Article III.3.2.2.

### 3.2.2. Procedure

#### – Pre-installation meeting

A pre-installation meeting may be organised. A technical representative of the Contractor will be available for each *Specific Contract* for a pre-installation meeting organised on the Commission's premises. The purpose of this meeting is to review practical issues related to installation of the *Products* covered in the relevant Specific Contract. The minutes of each pre-installation meeting should be drafted after the pre-installation meeting by the Contractor, unless otherwise agreed in this meeting.

#### – Installation

Installation will be done in conformity with the relative Specific Contract and/or *Service Level agreement* and with the minutes of the pre-installation meeting and in accordance the methodology agreed in the pre-installation meeting if appropriate.

If the place of delivery is not the place of installation, the Commission shall arrange for *Products* to be moved at its own risk from the place of delivery to the place of installation within fifteen (15) *Normal working days* from the day of signature of the *Consignment note* and undertakes to notify the Contractor of the place of the move by a *Means of communication* within five (5) *Normal working days* upon successful move of the *Products* to the installation site.

### **3.3. Acceptance**

#### **3.3.1. The *Commissioning date***

The assembly of *Complex hardware products* and the bringing into service of a *System* shall be executed by the Contractor at its own expense, unless otherwise agreed in the Framework contract.

A *Complex hardware product* or *System* shall be assembled, installed, and brought into service no later than fifteen (15) *Normal working days* after the date of notification by the Commission of its removal to the installation site unless another time limit is laid down in the Specific Contract.

Upon successful installation, the Contractor shall notify the Commission by a *Means of communication* of the date on which the *Complex hardware product* or *System* has been brought into service, which date will be the *Commissioning date* for this particular *Product* or *System*.

#### **3.3.2. The acceptance period**

The acceptance period will run up to seventy-five (75) *Normal working days* from the *Commissioning date*.

During this acceptance period, the Commission shall notify any defaults in the *Complex hardware product* or *System* to the Contractor by a *Means of communication*. As from the date of such notification, the running of the acceptance period will be suspended up to the date on which the Contractor notifies by a *Means of communication* that it has remedied the notified default, this date will reinitiate the acceptance period for the rest of the seventy-five (75) *Normal working days* period, with a guaranteed minimum period of twenty-five (25) *Normal working days* after the last notification by the Contractor that it has remedied a default.

Upon the expiry of the acceptance period, acceptance of a *Product* will be recorded in a *Certificate of Conformity*, as stated in article II.1.1 of the

General Conditions that shall indicate inter alia the detailed nature of the accepted *Complex hardware products* and the reference number of this Framework contract and of the Specific Contract concerned.

If no *Certificate of Conformity* has been issued at the end of the acceptance period and if no notification of faulty operation is pending, the Commission is considered as having accepted the *Complex hardware product*.

### 3.3.3. Termination

If, due to faulty operation by the Contractor, acceptance cannot be completed within a maximal time limit of hundred and fifty (150) calendar days from the *Commissioning date*, unless a different time limit has been specified by Specific Contract, the Commission shall be entitled to terminate the Specific Contract after giving the Contractor a thirty (30) calendar days' notice by a *Means of communication* to meet its obligations. This provision is without prejudice to the Commission's other rights under Article II.12.4 of the General Conditions.

## 3.4. **Guarantee specifications for *Complex hardware products***

The Contractor shall guarantee all goods delivered in conformity with article II.1.2 of the General Conditions. During the two years guarantee period stated in article II.1.2 of the General Conditions the Contractor shall provide maintenance at its own and sole expenses.

The guarantee period shall be automatically extended by the total duration of stoppages attributable to the Contractor during that period, as recorded under the maintenance procedures. For this purpose only stoppages lasting eight (8) consecutive *Normal working hours* or more shall be counted. One day's extension therefore corresponds to a stoppage of eight (8) consecutive *Normal working hours*, which may be interrupted by a period of hours not defined as *Normal working hours*.

If failures during the guarantee period are such as to make a *Product* unusable for an uninterrupted period of more than one (1) calendar week, the Commission shall be entitled to have the *Complex hardware product* immediately replaced free of charge by the Contractor.

If the aggregate unavailability of a *Product* during *Normal working hours* exceeds forty-eight (48) hours, the Commission is entitled to terminate the part of the Specific Contract relating to that *Product*.

### 3.5. Leasing and Rental formula

- 3.5.1. Determination of the periodic rental/leasing to be paid n times at the beginning of each period for an investment of PV with no residual value FV at the end of the n periods.

$$PMT = PV \frac{i}{(1 - \frac{1}{(1+i)^n})} \frac{1}{1+i}$$

- 3.5.2. Determination of the periodic rental/leasing to be paid n times at the beginning of each period for an investment of PV with a residual value FV at the end of the n periods.

$$PMT = (PV - FV) \frac{i}{(1 - \frac{1}{(1+i)^n})} \frac{1}{1+i} + FV \frac{i}{1+i}$$

- 3.5.3. Determination of the periodic rental to be paid n times at the end of each period for an investment of PV with no residual value FV at the end of the n periods.

$$PMT = PV \frac{i}{(1 - \frac{1}{(1+i)^n})}$$

- 3.5.4. Determination of the periodic rental to be paid n times at the end of each period for an investment of PV with a residual value FV at the end of the n periods.

$$PMT = (PV - FV) \frac{i}{(1 - \frac{1}{(1+i)^n})} + FV.i$$

Abbreviation	Description
PMT	Periodic payment
Ni	Nominal annual interest rate at order time
Mi	Margin on annual basis as defined in the Framework contract
i	Interest rate per period as defined in the Framework contract
NY	Number of payments per year
N	Total number of payments
PV	Investment amount = Present Value
FV	Residual Value = Future Value as defined in the Framework contract
P-P <sup>3</sup>	Percentages as defined in the Framework contract

- 3.5.5. Determination of the interest rate applicable for a term smaller than one year. For the calculation of the periodic interest rate applicable for a term smaller than one year, the formula is as follows:

$$1 + Ni = (1 + i)^{NY} \text{ or } i = (1 + Ni)^{\frac{1}{NY}} - 1$$

- 3.5.6. Determination of the residual value. The residual value to be used for the sole purpose of computing a rental is given for the different horizons:

<b>Rental horizons</b>	<b>Residual value</b>
4 years	P % of PV
3 years	P <sup>1</sup> % of PV
2 years	P <sup>2</sup> % of PV
1 year	P <sup>3</sup> % of PV

**3.6. Termination of the Contract for rental and leasing of *Complex Hardware products***

If one of the Parties terminate the Framework contract or Specific Contract on its own volition, the other party shall be compensated in accordance with the relative formula stated in 3.5 above.

**3.7. Withdrawal of rented or leased *Complex hardware product***

Upon termination of a rental or leasing Specific Contract or Framework contract, the *Product* will be withdrawn by the Contractor at its own expense.

**4. SPECIFIC PROVISIONS RELATING TO THE PURCHASE,  
RENTAL AND LEASING OF OTHER THAN COMPLEX  
HARDWARE PRODUCTS**

**4.1. Configuration and delivery**

**4.1.1. Configuration**

In respect of each order:

- (1) the other than *Complex hardware products* shall be specified in the Specific Contract and its Annexes;
- (2) installation of other than *Complex hardware products*, including *Software*, shall be carried out in accordance with the specifications annexed to the Specific Contract or the relevant *Service level agreement*.

**4.1.2. Delivery**

The *Delivery date* shall be set at maximum thirty (30) calendar days from the date of signature of the Specific Contract, unless a different term has been specified in the Special Conditions of the Framework contract or in the Specific Contract.

If the *Delivery date* is overrun by more than twenty-one (21) calendar days, the Commission shall be entitled to terminate the Specific Contract in question.

A failure regarding the *Delivery date* is considered as damage to the Commission as defined in Article II.4 of the General Conditions.

The place of delivery shall be specified in each Specific Contract. There may be more than one place of delivery in a Specific Contract.

At the time of delivery, the incoming *Products* may be subject to quantitative and qualitative checks by the Commission within five (5) working days. The receipt of each delivery of *Products* shall be then recorded in a *Consignment note* signed by the Commission. Such *Consignment note* will be established as stated in article II.1.1. of the general Conditions.

If no *Certificate of Conformity* has been issued at the end of the one month acceptance period stated in Article II.1.1 and if no notification of faulty operation is pending, the Commission is considered as having accepted the other than *Complex hardware product*.

Unless expressly requested by the Commission, partial delivery of an item of a Specific Contract is not allowed.

#### 4.2.

#### **Guarantee specifications for other than *Complex hardware products***

The Contractor shall guarantee all goods delivered in accordance with Article II.1.2 of the General Conditions.

When, under the terms of a Specific Contract, other than *Complex hardware products* are delivered on several dates, the guarantee period shall for all the components of the other than *Complex hardware products* expire with the end of the guarantee period of the final component of the other than *Complex hardware product* delivered in accordance with the Specific Contract.

During the two year guarantee period stated in Article II.1.2 of the General Conditions, the Contractor shall provide maintenance at its own and sole expense.

#### 4.3.

#### **Leasing and Rental formula**

See 3.5 above

#### 4.4.

#### **Termination of the Contract for rental and leasing of other than *Complex hardware products*.**

If one of the Parties terminates the Framework contract or Specific Contract on its own volition, the other *Party* will be compensated in accordance with the formula stated in the Framework contract.

#### 4.5.

#### **Withdrawal of rented or leased other than *Complex hardware product***

Upon termination of a rental or leasing Specific Contract or Framework contract, the *Products* will be withdrawn by the Contractor at its own expenses.

## 5.

## SPECIFIC PROVISIONS RELATING TO LICENSED SOFTWARE

### 5.1. Delivery - installation - *Documentation*

5.1.1. The *Delivery date* of the *Software* shall be set at maximum ten (10) working days from the date of signature of the Specific Contract, unless a different term has been specified in the Framework contract or Specific Contract.

A failure concerning the *Delivery date* is considered as a damage to the Commission, as defined in Article II.4 of the Framework contract. The Commission may decide to claim the payment of damages, under the provision stated in the Framework contract.

5.1.2. The Commission shall be permitted to request additional assistance from the Contractor to install the *Software* on the adequate hardware equipment and for training of its personnel at the time of production start-up. Those additional expenses shall be charged to the Commission at the prices mentioned in the Framework contract.

5.1.3. The Commission and the Contractor shall each designate in due time one person each in charge of decisions regarding the delivery and installation of the *Software*.

5.1.4. The manner in which the *Software* shall be delivered shall be agreed upon in the Framework contract or Specific Contract.

When it is agreed that the *Software* shall be delivered as material support, the *Software* shall be delivered on a machine-readable medium (diskette or other) reproducing the original *Software* kept in the Contractor's or the Commission's archives. It shall be sent with one copy of the *Documentation* per licensed copy unless agreed otherwise between the Parties. Any additional copy of the *Documentation* shall be invoiced to the Commission at the price shown in the Framework contract.

When it is agreed that the *Software* may be downloaded by the Commission, then the Specific Contract shall precisely indicate the location of the download area (such as from an area on the Contractor's website, from an FTP site, etc.) and provide the Commission, by a *Means of communication*, with the accurate and complete instructions, including access codes, enabling it to perform such downloads.

5.1.5. Delivery of the *Software* shall be recorded in a *Consignment note*, presented by the Contractor for signature by the Commission. In the event that the *Software* is downloaded, the Commission will issue the *Consignment note* based on the communication of the Contractor with the downloading instructions.

5.1.6. If no *Certificate of Conformity* has been issued at the end of the one month acceptance period stated in Article II.1.1 and, if no notification of faulty operation is pending, the Commission is considered as having accepted the *Software*.

5.1.7. The Contractor authorises the Commission to reproduce the *Documentation* for any *Internal use* provided that any copyright indication in the *Documentation* is also reproduced.

## **5.2. Trial - acceptance**

5.2.1. Upon request of the Commission the Contractor shall grant for each new licensed *Software* or each *New version* of the *Software* a one (1)-month trial period during which the *Software* shall be available for non-productive use. Longer test periods and their conditions may be convened in the Framework contract or by Specific Contract.

5.2.2. The trial period shall begin on the day of the installation of the *Software* by the Contractor on the appropriate hardware equipment, or if the Commission does not require installation of the *Software* by the Contractor, fifteen (15) calendar days after signature of the *Consignment note*.

5.2.3. At the end of the trial period, acceptance of the *Software* shall only result from the signature, by both Parties, of the *Certificate of Conformity* as stated in Article II.1.1 of the General Conditions. If no *Certificate of Conformity* has been issued at the end of the trial period and, if no notification of faulty operation is pending, the Commission is considered as having accepted the *Software*.

5.2.4. At any moment during the trial period, the Commission may terminate the testing licence upon notification by a *Means of communication* with immediate effect if the *Software* does not perform and conform to its description, its specifications or its *Documentation*. Additional acquisitions of *Software* already tested by the Commission shall be accepted by signature of the *Consignment note*.

## **5.3. Guarantee specifications for *Software***

5.3.1. The Contractor shall guarantee all goods delivered in conformity with Article II.1.2 of the General Conditions.

5.3.2. The Contractor warrants that:

- (1) the *Software* is in conformity with the *Documentation* supplied;
- (2) the *Software* is capable of performing the functions described in the aforementioned *Documentation* and conform to the specifications described in the Framework contract or Specific Contract under consideration.

5.3.3. The Contractor does not warrant that the *Software* will enable the Commission to achieve its target aims, productivity levels or time savings.

5.3.4. **Guarantee period**

During the two-year guarantee period stated in Article II.1.2 of the General Conditions, the Contractor shall provide maintenance at its own and sole expense.

**5.4. Use**

5.4.1. The Contractor hereby grants, and the Commission accepts, a non-exclusive licence to use the *Software*, under the conditions set hereunder.

5.4.2. The Commission may use the *Software* for its *Internal use*.

5.4.3. The Commission may acquire "floating licences" for use by external, service-providing companies working under contract on projects for the Commission. At the end of the project, the Commission shall reclaim these licences and may either add them to the existing licence scheme or reallocate them to another company.

5.4.4. The Commission undertakes not to reproduce the *Software* in part or in whole, except for the purposes of back-ups and archives, and after taking all the necessary precautions. Such copies shall remain the Contractor's property.

5.4.5. The Parties may by Framework contract agree that the licence be an exclusive licence for the Commission to use the *Software*.

5.4.6. For the purpose of this Article III. 5.4., the *Software* shall be read as including its *Documentation*.

**5.5. Compatibility**

The Contractor guarantees to the Commission that at the date of signature of each Specific Contract the *Software* is compatible with all hardware or software described in the Specific Contract under consideration.

**5.6. Intellectual property rights concerning Software — confidentiality**

5.6.1. The *Intellectual property rights* attached to the *Software* and its *Documentation* shall remain the Contractor's exclusive property.

5.6.2. The Commission undertakes:

- (1) to take all measures necessary vis-à-vis its end user personnel and persons having access to the *Software* and its *Documentation*, to ensure that the confidentiality of the *Software* is observed;

- (2) not to pledge, assign, sub-license, transfer or lend, for payment or otherwise, the *Software* and its *Documentation* except in the manner set out under Article III.5.4;
- (3) to inform the Contractor immediately in the event of seizure, to protest against it and to take all necessary steps in order to safeguard the integrity of the Contractor's *Intellectual property rights*.

5.6.3. In the event of unauthorised disclosure of confidential information by either party, the other party shall address it a warning by a *Means of Registered communication*, requesting the first party to confirm that it will no longer disclose the said information. If no satisfactory response is obtained within the requested time limit, the other party is entitled to terminate this Framework contract. The parties recognise that damages may not constitute sufficient compensation for the other party, who may require reparation by injunction or other relief judged appropriate or necessary by the appropriate court of law.

## **5.7. *Escrow rider***

- 5.7.1. Except as set forth in Article III.5.7.4., the Commission and the Contractor shall appoint by mutual agreement an *Escrow agent* who will provide appropriate safekeeping facilities for the *Product* and its *Documentation*. The *Escrow rider* shall be concluded between the Contractor, the *Escrow agent* and the Commission. The *Escrow rider* shall provide that the Contractor must deposit with the *Escrow agent* a copy of all necessary *Software* and *Documentation*, source code and that the Commission shall have access to this copy as provided under Article III.5.7.2.
- 5.7.2. The *Escrow rider* shall provide that if the Contractor discontinues the maintenance of the *Product*, the Commission may instruct the *Escrow agent* to deliver a copy of the actual source code for the *Products* involved, including associated control statements required for operation, maintenance and use of the source code, each in programmer-readable form (collectively: "the Source code"), along with any associated *Documentation* including updates, to the relevant installation site. If the Commission receives the Source code in the manner provided hereunder, no additional fees shall be charged. Title to the Source code shall remain with the Contractor.
- 5.7.3. The Commission shall have the right at any time to contact the *Escrow agent* for the purpose of confirming the existence of the Source code and associated *Documentation* including updates thereto and for verification of the instructions to the *Escrow agent* to release the Source code under the circumstances specified under this Article.
- 5.7.4. The Contractor may propose to apply or to enter into a two-party escrow agreement with a third party escrow. In this case, the Contractor shall

provide, prior to applying or entering into such agreement, a copy of the proposed agreement to the Commission without charge and all fees in relation to it will be afforded by the Contractor. Should the Contractor fail to provide this copy, the Commission shall be entitled to claim execution of Article III.5.7.1.

- 5.7.5. When the Commission considers that the terms of the proposed escrow agreement offer sufficient guarantees to it, it will authorise the Contractor to apply or enter into such agreement with this third party escrow. If the Commission is not entirely satisfied, it may request additional guarantees before authorising the Contractor to enter into the agreement.
- 5.7.6. After having applied or entered into the authorised agreement, the Contractor shall notify the Commission in advance by a *Means of registered communication* and request its consent for the following:
- the implementation of any change in the terms of this agreement,
  - its termination by the third party escrow,
  - its replacement by a new Contract,
  - a change in third party escrow, or any other change materially affecting the contractual guarantee offered to the Commission,
- The Commission may offer its comments and may withhold its consent should it find that the change may result in the absence of the necessary guarantees of access to the Source code within the duration of the Framework contract.
- 5.7.7. In the event of the escrow agreement being terminated by the third party escrow, or its terms being changed such that the contractual guarantee is materially affected, the Contractor shall immediately notify the Commission of such fact by a *Means of registered communication*. The Contractor shall then seek a new escrow agreement meeting the requirements of this Article, subject to the Commission's consent prior to the signature of such agreement.
- 5.7.8. Should the Contractor fail to notify the Commission of any change in accordance with the present Article, the Commission shall be entitled to terminate the Framework contract at the Contractor's expense. The Commission shall also be entitled to seek damages and interest from the Contractor resulting from the Contractor's failure to fulfil its obligations under this Article.

## **6. SPECIFIC PROVISIONS RELATING TO HARDWARE AND SOFTWARE MAINTENANCE**

### **6.1. Common provisions**

- 6.1.1. Contractual maintenance shall commence on the day after expiry of the guarantee period applying to the *Products* delivered, unless another date is specified in the Framework contract or Specific Contract.
- 6.1.2. The Contractor shall at all times comply with the quality standards and the maintenance security rules contained in the Framework contract.
- 6.1.3. The maintenance shall be provided during *Normal working hours* on *Normal working days*. The Commission may require the Contractor to offer maintenance outside these times (*Extended working hours*), provided that there is an explicit provision in the Framework contract or Specific Contract stating the applicable rates in this case.
- 6.1.4. Maintenance is deemed to comprise all operations necessary to maintain a *Product* in perfect working order, or to restore a defective *Product* or one of its components to perfect working order, inclusive of the costs of travelling, parts and labour.
- 6.1.5. The provisions on *Informatics Services* consisting of maintenance apply to maintenance of both *Software* and *Hardware*, except where it is apparent from the provision that only one type of *Product* is concerned.

### **6.2. One –shot repair of *Hardware***

Where the Framework contract does not explicitly cover maintenance of *Hardware*, the Contractor agrees to perform one-shot repairs to *Hardware* at the Commission's request. In response to such a request, the Contractor shall prepare without delay an estimate of the price of the repair and a timetable for its execution. The estimate and the timetable shall be provided free of charge to the Commission, regardless of whether or not the repair is executed. If the Commission accepts the estimate and timetable, an order shall be signed between the Parties. The Contractor shall not start to repair until it has received the relevant order signed by the Commission. It is explicitly agreed that all other conditions of the Framework contract shall also apply to a one-shot repair.

## **6.3. Maintenance**

### **6.3.1. Terms**

The Contractor undertakes to maintain the *Products* covered by this Framework contract in perfect working order.

In order to do this, the Contractor shall at all times have a stock of spare parts or shall obtain the necessary parts at its own and sole expense.

The Contractor shall provide maintenance service on site within four (4) hours at the Commission's request. This time limit is reduced to two (2) hours in the case of a blocked server. These time limits may be within either *Normal* or *Extended working hours*, depending on the choice made in accordance with Article III.6.1.3.

If the Contractor is of the opinion that a repair will not be possible within the maximum repair time from its arrival, it shall make a substitute *Product* available to the Commission for the duration of the repair.

Repairs, *Extensions* and modifications to the *System* shall be carried out only by the Contractor or the firms authorised by it.

Preventive maintenance operations shall be scheduled periodically, by agreement between the Commission and the Contractor.

The Contractor shall carry out corrective maintenance involving debugging, repair or replacement of faulty *Products* at the Commission's request. The Contractor undertakes, during these operations, to comply with the Commission's current central service desk action procedure when the failure occurs, as is described in Annex I.

The Contractor will formally close each maintenance operation. At the same time it will supply the information needed to measure the quality of the service and the *Products* against the standards laid down in the Framework contract. Where computer security has been affected it will submit a report.

The Contractor shall compile a monthly management report giving the following particulars of corrective maintenance carried out, without prejudice to the relative *Service Level Agreement*:

- (1) a list of outstanding problems, with the cause and the expected date of resolution;
- (2) an analysis of problems encountered by type of failure and *Product*;
- (3) various statistics as requested by the Commission to enable it to produce an internal audit report.

### 6.3.2. *Hardware*

On the part of the Commission, hardware maintenance shall involve the obligation to use the *Products* as specified in the *Documentation* and the installation requirements, and not to alter or repair them itself.

On the part of the Contractor, without prejudice to the relative *Service level agreement*, corrective hardware maintenance shall involve:

- (1) diagnosing the cause of failures affecting *Products* or *Systems*, whether they are due to its *Products* or not;
- (2) correcting faults as rapidly as possible;
- (3) replacing components, printed circuits and electronic units that prove defective in the course of normal use, and effecting any alterations deemed necessary by it to improve operation of the *Systems*;
- (4) acting as the link with its own central maintenance departments;
- (5) reprogramming or replacing *Software* in the event of error;
- (6) providing "hot-line" support to resolve urgent problems and *System* failures;
- (7) providing drivers for correct function of *Hardware products*.

Maintenance shall not include the complete repair of all or part of any *Hardware products* that are no longer functional as a result of everyday wear and tear. If the Commission decides not to carry out the restoration proposed by the Contractor, the *Hardware products* in question will be withdrawn from the Framework contract.

### 6.3.3. *Software*

On the part of the Commission, without prejudice to the relative *Service level agreement*, *Software* maintenance shall involve:

- (1) preparing and sending the Contractor all documents and additional information at its disposal which the Contractor might reasonably request in order to detect and correct errors;
- (2) testing and accepting, when it is reasonable to do so, *New versions* or *New releases* of *Software*, as proposed by the Contractor. One year after the date of such an acceptance, the Contractor is no longer required to provide maintenance for previous versions or releases of *Software* and any dependent *Products*;

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- (3) installing any preventive corrections provided by the Contractor as long as it is agreed that such corrections are necessary.

On the part of the Contractor, without prejudice to the relative *Service level agreement Software* maintenance shall involve:

- (1) diagnosing errors or faults encountered by the Contractor or the Commission in the content of the *Software* and making any necessary corrections; the Contractor shall effect corrections only if the error can be reproduced or if the Commission provides the Contractor with sufficient information from which the error can be diagnosed;
- (2) providing the Commission with successive *Software* versions and releases and the relevant reference *Documentation*; installing *New releases and New versions* free of charge on the existing hardware at the Commission's request; where necessary, adapting *Products* and/or information *Systems* that were using the previous version of the *Software*, free of charge;
- (3) effecting all the *Software* corrections (including patches) needed to ensure that the *Systems* operate as specified in the *Documentation* within thirty (30) *Normal working days* of receipt of a notification by a *Means of communication* from the Commission giving details of a problem;
- (4) rewriting the *Software* where necessary so as to correct all known problems or faults diagnosed by the Contractor;
- (5) providing telephone support for the Commission during *Normal working hours* to advise it on the use of *Software*;
- (6) providing "hot-line" support to resolve urgent problems and *System* failures.

6.3.4. The Contractor undertakes to provide the Commission, upon request, with any remote maintenance service, which it operates or intends to set up. The remote maintenance service must comply with the rules set out in the Framework contract. All terminal connection, utilisation and communication charges shall be borne by the Contractor.

#### 6.3.5. Responsibility for diagnosis

The Contractor has sole responsibility for diagnosing and determining the origin of failures affecting all or part of the *System* or *Products*. As part of this obligation, the Contractor shall, in the event of a diagnosis error, reimburse any costs incurred by the Commission as a result of needless corrective action carried out by another supplier.

6.3.6. The expenses due to an intervention of the Contractor necessitated by a serious error of the Commission, recognised as such by the Commission, shall be borne by the Commission, according to the conditions and prices in the Framework contract.

6.3.7. Technical modifications by the Contractor

The Contractor may propose modifications on its own initiative. It will implement them, with the Commission's consent, at times agreed by both Parties. These modifications may not entail any additional cost to the Commission or cause any deterioration in performance or loss of function.

6.3.8. Equipment

Test equipment, tools, documents, programs and files kept on the Commission's premises for maintenance purposes shall remain the property of the Contractor and shall be insured by the Contractor.

## **7. SPECIFIC PROVISIONS RELATING TO ALL INFORMATICS SERVICES**

### **7.1. Types of Services**

7.1.1. Unless the Framework contract specifies to the contrary, *Informatics services* shall be provided, both *Intra muros* and *Extra muros*, during the Commission's *Normal working hours* on *Normal working days*.

#### 7.1.2. Training relating to the use of the *Products*

Training shall be provided at the sites of the Commission in Brussels or Luxembourg. Training shall be addressed to users of the *Product* and to the technicians responsible for support within the Commission. The number of participants for each course shall be determined by mutual agreement between the Parties at the time of signature of the Specific Contract. Training and course materials must be available in at least English and French.

When training is provided on Commission premises, the infrastructure necessary to the courses (buildings, data-processing equipment, video equipment etc.), the administrative organisation of the courses (planning, notifications, and evaluation) and the reproduction of course documentation shall be provided by the Commission.

#### 7.1.3. Consultancy relating to the use of the *Products*

Consultancy *Informatics Services* consist of transmitting know-how for the use of the *Products* covered by the Framework contract. They may be provided in Brussels and Luxembourg.

#### 7.1.4. Technical Documentation of the *Products*

These *Informatics Services* shall relate to the drafting of any technical *Documentation* in relation to the *Products* covered by the Framework contract. They may be provided in Brussels and Luxembourg.

Technical *Documentation* shall be available in, at least, English and French. It shall be intended for users, both experienced and inexperienced, and for the Commission's technicians responsible for support or maintenance. The Contractor shall produce the *Documentation* on the basis of the content and structure specifications notified to it by the Commission. Reproduction of *Documentation* shall not form part of the service.

#### 7.1.5. Integration work

This type of service not being covered by a maintenance Specific Contract aims at ensuring the correct operation of the Contractor's Products in an evolving multi-manufacturer environment. Informatics Services are performed on the basis of integration specifications communicated by the Commission. They may be provided on site in Brussels, Luxembourg, Dublin and Strasbourg.

#### 7.1.6. Informatics engineering and maintenance

Informatics engineering consists of building and implementing projects of data-processing infrastructure (system software, telecommunications networks etc.) and maintenance on the basis of specifications provided by the Commission. Work may be provided on site in Brussels, Luxembourg, Dublin and Strasbourg.

#### 7.1.7. *Software* development, maintenance and related activities

This consists of Software development, maintenance and related activities (e.g. studies, consultancy, documentation, quality assurance etc.) using the standard Commission Informatics Architecture, on the basis of specifications provided by the Commission. Details of work to be carried out will form part of the Specific Contract. Work may be provided on site in Brussels and Luxembourg.

#### 7.1.8. Removals

Removals consist of transferring any *Products* from one specified place to the other, whether or not within the same building or city; they can take place during *Normal* or *Extended working hours*.

#### 7.1.9. Logistics

Logistics includes but is not limited to, inventory, counting, equipment tagging, security labelling, just-in-time delivery, unpacking and installation in end-user's office.

### 7.2. Time-and-means Contracts

7.2.1. *Informatics Services* shall be provided on a time-and-means basis when the Parties agree in the Specific Contract that a specified daily sum is to be paid for a given number of days in return for the provision of the means to perform the *Informatics Services*. In all cases, the Specific Contract shall state the purpose of the provision of the *Services*; this may involve an obligation for the Contractor to achieve a specific result.

7.2.2. At the request of the Commission, the Contractor shall supply all the necessary personal information regarding the staff providing the service

7.2.3. Every day during which *Services* are provided, the Contractor or its staff shall record the time worked. The records shall be set up in the manner defined by the Commission's technical representative named in the Specific Contract. At the end of each month, the Contractor or its staff shall complete and sign the attendance sheet proposed by the Commission and forward it to the Commission's technical representative who shall be in charge of checking the consistency between the daily records and the monthly attendance sheet.

### **7.3. Quoted time-and-means Contracts.**

7.3.1. The "Quoted Time & Means" method may be used for service providers outside the Commission premises.

7.3.2. For Quoted Time & Means projects, the work will be ordered for a total number of days and will be divided into various sub-tasks (or "quoted time & means").

7.3.3. The Commission will provide the Contractor with a detailed description of each sub-task. The Contractor will then send the Commission an estimate of the number of days needed to carry out the sub-task and the expected Delivery date.

7.3.4. Once the estimate has been accepted by the Commission, only the number of days indicated in the estimate will be chargeable.

7.3.5. The invoicing, approved by the Commission, will be carried out on the basis of each sub-task accepted and signed for by the Commission using a specific form.

### **7.4. Fixed-price Contracts**

7.4.1. *Informatics Services* shall be provided at a fixed price when the Parties agree in the Specific Contract that an overall sum, which must be justified using the agreed daily rates in the Framework contract, is to be paid following express acceptance of the work by the Commission.

7.4.2. The work shall be undertaken by the Contractor in accordance with the specifications set out in the Specific Contract. The specifications shall comprise in particular a description of the work, the timetable, reports, standards, reference manuals and details of the results and deliverables required.

7.4.3. Each result and deliverable shall be subject to acceptance by the Commission, in order to ensure conformity with the specifications. The acceptance period will run up to a maximum of seventy-five (75) *Normal working days* from the day of signature of a *Consignment note*. During this acceptance period, the Commission may notify any defaults in the result or deliverable to the Contractor by a *Means of communication*. As from the date of such notification, the running of the acceptance period

will be suspended up to the date on which the Contractor notifies by a *Means of communication* that it has remedied the notified default, which date will reinitiate the acceptance period for the rest of the seventy-five (75) *Normal working days* period, with a guaranteed minimum period of twenty-five (25) *Normal working days* after the last notification by the Contractor that it has remedied a default. Upon successful expiration of the acceptance period, the Commission will sign a *Certificate of Conformity* as stated in Article II.1.1 for each delivered result or deliverable. If no *Certificate of Conformity* has been issued at the end of the acceptance period and no default is pending, the Commission is considered as having accepted.

## **7.5. Stability of Services**

- 7.5.1. Prior to any Specific Contract, the Commission and the Contractor shall exchange the information needed for the *Informatics Services* to be provided. Throughout the term of the Framework contract they shall maintain the required level of information and make it available to the other party for the purpose of providing the *Informatics Services*. The updating of information shall not give rise to any payment.
- 7.5.2. In accordance with Article II.1.3 of the General Conditions, throughout the term of the Framework contract the Contractor shall ensure that a stable service is maintained as required for the proper implementation of the Specific Contracts.
- 7.5.3. When a change of staff or *Informatics Services* is unavoidable there should be a ten-day period of adjustment when both the replacement and original personnel should work side by side for training and transfer of relevant information. The costs of this period of adjustment shall be borne by the Contractor.  
  
In no event shall the Contractor be able to plead a change of staff as a reason for not meeting any of its obligations, in particular with regard to deadlines and quality.  
  
For all tasks with a low degree of substitutability, for example project co-ordination, studies and development, the Contractor shall ensure that staff are changed only in the event of "force majeure". The Commission must be notified in advance of any staff changes and reserves the right to refuse them.
- 7.5.4. In the case of a time-and-means Framework contract, the Commission must be notified in advance of staff changes and reserves the right to refuse them. The Contractor agrees to organise these changes at no extra cost for the Commission and to provide for a transition period necessary for the outgoing staff to duly instruct and train the incoming staff.

## **7.6. Timetable**

- 7.6.1. The timetable for the performance of the *Informatics Services* shall be laid down in each Specific Contract.
- 7.6.2. The Contractor shall propose a full and detailed timetable for *Software* development or related tasks. If such a timetable cannot be prepared for projects of longer duration, the Parties shall first fix a provisional timetable. The final timetable shall be fixed at a date stated in the Specific Contract.
- 7.6.3. The time needed by the Contractor to install and prepare *Software* or a *System* for operation shall be stated in the Specific Contract. If no time is specified, the period shall be fifteen (15) calendar days.

## **8. SPECIFIC PROVISIONS RELATING TO DEVELOPMENT AND MAINTENANCE OF COMMISSIONED SOFTWARE**

### **8.1. Compliance with technical specifications**

When providing *Services* of development or maintenance of *Commissioned software* to the Commission, the Contractor undertakes, in addition to the general quality requirements as specified in the Framework contract, to observe *inter alia* the latest version of the Commission's document "Informatics Architecture".

Except where expressly stated, the present Article III.8 shall also apply to the development and maintenance of a *System* commissioned by the Commission.

### **8.2. Acceptance**

8.2.1. The *Commissioned software* shall be developed in accordance with its specifications as agreed upon under the Specific Contract, and the maintenance *Services* shall be provided in accordance with the conditions specified in the Specific Contract.

8.2.2. Delivery of the *Commissioned software*, or as the case may be, its different versions, shall be recorded in a *Consignment note* in accordance with Article II.1.1, presented by the Contractor for signature by the Commission.

#### 8.2.3. Acceptance period

The acceptance period will run up to a maximum of seventy-five (75) *Normal working days* from the day of signature of the *Consignment note*. During this acceptance period, the Commission shall notify any defaults in the *Commissioned software* to the Contractor by a *Means of registered communication*. As from the date of such notification, the running of the acceptance period will be suspended up to the date on which the Contractor notifies by a *Means of registered communication* that it has remedied the notified default, which date will reinitiate the acceptance period for the rest of the seventy-five (75) *Normal working days* period, with a guaranteed minimum period of twenty-five (25) *Normal working days* after the last notification by the Contractor that it has remedied a default.

#### 8.2.4. The *Certificate of Conformity*

Upon the expiry of the acceptance period, acceptance of the *Commissioned software* will be recorded in a *Certificate of Conformity*, as stated in Article II.1.1 of the General Conditions, which shall indicate *inter alia* any reservations the Commission may have regarding the *Commissioned software*. If no *Certificate of Conformity* has been issued at

the end of the acceptance period and, if no notification of faulty operation is pending, the Commission is considered as having accepted the *Software*.

8.2.5. If, after three (3) attempts at acceptance, the *Commissioned software* still fails to meet the terms of the Framework contract, the Commission shall have the following options:

- (1) to require the Contractor to supply, without charge, a replacement or additional set of *Software*;
- (2) to accept and retain part of the *Commissioned software*, at a reduced price agreed between the Commission and the Contractor;
- (3) to refuse the *Commissioned software* and cancel the Framework contract or Specific Contract on reimbursement of any sums unduly paid.

8.2.6. The *Certificates of conformity* shall be annexed to the corresponding Specific Contract.

**8.3. Guarantee of proper operation of *Commissioned software***

8.3.1. Except in the case of hidden defects, for which its liability shall be of unlimited duration, the Contractor shall guarantee the proper operation of *Commissioned software* in conformity with Article II.1.2 of the General Conditions. It shall be held responsible for the immediate repair, at its own expense, of any breakdowns that occur during the guarantee period, unless it can prove that such breakdowns have occurred for reasons other than mistakes made in performance of the service, or other than manufacturing or design errors in that portion of the work for which it was responsible.

8.3.2. The Commission shall notify by a *Means of communication* the Contractor of the type and scale of any failure as soon as it occurs. If the Contractor does not repair the *Commissioned software* without delay, the Commission may have it repaired by a third party, on the responsibility and at the own and sole expense of the Contractor.

8.3.3. The Parties shall jointly define and duly record in minutes the major problems that might affect the *Commissioned software*.

8.3.4. The duration of the guarantee shall be extended by the period which elapses between the notification of a major problem to the Contractor duly sent by the Commission during the stated guarantee period and the date at which the Commission accepts the corrected work.

**8.4. Intellectual property rights and ownership of source code**

8.4.1. Pursuant to the relevant article of the General Conditions, the Contractor hereby assigns to the Commission, which accepts, all *Intellectual property rights* on the *Commissioned software*, for the entire world, for the entire duration of the *Intellectual property rights* involved, and on an exclusive and definite manner.

8.4.2. The Commission shall become the owner of source code, results, *Documentation* and sets of tests that correspond to payments already made, except when the same relate to pre-existing *Software*. Further to Article III.2.3.4 of the General Terms and Conditions, the use of pre-existing *Software* shall be subject to the Commission's prior written consent.

8.4.3. The Commission shall have the right to disseminate and distribute a *Commissioned software* to third Parties, even if it contains pre-existing *Software*, subject to observance of any licence terms in respect of third party *Software*.

**8.5. User manuals and *Documentation***

- 8.5.1. The Contractor shall prepare the manuals and Documentation needed for the appropriate and proper operation of the Commissioned software and shall make them available to the Commission. It shall comply with the provisions under Article III.10 in preparing such manuals and Documentation.
- 8.5.2. The material shall as a rule comprise:
- (1) an installation manual;
  - (2) a “Getting Started” manual;
  - (3) an administration manual;
  - (4) a user manual;
  - (5) implementation *Documentation*.
- 8.5.3. The manuals and the *Documentation* shall be in the file format of a word processing *Software* used by the Commission and prepared so that they may be published on the Commission's intranet.
- 8.5.4. The user manuals and the *Documentation* shall be supplied in at least English and French, unless otherwise agreed.
- 8.5.5. The Contractor shall update and, if necessary, replace at a reasonable cost the user manuals and *Documentation* files for the maximum length of the Framework contract.

## **8.6. Interfaces and *Compatibility***

- 8.6.1. Where the Specific Contract mentions interfaces that need to be observed, the Contractor shall not modify such interfaces without the Commission's written agreement. Such agreement shall not be unreasonably withheld.
- 8.6.2. Where the *Commissioned software* supplied utilises *Software* from a third party and where that *Software* is updated, the Contractor shall adapt the *Commissioned software* in accordance with terms jointly agreed.
- 8.6.3. The Contractor shall ensure that all the *Commissioned software* supplied under the Framework contract is compatible and operates by means of interfaces with all other *Software* specified in the Framework contract.

## **9. SPECIFIC PROVISIONS RELATING TO TRAINING ORGANISED FOR THE COMMISSION**

### **9.1. Instructors**

Instructors shall be proposed to the Commission on the basis of their professional experience and their ability to provide the *Services*. Instructors accepted shall appear on the Commission's authorised list. The Commission must be notified in advance of staff changes and reserves the right to refuse them.

### **9.2. Organisation of courses**

- 9.2.1. The Parties shall draw up a schedule of courses and preparatory measures for a period of several months, normally six (6) months. The schedule shall outline the content of the courses and measures their duration, the dates on which they are to take place, the intended instructors, the number of participants, and the cost.
- 9.2.2. The Parties shall make a final decision on all the data no later than four (4) weeks prior to the date on which training is to take place. The Contractor shall then specify, at the latest, the timetables for the courses and undertakes to adhere to it. If the schedule is disrupted by one or other party, that party shall endeavour to find an equivalent solution.
- 9.2.3. When an instructor is not available, a course may be cancelled or postponed no later than ten working days prior to its commencement. If three courses have been cancelled or postponed without meeting these conditions, the Commission shall be entitled to terminate the Framework contract pursuant to the provisions under Article II.12.

### **9.3. Instructor's manual**

The Contractor shall comply with the Commission's standard practice as regards:

- (1) the preparation and holding of courses;
- (2) administrative regulations;
- (3) health and safety regulations.

### **9.4. Provision of training *Software***

- 9.4.1. Training *Software* that has been developed specifically for the Commission shall be owned in full by the Commission.
- 9.4.2. The provision of training software shall be covered by a site licence, whose terms shall be consistent with the nature and subject of the training.

**10. SPECIFIC PROVISIONS RELATING TO DOCUMENTATION  
PRODUCED FOR THE COMMISSION**

- 10.1.1. The *Intellectual property rights* in the *Documentation* that has been developed specifically for the Commission shall rest exclusively with the Commission.
- 10.1.2. The provision of reference *Documentation* shall be covered by a site licence, the terms of which shall be consistent with the nature and subject of the *Documentation*.

## **ANNEX I:**

### **CENTRAL SERVICE DESK ACTION PROCEDURE**

The Commission's Central Service Desk (SDC) also known as Central Call Dispatch, is responsible for handling and dispatching all service requests relating to office equipment and computers and telecommunications services. The SDC does not itself resolve problems: it is a central point for their receipt, registration and onward transmission to the appropriate internal or external support unit. It is also responsible for monitoring and follow-up of the service supplied.

The term *Service requests* covers both request for assistance and requests for corrective action: requests of the latter kind are denominated *incidents*. An incident may later be re-classified as a *problem*, indicating that resolution requires some long-term action (e.g. a *Software* bug or hardware design problem) or as a *known error*, meaning that a solution is available and awaiting implementation by agreement.

- (1) Requests shall be notified by the SDC to the Contractor's Service Desk (CSD) by telephone or any other agreed means immediately after assignment of the request.
- (2) The SDC always confirms in writing each request addressed to the CSD, giving all relevant details.
- (3) The CSD shall confirm receipt of a request to the SDC by returning its own reference number.
- (4) Each telephone communication between the SDC and the CSD shall be confirmed immediately by fax, email or, where the CSD has access, by direct entry into the Commission's SDC database.
- (5) The CSD shall deal only with requests that have been sent by the SDC. The Contractor shall immediately provide to the SDC full details of any request received from any other source within the Commission.
- (6) Each action on a request shall be notified to the SDC. A report shall be sent immediately by the CSD indicating the action's nature, starting date and time and probable duration. If the request has not been resolved, the reasons shall be given, along with an estimated date and time for resolution.
- (7) Should an action require contact within a DG and the responsible person at the DG be unavailable, the Contractor shall report this to the SDC as soon as possible.
- (8) Completion of a request that has been satisfied shall be notified as soon as possible by the CSD to the SDC. Mention shall be made of the cause, the date and time the action started, its duration in minutes, and any other relevant details. The

Contractor shall be responsible for the accuracy of the information he supplies. The reporting user shall be notified immediately by the person carrying out the action.

- (9) The resolution time given by the Contractor shall be accepted by the SDC if it is no more than 24 hours prior to receipt of the complete closure by fax or email. Otherwise its arrival time at the SDC will be taken as resolution time.
- (10) A request shall be closed by the SDC if the DG concerned explicitly accepts the results of the action. If it does not, the request shall remain open for one week. If the DG does not indicate its rejection during this period, the request shall automatically be closed definitively.
- (11) Where a Framework contract defines service quality requirements for incident handling and/or service requests performance, the Contractor's performance with respect to these requirements shall be calculated on the basis of the information recorded in the Commission's SDC database.

Unless otherwise specified in the Framework contract, quality requirements shall in general be based on two elements: 'response time' and 'resolution time'

Response time shall be defined as the period between:

- the time of assignment of a service request by the SDC to the CSD, and
- the commencement of the diagnostic or repair work by the Contractor's qualified representative at the location indicated in the report or, if attendance at the incident location is not required, the commencement of by telephone or other agreed means.

Resolution time shall be defined as the time between:

- the time of assignment of a service request by the SDC to the CSD, and the notification of completion of the action to the SDC (see paragraphs 8 and 9 above), or the re-classification or re-assignment of the incident.
- repeated incidents of the same type applying to the same item over a short period may be cumulated for purposes of calculating the resolution time.

The clock stops running:

- outside the defined hours of cover
- if access to the contact person or equipment cannot be effected. In this case the SDC shall be notified immediately and the grounds for the delay explained
- if by agreement with the reporting user, an appointment is made for the beginning of the action. The clock shall restart at the time of the appointment.

- (12) On request, the Contractor shall be sent a daily or weekly summary of all open requests by the SDC.

## **ANNEX II: TEMPLATE OF DECLARATION OF CONFIDENTIALITY**



EUROPEAN COMMISSION

### **DECLARATION OF CONFIDENTIALITY**

The Commission and the Contractor

having signed a Framework contract, number                                  on ...

and a Specific Contract, number                                  on ...

For carrying out work governed by these agreements I, the undersigned, declare that I have read and shall comply with the security and confidentiality rules laid down in:

- Articles I.8 of the Special Conditions, II.16 of the General Conditions and III.2.2 of the General terms and conditions for Information Technologies contracts
- Article 5 of the Commission decision on protection of information systems [C(95) 1510 23/11/95].
- Article 23 of Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Union institutions and bodies and on the free movement of such data (OJ L8, 12.1.2001, p. 1).

Date and place:

*[signature]*

NAME

**ANNEX III:**

**COMMISSION DECISION ON PROTECTION OF INFORMATION SYSTEMS  
[C(95) 1510 23/11/95]**

# OPERA system

## Appendix 10.3 Current ICT Baseline

09/04/2018

## 1. Purpose of the document

The document presents a list of items of the Frontex ICT Baseline. It contains commercial components and technologies officially used in IT systems hosted in Frontex and supported by the ICT Unit. The list is to be used to verify technological compliancy of the new investments at Frontex (change requests, procurement requests, TOR documents, offers, design documents and consignment notes). Acceptance of any new components shall be processed according to the current policies and procedures for change management.

In addition, the document provides a list of technologies and components planned for implementation and awaiting for acceptance into the ICT Baseline. However there is no guarantee that final verification will lead to the official update of the baseline.

Minor differences in versions, releases and market naming of the items may take place. In case of such occurrence please request clarification from ICT.

The document reflects the current baseline at the time of the release of the document. As the IT technologies are changing over time the baseline will be frequently updated.

## 2. Security domains

Frontex primarily employs ICT systems working in three security domain:

1. Frontex External where EU UNCLASSIFIED and PUBLIC information is processed and external users are served hereinafter called “DMZ”. Systems residing in that security domain are typically accessible from Internet networks.
2. Frontex Internal where EU UNCLASSIFIED information is processed and most of the internal users carry-out their business activities hereinafter called “Open”.
3. Frontex Internal where classified information at EU-R is processed and only select users are equipped with computers having access to the classified network hereinafter called “EU-R”.

## 3. Platform standards

Frontex applies standard configuration of ICT components as described below.

### 3.1. User working station

A typical working station of a user in the Frontex Open security domain comprises:

1. A VoIP phone - currently:
  - a. Cisco 8845 or Cisco PP9971 connected to LAN via RJ45 1000Base-T with PoE
2. A laptop with a docking station, Full HD display, keyboard mouse - currently:
  - a. Fujitsu Lifebook E736 connected to LAN via RJ45 1000Base-T VoIP phone
  - b. Fujitsu docking station
  - c. USB keyboard 104 keys US layout
  - d. USB mouse 3 buttons
  - e. Acer BE240Y, 24" Full HD IPS screen
  - f. MS Windows 10 Enterprise
  - g. MS Office 2013 Professional Plus
  - h. MS Skype for Business 2015
  - i. Adobe Reader DC
  - j. Cisco AnyConnect VPN client
  - k. MS Windows Defender + Kaspersky AV
  - l. MS Edge + MS IE 11 + Firefox ESR 52
3. Access to a shared secure network printer / scanner - currently:
  - a. Canon imageRUNNER ADVANCE C5250i
4. Access to a document shredder A4/A3

The network access for clients employs 802.1x authentication. Clients use IPv4 and v6 dual stack.

The Windows client OS is secured through disk encryption and subject to hardening through additional security settings and AppLocker.

### 3.2. Back-end

A typical back-end application in the Frontex Open security domain is hosted on top of the VMware vSphere cluster, based on Intel x86 64bit platform and uses:

1. Virtual server capacity of: 1-8 vCPUs, 2-128GB RAM, 100Mbps to 10Gbps vNIC
2. MS Windows Server 2012R2 / 2016 OS
3. MS IIS or Tomcat (on RHEL)
4. MS SharePoint 2013 / 2016
5. MS SQL 2017 AlwaysOn

The server OS is always subject to hardening through additional security settings.

## 4. Common shared services

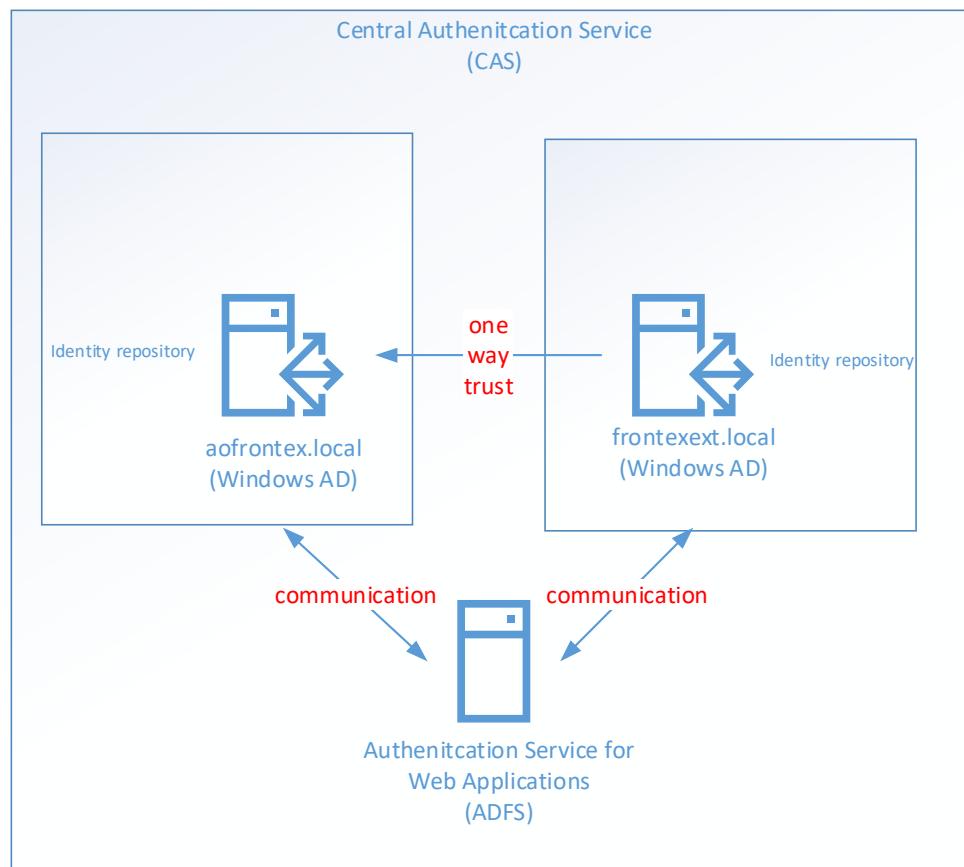
Frontex maintains a number of network services available to applications which can be shared for standardization, compliance and efficiency purposes. Any new or updated application shall either consume or be compatible with the following Shared Services:

1. Authentication through Active Directory Services (ADS) and Active Directory Federation Services (ADFS)
2. Authorization through the re-usable authorization component
3. Enterprise Directory through Exchange Global Address List (GAL)
4. Public Key Infrastructure through Active Directory Certificate Services (ADCS)
5. Time synchronization through NTP
6. E-mail through SMTP using MS Exchange
7. Instant Messaging, screen sharing, white-boarding, audio-/video-conferencing through MS Skype for Business
8. Document Management through DMS (SharePoint 2016)
  - a. Reuse of Frontex centrally managed document templates (including frequent updates).
  - b. Use of mandatory metadata for Frontex documents (including their updates).
  - c. Use of the centrally managed lists of values for Frontex metadata (mostly SP managed metadata, subject of frequent updates) for example: organization chart, business owners, countries, types of documents, file plan, security markings and others defined in Information Architecture.
  - d. Storing the selected documents to DMS libraries with respect to the security rules and metadata, and linking selected documents from DMS to the target application (referencing instead of multiplying).
  - e. Registering final documents to Frontex Records and linking existing documents from Records to the integrated application (referencing instead of multiplying). Registering to records includes verification of documents metadata, access rights, getting record ID, inserting record ID into the document, generating long term preservation format (pdf/A) and a preservation of the routing slip (approval history).
  - f. Integration with Frontex Correspondence Management System for registering for correspondence (i.e. getting correspondence registration number) and linking selected documents from correspondence to the target application (referencing instead of multiplying).
  - g. Separation of internal and external workflows.
  - h. Central authentication and user management.
  - i. Reuse of Frontex Global Contracts for registering and reading contact data to external stakeholders.
  - j. Access rights aware Integration with DMS Search (security trimming rule must be respected).
  - k. Integration with SharePoint tasks so all the personal tasks from the integrated application are displayed in integrated tasks list on MyDesk.
  - l. Reuse of future eSignature solution.
  - m. Application of Frontex documents' retention policies.
9. Geo-spatial services through CoreGIS (ESRI ArcGIS)
10. PDF creation (Aspose.PDF API)
11. eSignature, eSeal and Timestamping through InfoCert GoSign / Dike API
12. Service monitoring through MS System Centre Operations Manager (SCOM)
13. Software deployment and updates through MS System Centre Configuration Manager (SCCM)
14. IT Infrastructure services

## 5. Authentication Strategy for Applications

Frontex ICT Unit implemented Central Authentication Service (CAS). This service shall be used by all web applications for the end user authentication process.

The central authentication service (CAS) consists of the following main components: 2 x identity repositories (Windows Active Directory), authentication services for web applications (Active Directory Federation Services).

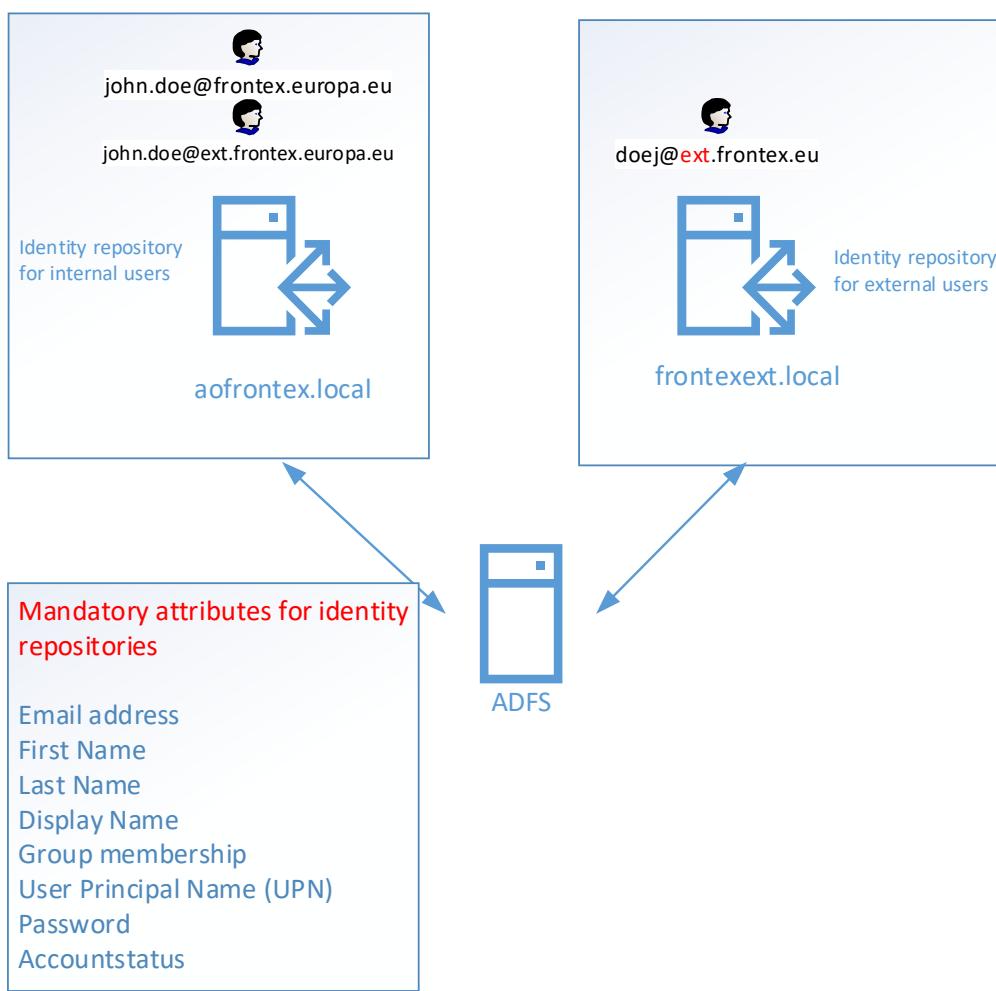


The picture above shows all the elements of CAS

The identity repositories are connected through one-way forest trust. The aofrontex.local is a trusted domain and frontexext.local is the trusting domain. Both domains are in the separate Active Directory forests.

### 5.1. Identity repositories

The CAS uses identity repositories during authentication process. The identity repositories store the user credentials and additional attributes necessary to validate a user's access request to web application.



The picture above summarises the identity repositories in place at Frontex

The user credentials for temporary agents (TA), contract agents (CA), seconded national experts (SNE), seconded guest officer (SGO), long term contractors, interims and trainee are registered in aofrontex.local Windows Active Directory. These categories of users are considered by Frontex as internal users. The below table shows naming convention for user principal name attribute of the internal user accounts. This attribute is used to uniquely identify user and shall be used by the internal user during logon process to web applications.

Internal user account	Active Directory User Principal Name convention (UPN)	Example
TA, CA , SNE,SGO	name.surname@frontex.europa.eu	john.doe@frontex.europa.eu
Long term contractor, interim, trainee	name.surname@ext.frontex.europa.eu	john.doe@ext.frontex.europa.eu

All user credentials for partner organisations are registered in frontexext.local Windows Active Directory which is an identity repository for external users. The below table shows naming convention for user principal name attribute of the external user accounts. This attribute is used to uniquely identify user and shall be used by the external user during logon process to web applications.

External user account	Active Directory User Principal Name convention (UPN)	Example
External user	surname.firstletterofname@ext.frontex.eu	doe.j@ext.frontex.eu

In the cases of users with the same first name and last name in the same identity repository, the additional letter from the first name is added to the naming convention in order to provide unique identity ie. John Doe - doe.j@ext.frontex.eu, Joh Doe - doe.jo@ext.frontex.eu  
 Both identity stores require minimum set of attributes that are used during authentication and authorization process.

Attribute name	Example for the user from external users category
First Name (givenname)	John
Last Name (sn)	Doe
Email address (mail)	Provided during user creation process. For internal users email addresses are provided by Frontex ICT Unit. For external users email addresses shall be provided by the user requesting access.
Display Name (displayName)	The display name for a user. It is the combination of the users first name and last name
Group membership	rg-application1name-access rg-application2name-access
User principal name (userPrincipalName)	doe.j@ext.frontex.eu . It is automatically generated for the user as explained in section 5.1 - naming convention
Account status (User-Account-Control)	Flags that control the behaviour of the user account, for example: user account is disabled, user account password change is required.
Password	The user's password.

The full list of attributes that are currently used by the above mentioned identity stores will be provided to the Contractor. Upon request Frontex ICT Unit can consider adding additional attributes to the existing lists.

## 5.2. Authentication service for web application (Active Directory Federation Services - ADFS)

The authentication service for web application (ADFS) offers:

- A central and unique point of authentication to web applications
- A single username and password for use with web applications
- Confidentiality of the password, which is never revealed to web applications
- Single-sign on facilities

The primary goal of this service is to allow secured authentication for both internal and external users. An authenticated user is a physical person that has proved its entitlement to use a unique identifier by presenting as minimum the correct user name and password to the central authentication service.

The authentication service for web application uses Windows Active Directory user principal name (UPN) attribute for user identification.

During the authentication process the ADFS verifies the claimed identity of a user. This verification process can be performed base on these two factors:

- what a user knows (a secret), such as a password.
- what a user possesses, such as unique one time password generate each time and delivered in a form of a text message to the user mobile phone.

While a simple password may be adequate authentication for applications with less sensitive information, a combination of at least two methods (two factor authentication) is necessary to ensure appropriate access to applications with more sensitive or critical information.

The selection of factors based on which the user is authenticated depends from the formal on boarding procedure. This procedure is performed for each new application during the integration with ADFS.

From the viewpoint of ADFS the authentication process can be performed for this two categories of web applications:

- Claims aware
- No claims aware

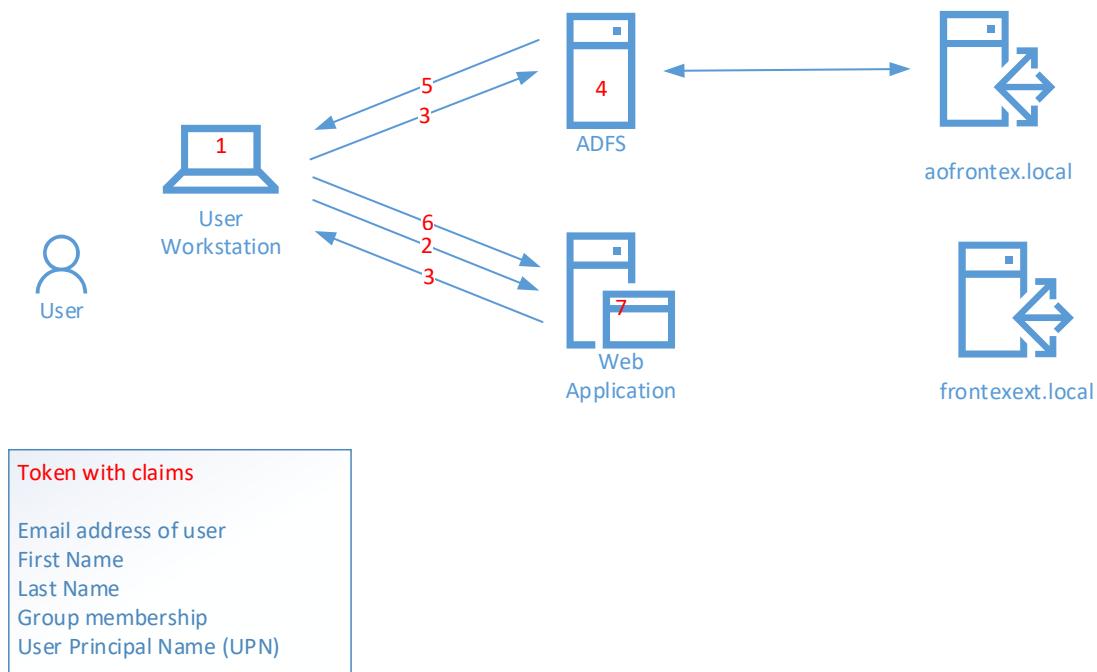
The claim aware web application is an application that accepts claims that are issued by ADFS in the token and uses these claims to make authorization decision.

The no claim aware web application is an application that can't accept claims that are issued by ADFS. This type of web application use Kerberos for authentication (Integrated Windows Authentication). In this setup the ADFS and web application use Kerberos Constrained Delegation.

The below chapters present interaction between the end-user, the application, and CAS, the authentication system. For simplification purposes this interaction is presented for web application with less sensitive information (single factor authentication - password)

### 5.2.1. Interaction schema for internal users connecting from local area network (LAN) to claims aware application.

An end user belonging to an internal user category connects from Frontex domain joined computer connected to local area network (LAN) via a browser to an application. The following figure summarises the interactions between the end-user, the application, and CAS, the authentication system.



#### Steps:

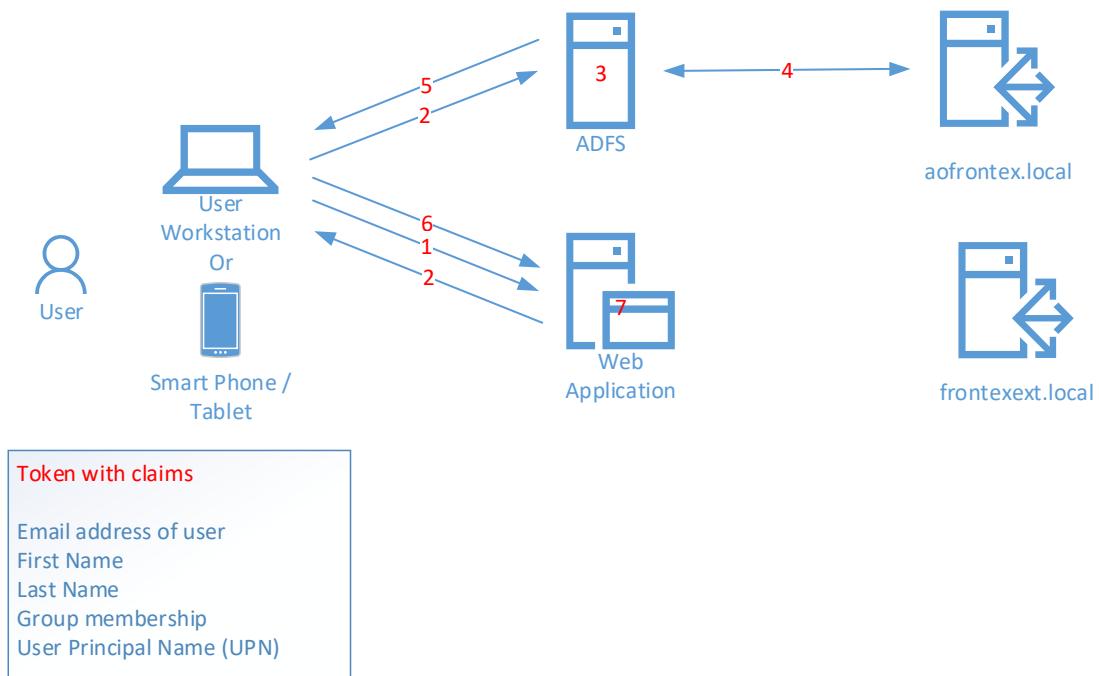
1. User successfully logs in to the computer with the credentials for internal user identity repository (aofrontex.local). The result of the authentication is stored locally on the computer - authentication token.
2. The user browses to the web application.
3. The web application redirects him to the ADFS.
4. The ADFS server uses the result of the authentication from point 1 for user authentication. This process is fully transparent to the user, no prompts for user name and password.
5. ADFS builds the token with specific claims and passes it back to the user
6. The user POSTs the token to the web application.
7. The application is responsible for the user authorization. The authorization process is performed base on the content of the submitted token, which is parsed and validate by the application. The following security token elements (claims) are proposed for the access authorization:
  - group membership
  - user principal name (UPN)

The group membership is used as mandatory attribute. If the user is not a member of the agreed group which is listed under "group membership" attribute of the token, he will not be able to access the application.

The user principal name is used as the unique user identifier that matches the user to the specific roles assigned within application.

### 5.2.2. Interaction schema for internal users connecting from Internet to claims aware application.

An end user belonging to an internal user identity repository connects from computer or mobile device to an application. The following figure summarises the interactions between the end-user, the application and CAS, the authentication system



#### Steps:

1. The user browses to the web application.
2. The web application detects that the user is not authenticated and redirects him to the ADFS.
3. User provides credentials to ADFS:
  - user name: john.doe@frontex.europa.eu
  - password:\*\*\*\*\*
4. The ADFS authenticates the user with a specific identity provider. In this example the authentication request goes to afrontex.local identity provider - internal users
5. If the provided credentials are correct the ADFS builds the token with specific claims and passes it back to the user.
6. The user POSTs the token to the web application.
7. The application is responsible for the user authorization. The authorization process is performed base on the content of the submitted token, which is parsed and validate by the application. The following security token elements (claims) are proposed for the access authorization:
  - group membership
  - user principal name (UPN)

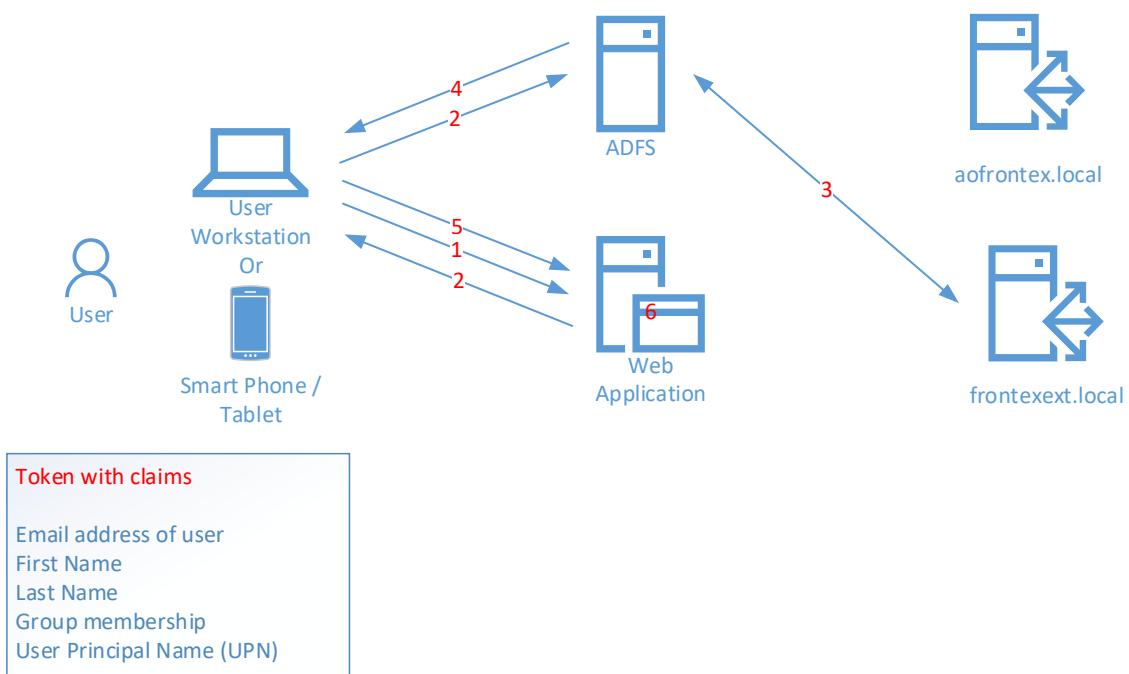
The group membership is used as mandatory attribute. If the user is not a member of the agreed group which is listed under "group membership" attribute of the token, he will not be able to access the application.

The user principal name is used as the unique user identifier that matches the user to the specific roles assigned within application.

### 5.2.3. Interaction schema for external users connecting from Internet to claims aware application.

An end user belonging to an external user identity repository connects from computer or mobile device to an application. The following figure summarises the interactions between the end-user, the application and CAS, the authentication system.

Steps:



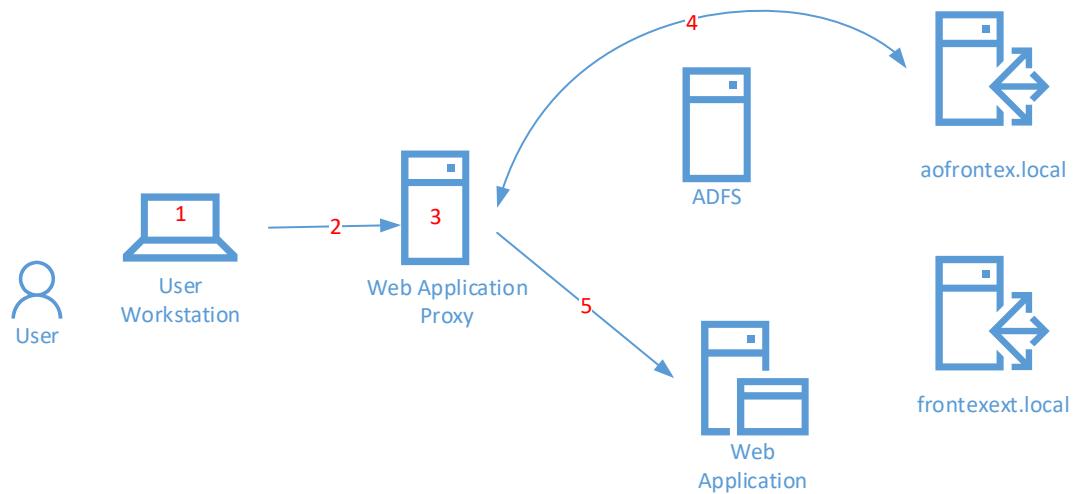
1. The user browses to the web application.
2. The web application detects that the user is not authenticated and redirects him to the ADFS.
3. User provides credentials to ADFS:
  - user name: doe.j@ext.frontex.eu
  - password:\*\*\*\*\*
4. The ADFS authenticates the user with a specific identity provider. In this example the authentication request goes to frontextlocal identity provider - external users
5. If the provided credentials are correct the ADFS builds the token with specific claims and passes it back to the user.
6. The user POSTs the token to the web application.
7. The application is responsible for the user authorization. The authorization process is performed base on the content of the submitted token, which is parsed and validate by the application. The following security token elements (claims) are proposed for the access authorization:
  - group membership
  - user principal name (UPN)

The group membership is used as mandatory attribute. If the user is not a member of the agreed group which is listed under "group membership" attribute of the token, he will not be able to access the application.

The user principal name is used as the unique user identifier that matches the user to the specific roles assigned within application.

#### **5.2.4. Interaction schema for internal users connecting from Internet to no claims aware applications.**

An end user belonging to an internal user category connects from computer connected to the Internet via a browser to an application configured with Integrated Windows Authentication (Kerberos). The following figure summarises the interactions between the end-user, the application, and CAS, the authentication system.

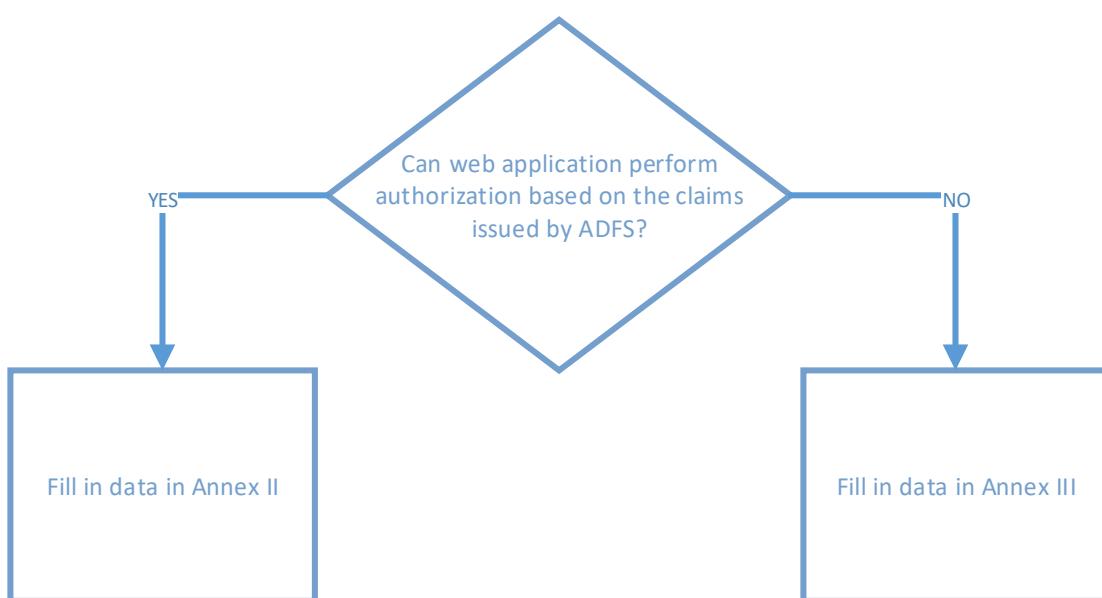


Steps:

1. The user browses to the web application.
2. The request is redirected to Web Application Proxy (WAP) where user is prompted for credentials.
3. User provides credentials to WAP:  
user name: john.doe@frontex.europa.eu  
password:\*\*\*\*\*
4. If the provided credentials are correct the WAP retrieves the ticket for the web application using the configured SPN through Kerberos Constrained Delegation for afrontex.local identity store
5. The request is sent to published web server with the Kerberos ticket added

#### **5.2.5. Integration between web application and ADFS.**

In order to integrate web application with Active Directory Federation Services the ICT service owner needs to follow below diagram and provide filled in forms for further processing and acceptance.



Frontex will provide the annexes upon the Contractor request.

### 5.3. References

1. Frontex Security Notice No. 13/2016 Frontex Information System Security Policy, Policy on ICT systems access management (Reg. No 22952, Ref: CGO/ICT/FRLA/22952/2016)
2. The European Commission Standard on Access Control and Authentication (HR.DS5/GV/ac ARES (2011) 675291
3. The European Commission Guidelines on Access Control and Authentication (HR.DS5/GV/ac ARES (2011) 940807)

## 6. Opera 2 application

The Opera 2 application is deployed in the Frontex Open and DMZ security zones.

It follows N-layer application architecture<sup>1</sup>. It is implemented using the MVC design pattern on top of Microsoft's on-premise product stack using ASP.NET and AngularJS.

The Opera 2 application layers and their corresponding technologies are listed in the table below:

Layer	Opera 2 HTML5
User interface layer	Language: JavaScript Technology: AngularJS Control Library: Telerik Kendo UI Development Pattern: MVC / MVVM Layout styling: - Kendo Themes - Bootstrap - Less/CSS
Business layer	Microsoft Enterprise Library 6
Data layer	Microsoft Entity Framework 6

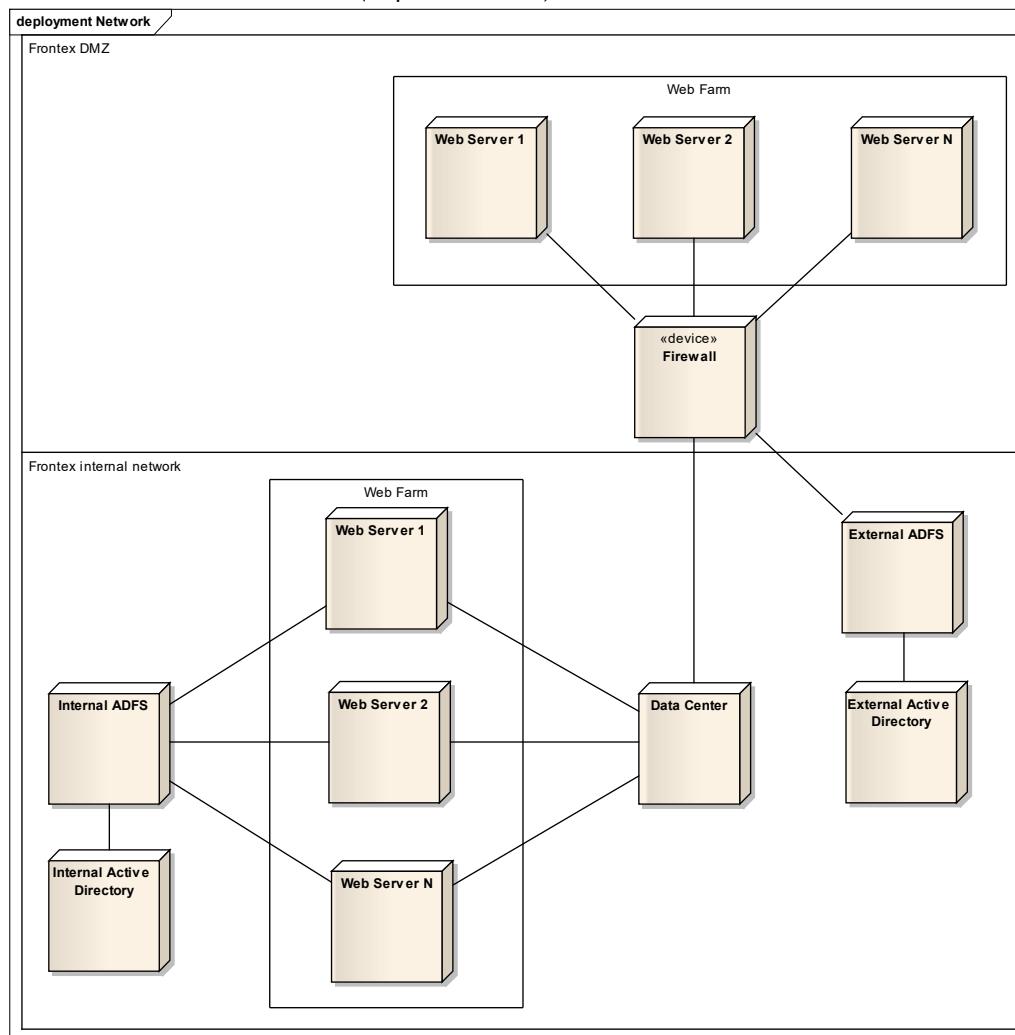
<sup>1</sup> <https://docs.microsoft.com/en-us/dotnet/standard/modern-web-apps-azure-architecture/common-web-application-architectures#traditional-n-layer-application-architectures>

The list below presents the most prominent technology components used for the development of the server and client parts of Opera 2:

1. Microsoft SQL Server Enterprise 2017 AlwaysOn - the application database
2. Microsoft Internet Information Services 7.5 - the application server
3. jQuery 2 - the application HTML document traversal and manipulation, event handling, animation, and Ajax
4. SinglaR 2.1.2 - the application real-time web framework allows sending data from the server to all connected clients
5. .NET Reactor 4.5 - the application code protection mechanism
6. JSNLog 2- the application event logging module
7. AngularJS 1.5 - the application framework providing MVC architecture
8. Telerik Kendo UI 2016.x - the application client-side widgets
9. Less 2.1.0 - the application CSS styling framework
10. TypeScript 1.6 - the application intermediate language
11. Bootstrap 3 - the application web UI toolbox

The Opera 2 application is used via MS IE11 and Firefox through HTTPS.

The diagram below depicts an indicative technical architecture of Opera 2. There are two main network elements: DMZ network and Frontex internal network ("Open" network).



The DMZ is accessed by external users and consists of web farm containing 2 web servers. They deliver application and to provide supporting services. All communication to the internal network goes through the firewall. External users in course of authentication use ADFS which uses External Active Directory. Application uses the Data Centre as a data storage device. The diagram presents it as a one box but it is actually a set of elements supporting the storage of the various types of data such as:

- database containing application data,
- database containing common elements such as documents, messages, etc.
- database supporting session storage,
- database supporting authorization.

Internal Frontex users also use a web farm of 2 web servers. Its role is exactly the same as the one for external users. These deliver application and its supporting services. The system in this case uses internal active directory and dedicated ADFS. Application for internal users will use the same Data Centre as the one for external users.

For more technical information please refer to:

- a) OPERA stage 2 Technical Design Documentation (OPERA2-TDD-01.01)
- b) Technical Design Document Conversion of OPERA 2 to HTML5 (OPERA\_HTML5-TDD-01.00)

## 7. Re-usable software components

### 7.1. Dictionary management

Frontex maintains dictionaries with the IT systems chosen as the authoritative source of a given set of dictionaries. For instance the list of Member States and Schengen Associated Countries is maintained in the JORA database. Any new application covering a specific business domain shall:

1. Enable defining, managing (GUI with dictionary management) and sharing (preferably REST API using JSON serialization) dictionaries unique specific to its business domain;
2. Consume dictionaries from other sources (employing available API);
3. Refrain from duplicating any dictionaries that are already managed and served elsewhere in Frontex.

At minimum the following - already established - dictionaries shall be consumed through API:

1. From the Opera system
  - a. Assets, Technical Equipment
2. From the MyFX system (based on SharePoint Term Store Management)
  - a. Border Management
  - b. Complaints, Complaint Allegation Types
  - c. Geography
  - d. ICT, Business Process
  - e. ICT, Enterprise Architecture
  - f. ICT, ICT Technologies
  - g. Operational Events
  - h. Organization, Budget Lines
  - i. Organization, Competencies
  - j. Organization, Country
  - k. Organization, Country - EU & SAC
  - l. Organization, Diploma type
  - m. Organization, Document type
  - n. Organization, File Plan
  - o. Organization, Knowledge Domains
  - p. Organization, Language
  - q. Organization, Language - EU
  - r. Organization, Language proficiency level
  - s. Organization, Nationality
  - t. Organization, Nationality EU & SAC
  - u. Organization, Portfolio
  - v. Organization, Program of Work
  - w. Organization, Project Phase
  - x. Organization, Project Scale
  - y. Organization, Retention Status
  - z. Organization, Security Levels
  - aa. Organization, Site Type
  - bb. Organization, Source of Information
  - cc. Organization, Structure
  - dd. Organization, Studies length
  - ee. Organization, Studies type
  - ff. People, Department
  - gg. People, Job Title
  - hh. People, Location
3. From the JORA system
  - a. Type of falsification
  - b. Airport
  - c. Airline
  - d. Abran Document Category
  - e. Abran Document Type
  - f. Log Entry Type
  - g. Log Entry Subject
  - h. Log Entry Source Type

4. From EUROSUR system:

- a. Irregular Migration Type
- b. Irregular Migration, Role of person
- c. Related cross-border crime
- d. Irregular Migration, Event, Origin
- e. Irregular Migration, Event, Device
- f. Irregular Migration, Event, Zone
- g. Irregular Migration, Event, Confidence
- h. Irregular Migration, Action, Type
- i. Irregular Migration, Action, Means Used
- j. Irregular Migration, Action, Property Type
- k. Irregular Migration, Event, Crisis Type

Note that the above-listed dictionaries may evolve and the list will be updated during each system (re-)design phase. Still Frontex will assess the each application design put forward in the aspect of implementation of dictionaries.

## 7.2. Access Management

Each new or updated user-facing system shall support ADFS-based authentication (SAML 2.0-based claims are supported). Web-based applications shall provide claims configuration to be implemented in the Frontex ADFS. Frontex will provide Active Directory-derived identity attributes required to construct claims.

For authorization purposes applications shall be able to:

- store user role definitions in its database and - alternatively -
- consume roles from a central Identity Management System (or an appointed SQL DB holding roles assignments).

In either case applications shall implement role-based access mechanisms.

Effectively the authorization in the web applications shall be based on the meta-data coming with the claim, composed of AD and IDM attributes. The business logic shall exercise access control based on that information.

## 7.3. Notification management

Each new or updated system requiring issuing external notifications to users (e.g. through e-mail, SMS, Chat or social media) shall be able to submit these notification through a web services.

Frontex will provide the description of the notification API along with the description of available communication channels.

Should a new or updated application require notifications, it shall be delivered with message templates, distribution lists, originator tag and validation rules for variables (if these are required). The application will need to retain the notification log and required relationships to the originating business logic. The notification service will not provide these features.

## 8. ICT products in use

### 8.1. Hardware

The core components of the current technological baseline at Frontex are as follows:

- Printers
  - Canon imageRUNNER ADVANCE C5250i
  - CANON IRAC5045i
  - HID FARGO HDP5000 ID Card Printer and Encoder
  - HP LaserJet Enterprise M506dn
  - HP Color LaserJet CM2320fxi MFP
  - HP Color LaserJet CM6040 MFP
  - HP Color LaserJet CP1515n
  - HP Color LaserJet CP3525
  - HP LaserJet 500 color M552
  - HP LaserJet CP1525N
  - HP T1200ps
- Workstations
  - LIFEBOOK E734 / E736
  - Lenovo T410 / T450S
  - HP 6000
  - HP Z400
  - Fujitsu p7935 e-star 4
  - FSC Esprimo p5915
  - HP 8530p plus
  - HP 2530
  - HP 2540p
  - FSC lifebook E8420
  - HP 2560p
  - HP 8530p
  - HP 8540p
  - HP compaq nx 7300
  - HP screens 24" and 17"
  - DELL screens 24"
  - Apple iPad
  - HP blade workstations and HP thin clients (HP 620 and HP620Plus)
- Networking:
  - Cisco routers and switches
  - Cisco wireless controllers and access points
  - Firewalls (not disclosed in this document)
- IP Telephony system based on Cisco unified communications solution including Cisco Unified Communication Server cluster, Unity Connection, Presence Servers, CCX and Enterprise Attendant Console applications
  - Cisco IP Phone 8845
  - Cisco cp-9971-c w/camera
  - Cisco cp-7937g
  - Cisco unified ip phone 7945
  - Cisco unified ip phone 7965
  - Cisco unified ip phone 7975
  - Cp-7921g-e-k9
  - Cp-7925g-e-k9
  - Cisco ip phone cp-7942g
- Audio Video Conferencing:
  - Tandberg 1700MPX

- Cisco Tandberg Profile 55" Dual with C60 MultiSite
- Cisco SX20 with MultiSite
- Cisco SX80
- Cisco MX200 with MultiSite
- Cisco MX700 with MultiSite

● Servers:

- HP ProLiant BL460c G6
- HP ProLiant BL460c Gen 8
- HP ProLiant BL860c Itanium
- HP ProLiant DL360 Gen 8
- HP ProLiant DL360 Gen 9
- HP ProLiant DL320
- HP ProLiant DL360 G5
- HP ProLiant DL360 G7
- Lenovo Flex System x240-M5
- IBM X3550 M4
- APPLE, XSERVE, MB449

● Storage:

- HP 3Par 7400
- HP EVA 8100
- HP MSA 15000
- CuttingEdge Disk Appliance 4U
- Apple disk array

● Encryptors and appliances:

- Encryptors (not disclosed in this document)
- ESRI Data Appliance

● Other devices

- Beamers
- Electronic whiteboards
- Voice recorders
- CD/DVD duplicators
- Data sanitizers
- Sound and presentation systems
- Scanners
- Business card readers

● Mobile devices:

- Standard and smart phones
  - Apple iPhones (4, 4S, 6S, 6S Plus)
  - Nokia Lumia (800, 820, 925, 610, 620)
  - Nokia (206, C5-00, 300, 302)
- Apple iPad (2,3,4, Air, Air 2, mini, mini 2, mini 3)

● Data Center environment:

- Schneider-Electric UPS Galaxy 7000
- Schneider-Electric In-Row Cooling system
- Schneider Electric CRAC cooling system
- Uniflaire Chiller system
- APC rack system SX AR 3350
- Inergen based fire suppression system
- VESDA (Very Early Smoke Detection System)

## 8.2. Software and integrated systems

- Network management software including Cisco products like LMS, CMS, QPM and WCS
- Cross connects in IDF and Data Centre
- Virtualization platform VMware vSphere 5.5. with vCenter Server
- MS Windows Server 2012R2, 2016
- RHEL
- MS Exchange Server 2016
- MS SQL 2008, 2012, 2017
- MOSS 2010
- Skype for Business (former MS Lync 2013)
- VDI Infrastructure based on VMware Horizon View 6.0
- JBoss
- MS SharePoint Enterprise 2013 and 2016
- Wizdom (from Webtop)
- GetOrganized (from Netcompany)
- Wiki Plus (from KwizCom)
- Ubuntu v.12
- Microsoft System Center Configuration Manager 2012
- Microsoft System Center Operations Manager 2012
- Antivirus software (not disclosed in this document)
- IIS version 6.0, 7.0 and 7.5
- Mac OS
- Cisco Tandberg Audio Video System
- Backup and replication system - not disclosed
- Service Desk ManageEngine v.9
- MS AD and ADFS
- Microsoft Silverlight - no further development planned
- Email and disk encryption - not disclosed
- ESRI ArcGIS Server 10 with extensions
- ESRI ArcGIS Desktop with extensions
- Portal for ArcGIS
- SAS V9.4 (Base, SQL, ODS, STAT, Enterprise Guide, plus macro programming) and Visual Analytics
- MS Office 2013
- Office 365 E3
- MS Visio 2013
- MS Project 2013
- MS OneDrive for Business
- Sparx Enterprise Architect

- ARIS Business Designer, Business Architect, Publisher and Server v.7.2
- MS Visual Studio 2013 Ultimate
- Telerik Test Studio
- Angular 2
- Microsoft Team Foundation Server (TFS) 2015
- Microsoft Test Manager
- Telerik Kendo UI
- Telerik Fiddler
- LLBLGen Pro
- SoapUI
- Microsoft Baseline Security Analyser
- Nmap
- ZapProxy
- Burp suite
- BinScope
- CAT.NET
- jQuery
- Less
- SignalR
- .NET Reactor
- NDepend
- TypeScript
- Bootstrap
- osTicket
- Grunt
- JSNLog
- Adobe Acrobat Reader, Adobe Acrobat DC, Acrobat Standard, CS6, eLearning
- Camtasia Studio
- Prezi Desktop
- Serif WebPlus
- TeamViewer
- Total Commander
- StruxureWare Data Centre Operation
- StruxureWare Data Centre Expert
- Web browsers:
  - Internet Explorer v11
  - Mozilla Firefox ESR 52
  - Mobile Safari (current)

- Citrix XenMobile
- Mobile OS:
  - Windows Phone
  - Apple iOS
  - Google Android
  - Nokia Symbian
- Digital Certificates
  - X.509 PKI standard certificates for email signature and encryption. Used by limited number of staff members and functional mailboxes

## 9. Planned candidates for ICT Baseline

The following items may be officially included into ICT Baseline in near future:

- MS SharePoint 2016
- Wizdom Intranet (from Webtop company)
- GetOrganized (from Netcompany)
- Debian
- FileZilla, FTP software
- Vsftpd, FTP server 3.0.2
- Nginx, web server 1.8.0
- Tomcat, web application server 7.0.40
- Jetty, Web Application server 7.6.2
- Lucene, index and search engine 4.7.0
- Ffmpeg, video/audio transcoding 2.3.3-patched
- ImageMagick, image transcoding 6.8.9-9
- Adobe InDesign server, page design and layout toolset CS6 CC2014
- 2imagine online
- VMware vSphere 6.5

# OPERA system

## Appendix 10.10 Business Architecture ver.2

Done at Warsaw  
16/02/2018



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## 2. Introduction

### 2.1. Document scope

The intent of this document is to present the target business architecture that should be addressed by the Opera system project. The document contains all business capabilities and mapped to them business processes identified during the analysis and related to resources management in the scope of operational activities. The business capabilities describe the general activity performed by the Frontex in the scope of operational resource management. The processes are designed a desired, “to be” processes and they were prepared based on new Frontex Regulation, existing processes maps from Quality Management System QMS and workshops with members of SWG and other invited subject matter experts.

The business processes are described by maps of workflow presented on diagrams and below diagrams a list of process tasks and other elements is presented. Additionally, for each process task which is supported by the system, a list of functional requirements is presented. In some cases the same or similar functionality should be used in different business tasks so the requirements for such functionalities are linked with more than one process tasks and they are repeated for different tasks. Order of the requirements is alphabetical and it does not reflect any priorities nor importance of the requirements.

This document together with accompanying document Opera System Functional Requirements comprise a main scope of Opera system and the documents can be used as an input for Feasibility Study and future development of the system.

### 2.2. List of Acronyms

Please refer to the Appendix 10.11 Opera System Business Glossary

### 3. Organisational Structure

The Frontex organizational structure presented in the figure below was applied for modelling all processes in the Business Architecture. A new organization structure is presented in the ToR. The Business Architecture will be adjusted according to new organization structure before starting of OPERA system project. The next version of Business Architecture should not have major impact on the work effort and business requirements.

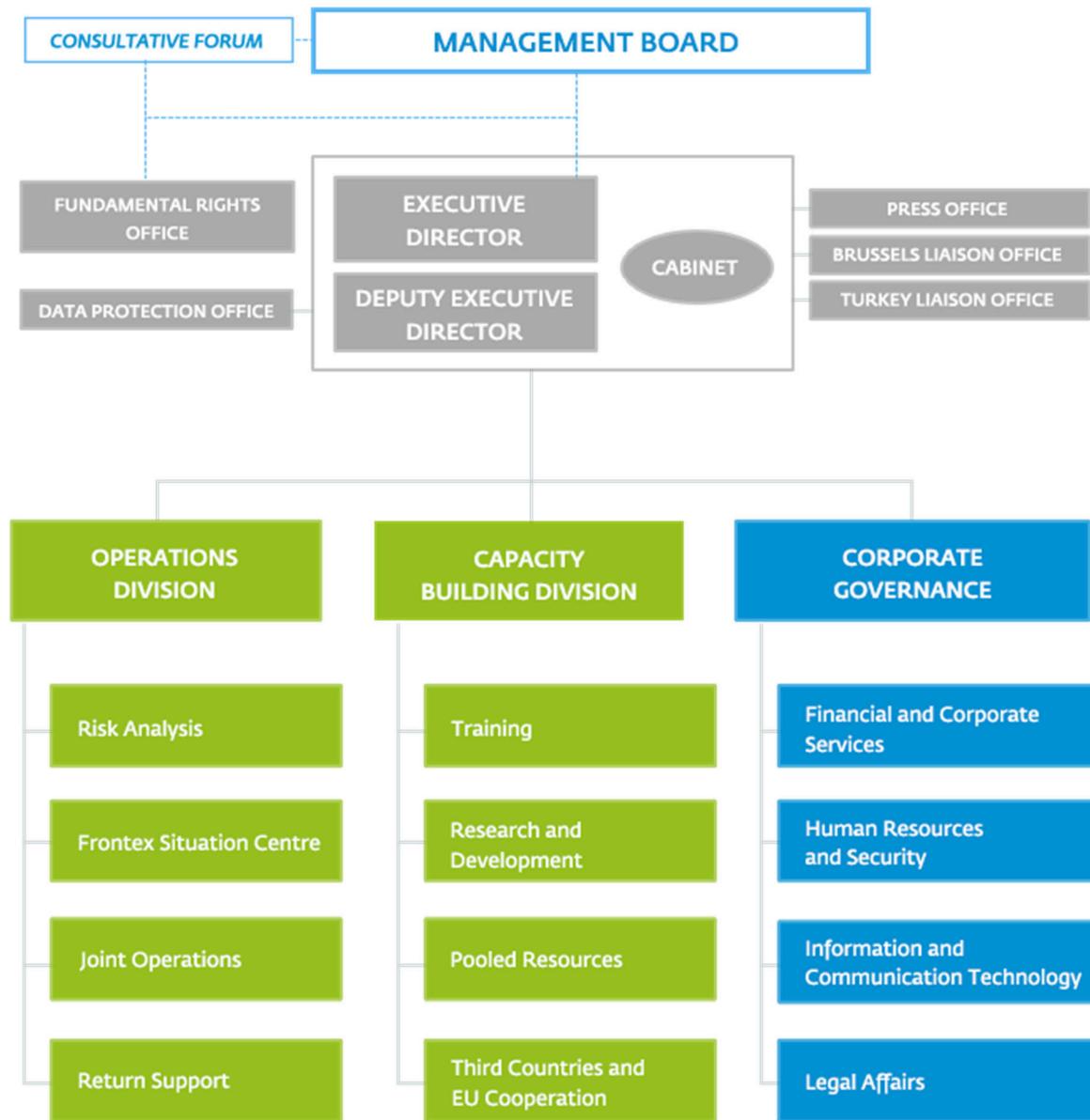


Figure 1: Frontex Organizational Structure

## 4. Business Capabilities

### 4.1. Business Capabilities Model

The following Business Capabilities Model describes the major business capabilities to be supported by Opera system in a target situation. The model presents the status of the specific business capabilities by indicating which capabilities are already fully or partially supported by Opera 2 and which ones are entirely new.

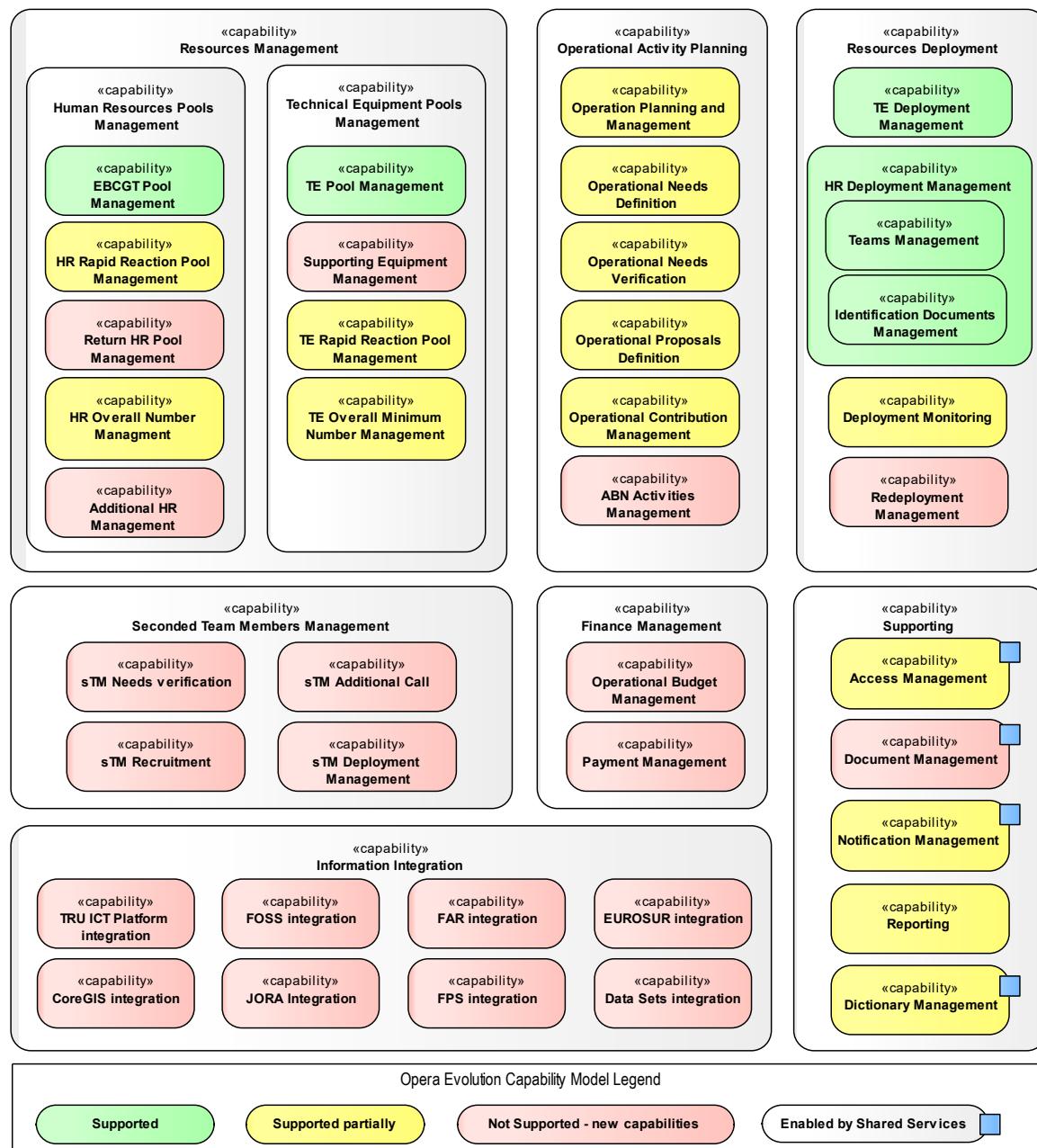


Figure 2: Business Capability Map

## 4.2. Business Capabilities description

The table below contains the detailed descriptions of business capabilities.

Capability Name	Capability Description
<b>Human Resources Pools Management</b> - the ability to manage the data related to experts in the scope of general information, personal details, profiles, skills, trainings management, availability, deployment history, attached documents, personal equipment/weapons and allocation to pools.	
EBCGT Pool Management	Ability to manage the data related to border guards and their profiles, trainings and allocation to EBCGT pool.
HR Rapid Reaction Pool Management	Ability to maintain the border guard resources foreseen to be used in the rapid border interventions. The capability includes also the definition of the minimum overall number of border guards for Rapid Reaction pool and the minimum number of border guards allocated to the specific rapid reaction profiles.
Return HR Pool Management	Ability to maintain the border guard resources foreseen to be used in the return operations. The ability includes also the definition of the minimum overall number of border guards for Return HR pool and the minimum number of border guards allocated to the specific return profiles.
HR Overall Number Management	Ability to define and manage overall general number of border guards and to keep HR pool for EBCGT and return HR pools populated and ready for deployments.
Additional HR Management	Ability to set up Additional HR pool and maintain the additional staff with Member States/Schengen Associated Country contribution made available for Frontex operations.
<b>Technical Equipment Pools Management</b> - ability to manage data related to technical assets in the scope of general information, specifications, availability, additional requirements, operational area and allocation to pools.	
TE Pool Management	Ability to manage all data related to Member State and Frontex Technical Equipment which is made available for Frontex operations in the scope of Technical Equipment Pool.
Supporting Equipment Management	Ability to manage all technical items (ICT Equipment, mobile communication equipment, expendable equipment, logistic equipment) owned by Frontex which are used during joint operations, return activities or interventions but not included in the Technical Equipment Pool.
TE Rapid Reaction Pool Management	Ability to manage the technical equipment foreseen to be used in the rapid border interventions.
TE Overall Minimum Number Management	Ability to define and maintain the overall minimum number of specific type of technical asset available per month/s in the scope of Technical Equipment Pool and Rapid Reaction Equipment pool.
<b>Operational Activity Planning</b> - ability to manage all data related to the operational activity definition, data related to the operational needs definition and MS contributions for the operational activity (joint, rapid, return).	
Operation Planning and Management	Ability to define the Operation Plan for the operational activity and to plan, implement and evaluate the operational activity.
Operational Needs Definition	Ability to plan, define and manage required resources (human and technical) for the operational activity managed by Frontex.
Operational Needs Verification	Ability to verify, report and publish required resources (human and technical) for the operational activity managed by Frontex.
Operational Proposals Definition	Ability to define and communicate the proposal of resources (human and technical) offered by Member States/Schengen Associated Country on the basis of defined operational needs.

Capability Name	Capability Description
Operational Contribution Management	Ability to select HR/TE resources from proposals provided by Member States/Schengen Associated Countries and to negotiate and confirm with them the contribution for selected resources.
ABN Activities Management	Ability to manage all actives related with scheduling, organization, reporting and evaluating of Annual Bilateral Negotiations meetings.
<b>Resources Deployment</b> - ability to manage all data related to the deployment of the specific human resources or technical equipment for the operational activity (joint, rapid, return) and monitor the situation.	
TE Deployment Management	Ability to deploy and manage the deployment of all technical resources contributed by Member States/Schengen Associated Countries or provided by Frontex for operational activity.
HR Deployment Management	Ability to deploy and manage the deployment of all human resources contributed by Member States/Schengen Associated Countries or provided by Frontex for operational activity.
Operational Teams Management	Ability to compose the operational team from the border guards selected and approved to be deployed.
Identification Documents Management	Ability to manage, print (using the existing type of printer in Frontex - Fargo HDP5000), issue the secure identification documents required for having by border guards deployed during operational activity.
Deployment Monitoring	Ability to keep the situational awareness of ongoing operational activity by collecting the reports on deployed resources, viewing the details of deployed resources, browsing their deployment on the map and generating reports on budget consumption, resources deployment and resources availability.
Redeployment Management	Ability to prepare and agree with Member States/Schengen Associated Countries and other operational managers a redeployment plan for deployed resources.
<b>Seconded Team Members Management</b> - ability to manage the activity of needs definition, recruitment and deployment of Seconded Team Members.	
sTM Needs Verification	Ability to define and verify the required profiles for Seconded Team Members.
sTM Recruitment	Ability to prepare a reserve list of Seconded Team Members on MS/SAC proposals for new candidates and confirmations of availability for Seconded Team Members selected during previous two years.
sTM Additional Call	Ability to collect MS/SAC proposals and select new Seconded Team Members in case of additional needs emerged during implementation of operational activities.
sTM Deployment Management	Ability to manage Seconded Team Members deployments and their availability by preparing and negotiating individual deployment proposals and maintaining reserve list and deployment plan.
<b>Finance Management</b> - ability to manage and monitor data related to the definition of budget for operational year, budget lines, detailed estimated budget, requests for pre-financing, interim and final payments.	
Operational Budget Management	Ability to plan and specify the budget for the specific operational year.
Payment Management	Ability to prepare and approve Grant Agreements for the operational year and manage all requests for pre-financing and interim/final payments.

Capability Name	Capability Description
<b>Supporting</b> - the enabling and supporting capabilities. Includes Access management, Document Management, Notification Management, Reporting, Dictionary Management.	
Access Management	Ability to define, update and remove the access rights to Opera application for system users (internal users from Frontex and external users from Member States/Schengen Associated Countries). There is a need to leverage ICT integrated and shared services during enabling this capability.
Document Management	Ability to define, record, store, and manage all documents in one central repository used by Frontex Document Management system based on Microsoft SharePoint with respect to reuse of metadata, security rules, templates. There is need to leverage ICT integrated and shared services during enabling this capability.
Notification Management	Ability to create, send and manage different types of notifications distributed by e-mail and notification board to the specific system users on the basis of configuration. There is a need to leverage ICT integrated and shared services during enabling this capability.
Reporting	Ability to generate, save reports' parameters for reuse and export different types of reports supporting the human resources management, technical management, operational planning and resource deployment related activities.
Dictionary Management	Ability to create, update, configure and remove different types of data lists and data items used to characterize the information managed by system. There is a need to leverage ICT integrated and shared services during enabling this capability.
<b>Information integration</b> - the ability to integrate and data exchange with other IT systems.	
FOSS Integration	Ability to notify Frontex One-Stop-Shop administrator of requested user account and access rights based on access rights information provided with deployment details for human resources.
FAR Integration	Ability to browse return operations and return HR profiles, requested by MS/SAC via system Frontex Application for Returns.
EUROSUR Integration	Ability to expose all information about new/updated data on assets and operations definition (and related dictionaries) to EUROSUR application.
TRU ICT Platform Integration	Ability to integrate data on list of human resources nominated for trainings, type of trainings, training details and result of trainings between OPERA and TRU ICT Platform.
CoreGIS Integration	Ability to present the technical and human resources on the geographical maps based on planned deployment location and real deployment location.
JORA Integration	Ability to expose data on assets and operations (and related dictionaries) to JORA application.
FPS Integration	Ability to expose data on assets and operations (and related dictionaries) to Frontex Positioning System.
Data Sets Integration	Ability to make available all non-sensitive business data in the read only mode for other business users (RAU, VAU, FSC) in order to create their own specific data sets and perform different analytical activities using other analytical tools (SAS solution).

## 5. Business Processes

### 5.1. Business Processes Architecture

All business processes and sub processes in the scope of Opera system are presented below on a Business Processes Architecture diagram.

Left upper part of architecture diagram presents processes related to management of the HR/AHR and TE/SE pools such as configuration of the pools, providing a proper training to HR/AHR and keeping situational awareness on resources.

Left lower part of architecture diagram presents processes related to planning of operational budgets and resources, Annual Bilateral Negotiations and Seconded Officers recruitment.

The processes related to operational finances management are presented in the right upper part of the diagram whereas processes related to implementation of operational activities for joint operations and returns and management of resources deployments are presented in the right lower part.

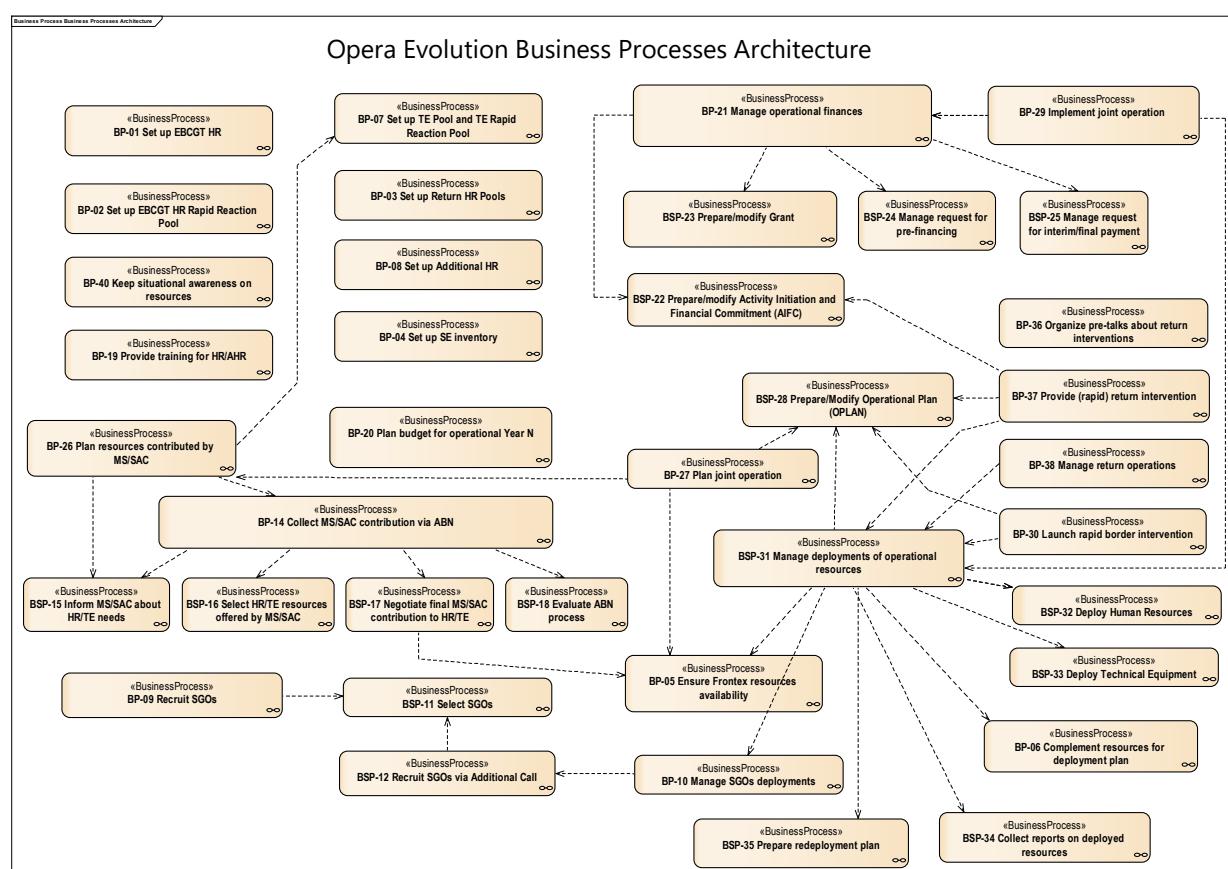


Figure 3: Business Processes Architecture

### 5.1.1. Pooled Resources

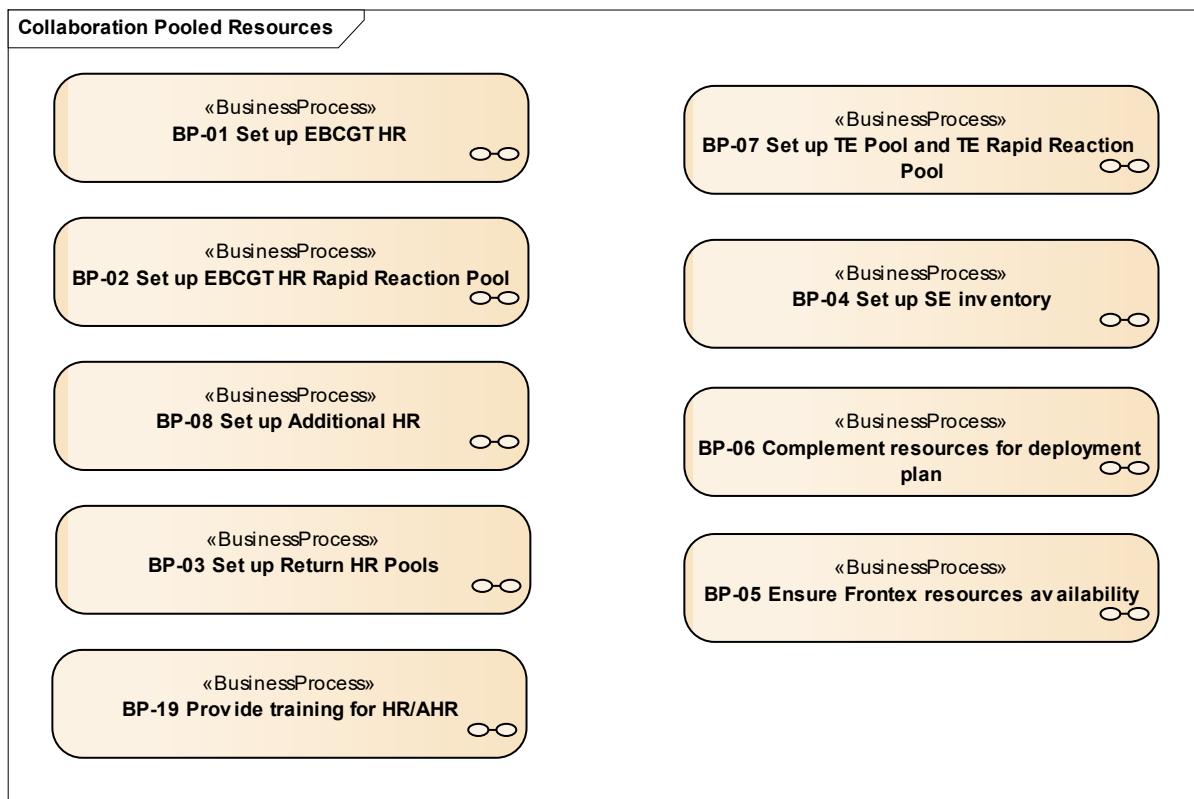


Figure 4: Pooled Resources

Name:	<b>BP-01 Set up EBCGT HR</b>
Type:	BusinessProcess

Name:	<b>BP-02 Set up EBCGT HR Rapid Reaction Pool</b>
Type:	BusinessProcess

Name:	<b>BP-08 Set up Additional HR</b>
Type:	BusinessProcess

Name:	<b>BP-03 Set up Return HR Pools</b>
Type:	BusinessProcess

Name:	<b>BP-19 Provide training for HR/AHR</b>
Type:	BusinessProcess

Name:	<b>BP-07 Set up TE Pool and TE Rapid Reaction Pool</b>
Type:	BusinessProcess

Name:	<b>BP-04 Set up SE inventory</b>
Type:	BusinessProcess

Name:	<b>BP-06 Complement resources for deployment plan</b>
Type:	BusinessProcess

---

Name:	<b>BP-05 Ensure Frontex resources availability</b>
Type:	BusinessProcess

---

### 5.1.2. Seconded Guest Officers SGO

Name: Seconded Guest Officers SGO  
 Package: Seconded Guest Officers SGO  
 Version: 1.0  
 Author: Tomasz Olędzki

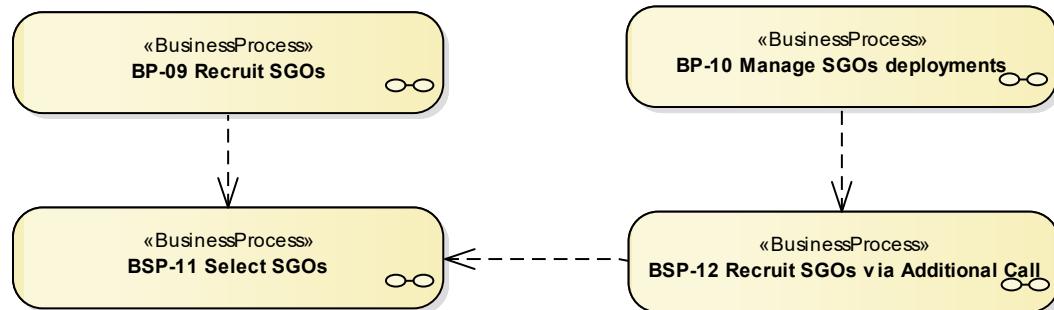


Figure 5: Seconded Guest Officers SGO

Name:	<b>BP-09 Recruit SGOs</b>
Type:	BusinessProcess

---

Name:	<b>BP-10 Manage SGOs deployments</b>
Type:	BusinessProcess

---

Name:	<b>BSP-11 Select SGOs</b>
Type:	BusinessProcess

---

Name:	<b>BSP-12 Recruit SGOs via Additional Call</b>
Type:	BusinessProcess

---

### 5.1.3. Annual Bilateral Negotiations ABN

Name: Annual Bilateral Negotiations ABN  
 Package: Annual Bilateral Negotiations ABN  
 Version: 1.0  
 Author: Tomasz Olędzki

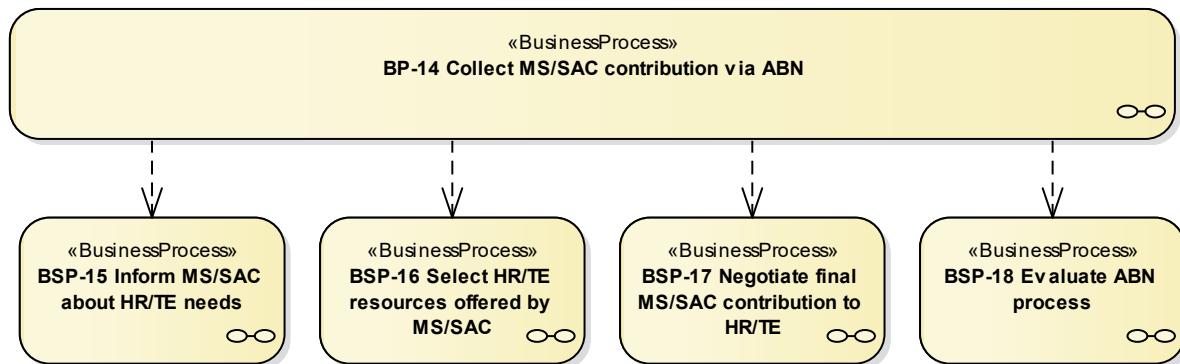


Figure 6: Annual Bilateral Negotiations ABN

Name:	<b>BP-14 Collect MS/SAC contribution via ABN</b>
Type:	BusinessProcess

Name:	<b>BSP-15 Inform MS/SAC about HR/TE needs</b>
Type:	BusinessProcess

Name:	<b>BSP-16 Select HR/TE resources offered by MS/SAC</b>
Type:	BusinessProcess

Name:	<b>BSP-17 Negotiate final MS/SAC contribution to HR/TE</b>
Type:	BusinessProcess

Name:	<b>BSP-18 Evaluate ABN process</b>
Type:	BusinessProcess

### 5.1.4. Operational activity planning

Name: Operational activity planning  
 Package: Operational activity planning  
 Version: 1.0  
 Author: Tomasz Olędzki

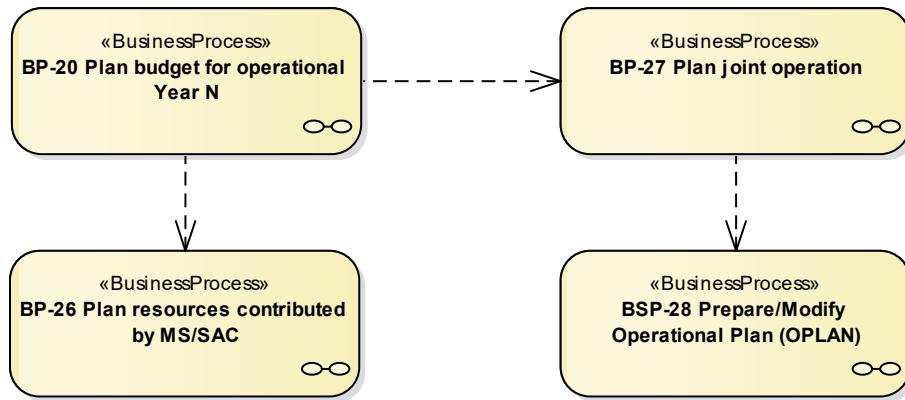


Figure 7: Operational activity planning

---

Name:	<b>BP-20 Plan budget for operational Year N</b>
Type:	BusinessProcess

---

Name:	<b>BP-26 Plan resources contributed by MS/SAC</b>
Type:	BusinessProcess

---

Name:	<b>BP-27 Plan joint operation</b>
Type:	BusinessProcess

---

Name:	<b>BSP-28 Prepare/Modify Operational Plan (OPLAN)</b>
Type:	BusinessProcess

---

### 5.1.5. Operational activity implementation

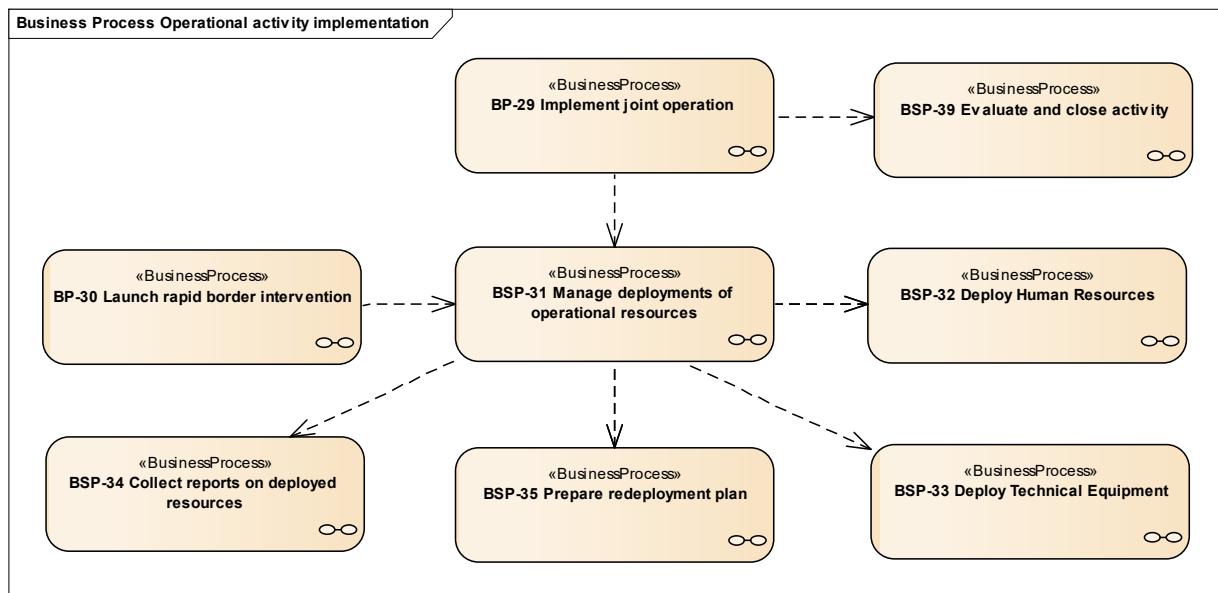


Figure 8: Operational activity implementation

Name:	<b>BP-29 Implement joint operation</b>
Type:	BusinessProcess

Name:	<b>BP-30 Launch rapid border intervention</b>
Type:	BusinessProcess

Name:	<b>BP-31 Manage deployments of operational resources</b>
Type:	BusinessProcess

Name:	<b>BP-32 Deploy Human Resources</b>
Type:	BusinessProcess

Name:	<b>BP-33 Deploy Technical Equipment</b>
Type:	BusinessProcess

Name:	<b>BP-34 Collect reports on deployed resources</b>
Type:	BusinessProcess

Name:	<b>BP-35 Prepare redeployment plan</b>
Type:	BusinessProcess

Name:	<b>BP-39 Evaluate and close activity</b>
Type:	BusinessProcess

### 5.1.6. Return support operations

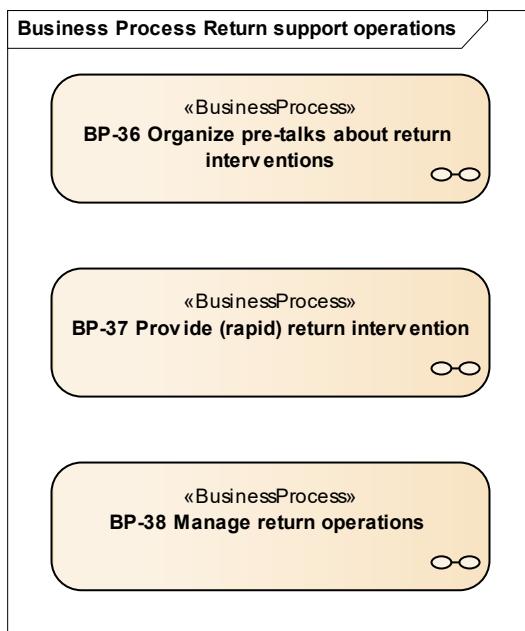


Figure 9: Return support operations

Name:	<b>BP-36 Organize pre-talks about return interventions</b>
Type:	BusinessProcess

Name:	<b>BP-37 Provide (rapid) return intervention</b>
Type:	BusinessProcess

Name:	<b>BP-38 Manage return operations</b>
Type:	BusinessProcess

### 5.1.7. Operational finances management

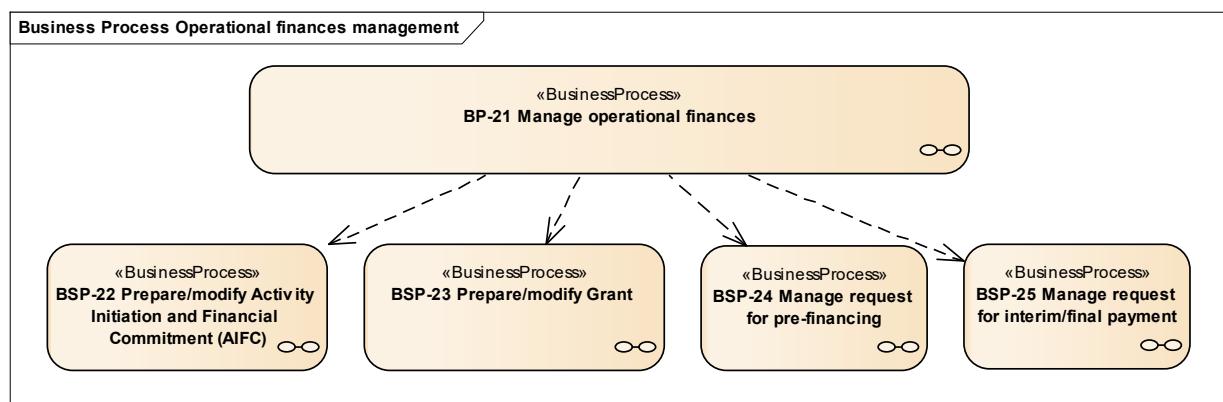


Figure 10: Operational finances management

Name:	<b>BP-21 Manage operational finances</b>
Type:	BusinessProcess

Name:
Type:

**BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)**  
BusinessProcess

Name:
Type:

**BSP-23 Prepare/modify Grant Agreement**  
BusinessProcess

Name:
Type:

**BSP-24 Manage request for pre-financing**  
BusinessProcess

Name:
Type:

**BSP-25 Manage request for interim/final payment**  
BusinessProcess

### 5.1.8. Situational awareness

Name: Situational awareness  
Package: Situational awareness  
Version: 1.0  
Author: Tomasz Olędzki

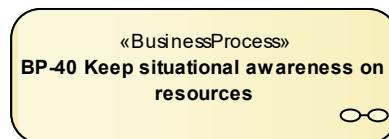


Figure 11: Situational awareness

Name:
Type:

**BP-40 Keep situational awareness on resources**  
BusinessProcess

### 5.1.9. Business Processes Timeline

Business Processes Timeline diagram presents selected business processes on simple timeline in order to provide a quick view on time dependencies between the processes.

The left part of diagram presents processes which are performed in year N-1 preceding operational Year N. These processes are related mainly to planning resources and budgets and collecting contribution from MS/SAC.

The right part of diagram presents processes which are performed in operational year N and they are related to implementing joint operations, launching border or return interventions, managing resources deployments, managing operational finances and keeping situational awareness on resources.

## Opera Evolution Business Processes Timeline

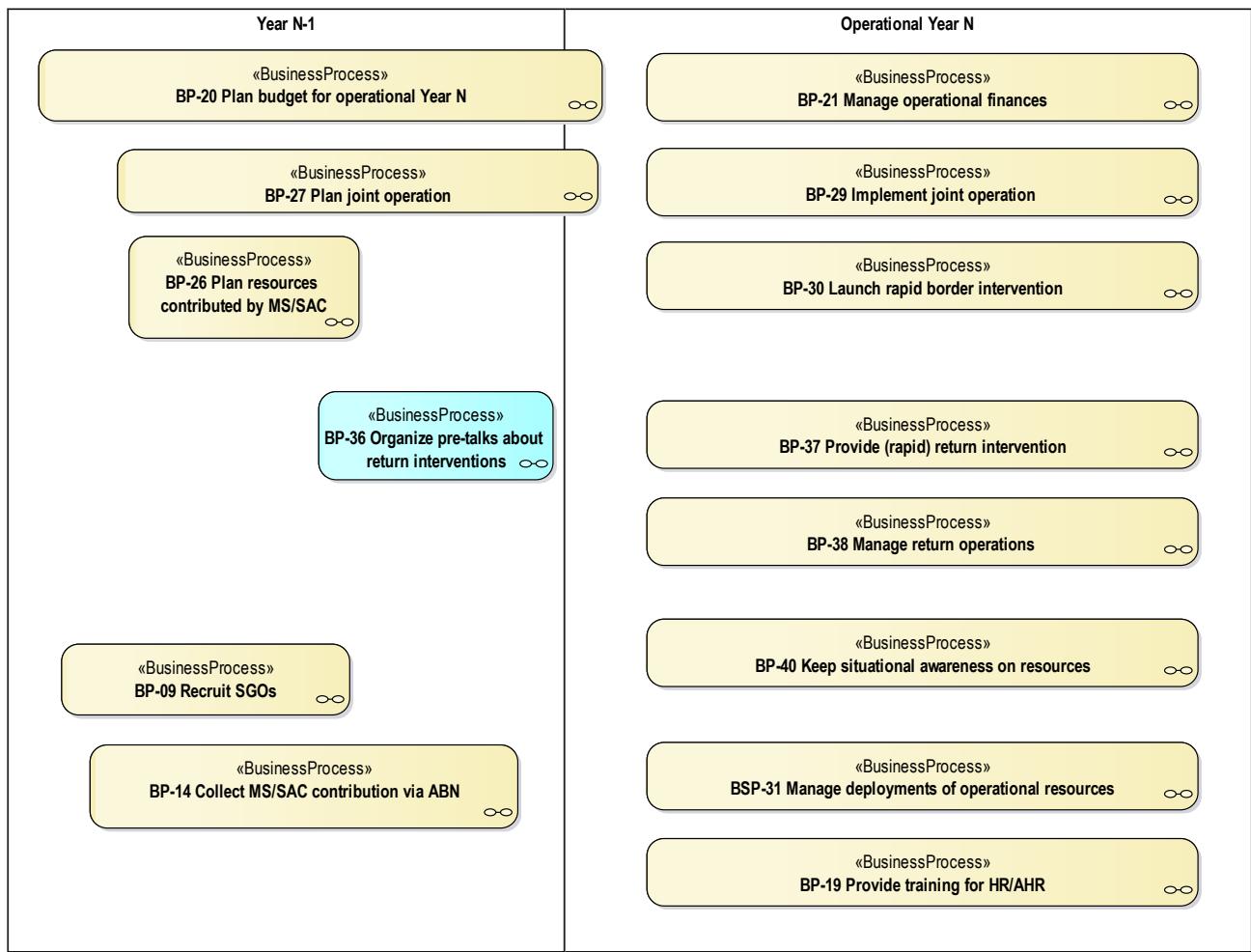


Figure 12: Business Processes Timeline

Name:	<b>Operational Year N</b>
Type:	Lane

Name:	<b>Year N-1</b>
Type:	Lane

## 5.2. Capacity Building Processes

This chapter contains maps of business processes which are in responsibility of Pooled Resources Unit and Training Unit from Capacity Building Division. The processes are related to management of HR and TE pools, ensuring availability of resources provided by MS/SAC or Frontex and providing training.

### 5.2.1. Pooled Resources

#### 5.2.1.1. BP-01 Set up EBCGT HR

The goal of the process is to set up EBCGT HR pool parameters such as EBCGT profiles, their definitions and overall number of HR based on MB decision.

Name: BP-01 Set up EBCGT HR  
 Package: BP-01 Set up EBCGT HR  
 Version: 1.0  
 Author: Tomasz Olędzki

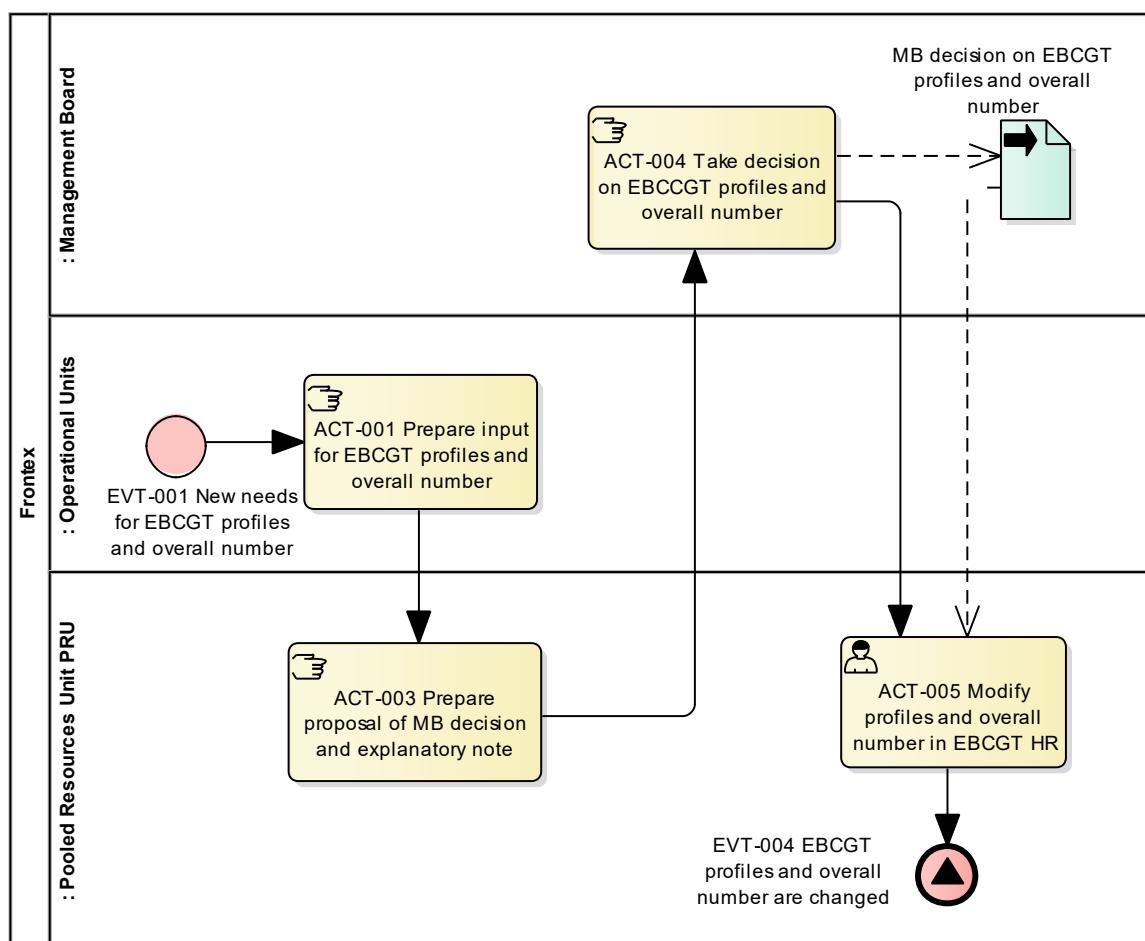


Figure 13: BP-01 Set up EBCGT HR

Name:	Frontex
Type:	Pool

Name:	Operational Units
Type:	Lane

Name:	ACT-001 Prepare input for EBCGT profiles and overall number
-------	---

Type:	Activity
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---

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

---

Name:	<b>ACT-003 Prepare proposal of MB decision and explanatory note</b>
Type:	Activity

---

Name:	<b>ACT-005 Modify profiles and overall number in EBCGT HR</b>
Type:	Activity

---

RQ.5001 System allows PRU user to create or modify EBCGT profiles and overall number of EBCGT HR.

---

RQ.5002 System allows PRU user to indicate which MB decision is a basis for changes in EBCGT profiles and overall number.

---

RQ.5004 System allows PRU user to indicate which new or changed EBCGT profiles are available also for ongoing operations.

---

RQ.5005 By default the new or changed EBCGT profiles and overall number are available only for operations planned for next years.

---

RQ.5011 System allows PRU to browse actual values and history of changes in EBCGT profiles and overall number.

---

Name:	<b>Management Board</b>
Type:	Lane

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Name:	<b>ACT-004 Take decision on EBCCGT profiles and overall number</b>
Type:	Activity

---

### 5.2.1.2. BP-02 Set up EBCGT HR Rapid Reaction Pool

The goal of the process is to set up EBCGT HR rapid reaction pool parameters such as rapid EBCGT profiles, minimum number of profiles and minimum contribution from MS/SAC per pool and per profile based on MB decision and EU Frontex Regulation.

Name: BP-02 Set up EBCGT HR Rapid Reaction Pool  
 Package: BP-02 Set up EBCGT HR Rapid Reaction Pool  
 Version: 1.0  
 Author: Tomasz Olędzki

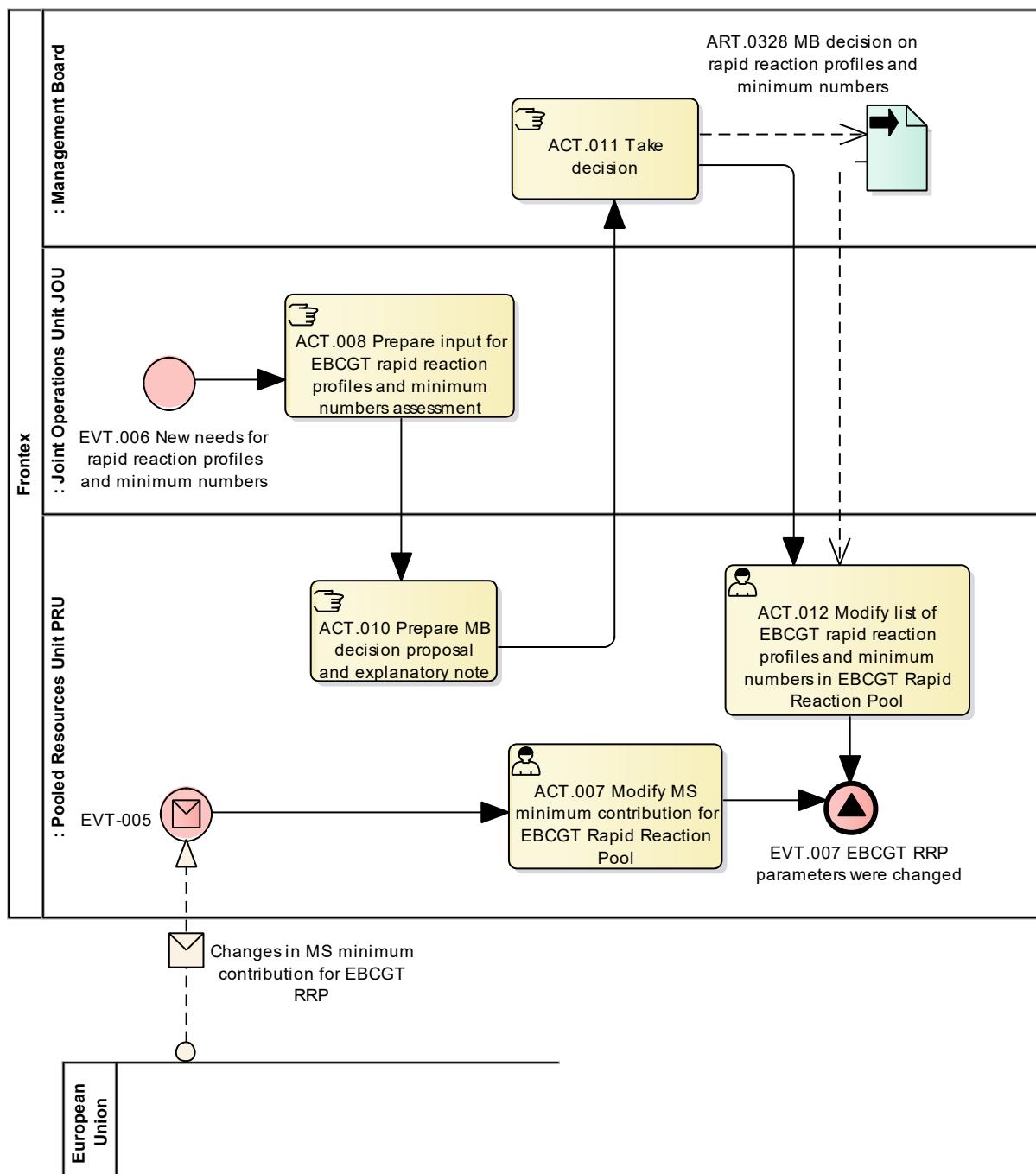


Figure 14: BP-02 Set up EBCGT HR Rapid Reaction Pool

Name:	<b>European Union</b>
Type:	Pool

Name:	<b>Frontex</b>
Type:	Pool

---

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

---

Name:	<b>ACT.007 Modify MS minimum contribution for EBCGT Rapid Reaction Pool</b>
Type:	Activity

---

RQ.5006 System allows PRU user to insert a MS minimum contribution for EBCGT Rapid Reaction Pool together with a date of entry in force.

RQ.5009 System allows PRU user to indicate which UE Regulation is a basis for modifications in MS minimum contribution for EBCGT Rapid Reaction Pool.

RQ.5024 System allows PRU user to browse actual values and history of modifications in MS minimum contribution for EBCGT Rapid Reaction Pool.

Name:	<b>ACT.010 Prepare MB decision proposal and explanatory note</b>
Type:	Activity

---

Name:	<b>ACT.012 Modify list of EBCGT rapid reaction profiles and minimum numbers in EBCGT Rapid Reaction Pool</b>
Type:	Activity

---

RQ.5007 System allows PRU user to insert a list of EBCGT rapid reaction profiles and the minimum numbers for the profiles together with a date of entry in force.

RQ.5008 System allows PRU user to indicate which MB decision is a basis for modifications in a list of EBCGT rapid reaction profiles and minimum numbers for the profiles.

RQ.5013 System allows PRU user to browse actual values and history of modifications in a list of EBCGT rapid reaction profiles and minimum numbers for the profiles.

Name:	<b>Joint Operations Unit JOU</b>
Type:	Lane

---

Name:	<b>ACT.008 Prepare input for EBCGT rapid reaction profiles and minimum numbers assessment</b>
Type:	Activity

---

Name:	<b>Management Board</b>
Type:	Lane

---

Name:	<b>ACT.011 Take decision</b>
Type:	Activity

---

### 5.2.1.3. BP-08 Set up Additional HR

The goal of the process is to set up Additional HR pool parameters such as AHR functions and unit's responsibilities for each function of AHR.

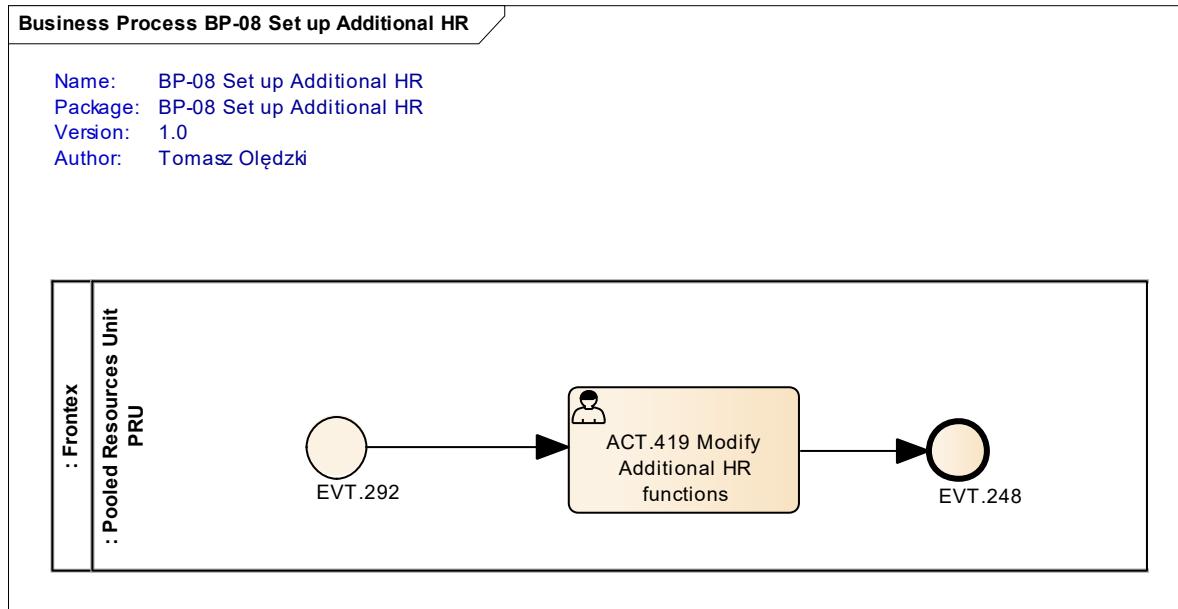


Figure 15: BP-08 Set up Additional HR

Name:	Frontex
Type:	Pool

Name:	Pooled Resources Unit PRU
Type:	Lane

Name:	ACT.419 Modify Additional HR functions
Type:	Activity

RQ.5455 System allows PRU user to insert or modify AHR functions, definitions and units responsible for AHR functions.

RQ.5456 By default the new or modified AHR functions and definitions are available only for operational activities planned for next years.

RQ.5457 System allows PRU user to indicate which new or modified AHR functions are available also for ongoing operations.

### 5.2.1.4. BP-03 Set up Return HR Pools

The goal of the process is to set up return HR pool parameters such as return profiles, their definitions and minimum number of HR based on MB decision and EU Frontex Regulation.

Name: BP-03 Set up Return HR Pools  
 Package: BP-03 Set up Return HR Pools  
 Version: 1.0  
 Author: Tomasz Olędzki

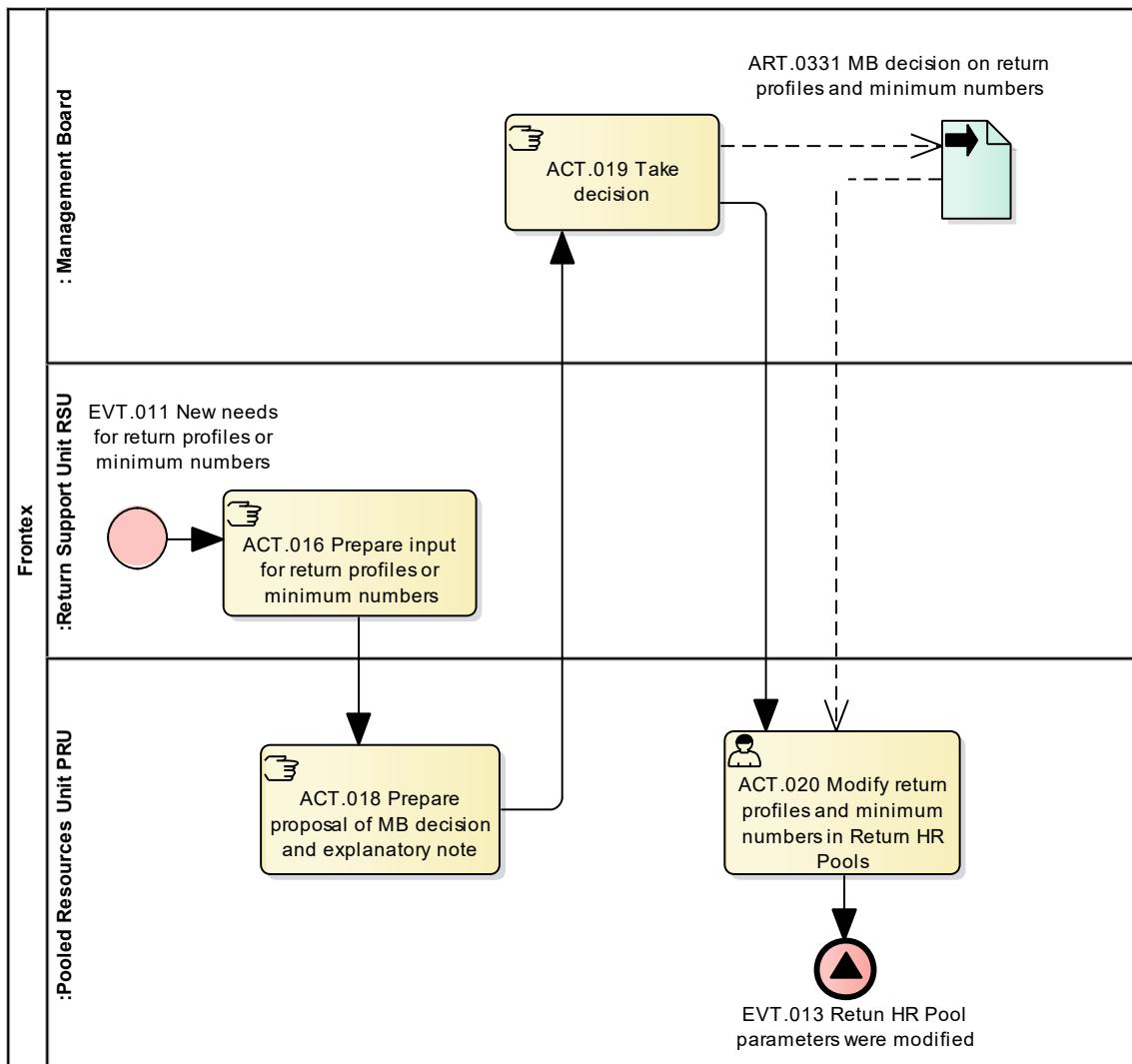


Figure 16: BP-03 Set up Return HR Pools

Name:	<b>Frontex</b>
Type:	Pool

Name:	<anonymous> <b>Return Support Unit RSU</b>
Type:	Lane

Name:	<b>ACT.016 Prepare input for return profiles or minimum numbers</b>
Type:	Activity

Name:	<anonymous> <b>Pooled Resources Unit PRU</b>
Type:	Lane

Name:	<b>ACT.018 Prepare proposal of MB decision and explanatory note</b>
Type:	Activity

Name:	<b>ACT.020 Modify return profiles and minimum numbers in Return HR Pools</b>
Type:	Activity

RQ.5012 System allows PRU user to create or modify return profiles definitions and minimum numbers.

RQ.5014 By default, the new or updated return profiles definitions and minimum numbers are available only for operations planned for next years.

RQ.5015 System allows PRU user to indicate which MB decision is a basis for changes in return profiles definitions and minimum numbers.

RQ.5016 System allows PRU user to review actual values and history of changes in return profiles definitions and minimum numbers.

RQ.5017 System allows PRU user to indicate which new or updated return profiles definitions and minimum numbers are available also for ongoing operations.

Name:	<b>Management Board</b>
Type:	Lane

Name:	<b>ACT.019 Take decision</b>
Type:	Activity

### 5.2.1.5. BP-07 Set up TE Pool and TE Rapid Reaction Pool

The goal of the process is to set up TE pool and TE rapid reaction pool parameters such as OMNTE TE types, minimum overall number of TE and minimum overall number of TE in rapid reaction pool based on MB decision.

Name: BP-07 Set up TE Pool and TE Rapid Reaction Pool  
 Package: BP-07 Set up TE Pool and TE Rapid Reaction Pool  
 Version: 1.0  
 Author: Tomasz Olędzki

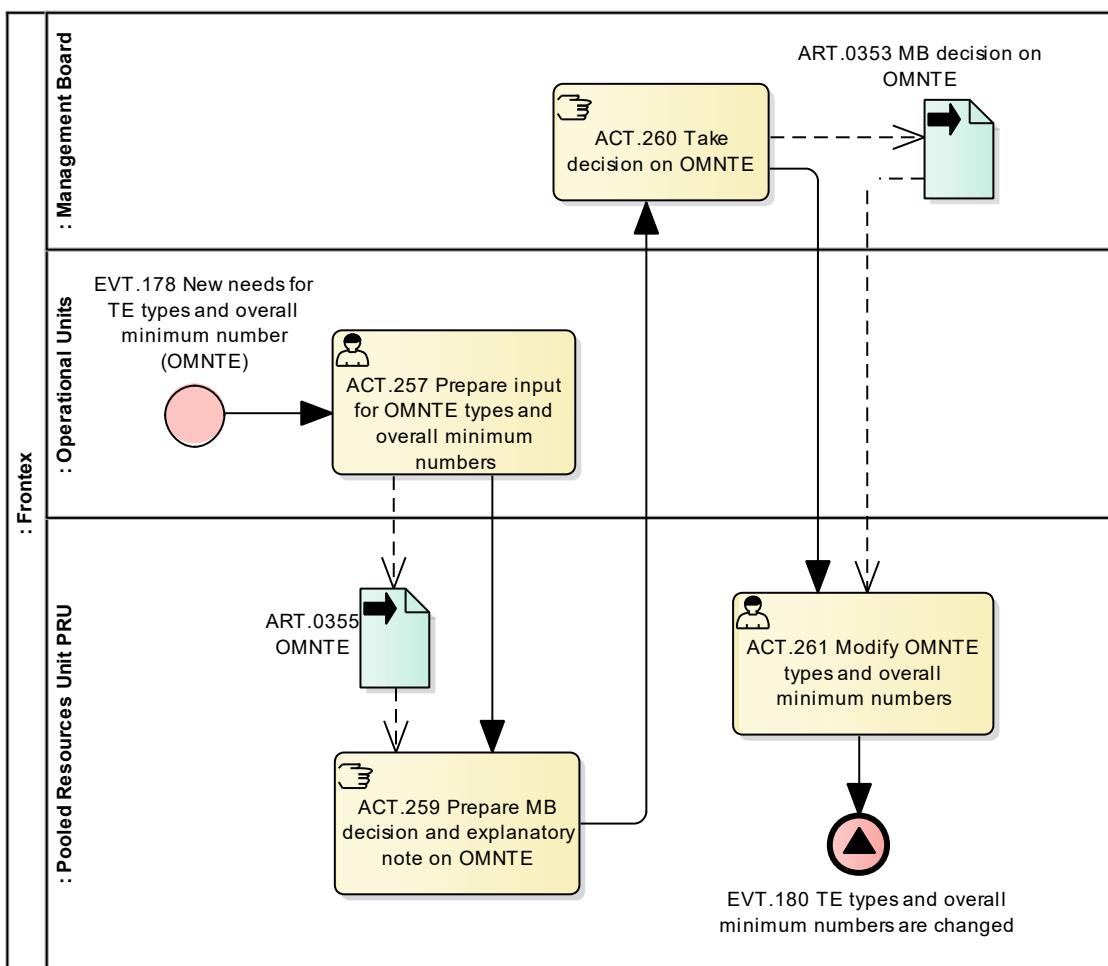


Figure 17: BP-07 Set up TE Pool and TE Rapid Reaction Pool

Name:	Frontex
Type:	Pool

Name:	Pooled Resources Unit PRU
Type:	Lane

Name:	ACT.259 Prepare MB decision and explanatory note on OMNTE
Type:	Activity

Name:	ACT.261 Modify OMNTE types and overall minimum numbers
Type:	Activity

RQ.5283 System allows PRU user to insert or modify TE types and overall minimum assets/months per TE type (OMNTE) for TE pool and TE Rapid Reaction Pool for planned year.

RQ.5284 System allows PRU user to indicate which MB decision is a basis for changes in TE types and overall minimum numbers per TE type (OMNTE).

RQ.5285 By default the new or modified TE types and overall minimum numbers are available only for operational activities planned for next years.

RQ.5286 System allows PRU user to indicate which new or modified TE types and overall minimum numbers are available also for ongoing operations.

RQ.5287 System allows PRU user to browse actual values and history of changes in TE types and overall minimum numbers for TE pool and TE Rapid Reaction Pool.

Name:	<b>Operational Units</b>
Type:	Lane

Name:	<b>ACT.257 Prepare input for OMNTE types and overall minimum numbers</b>
Type:	Activity

RQ.5433 System allows PRU user to filter and browse initial TE needs published by OPD users.

RQ.5462 System on PRU user command prepares report with summary of initial TE needs per OMNTE types, new TE types, operational activity, number of assets per month, total number of assets per TE types and sector, overall OMNTE summary for planned year.

RQ.5464 System on OPD users command prepares report with summary of costs for TE initial needs per sector, OMNTE and new TE types, operational activity, months and overall cost for TE.

Name:	<b>Management Board</b>
Type:	Lane

Name:	<b>ACT.260 Take decision on OMNTE</b>
Type:	Activity

### 5.2.1.6. BP-04 Set up SE inventory

The goal of the process is to set up SE inventory parameters such as SE categories, types and unit's responsibilities for each category of SE. The map of process is not fully developed yet.

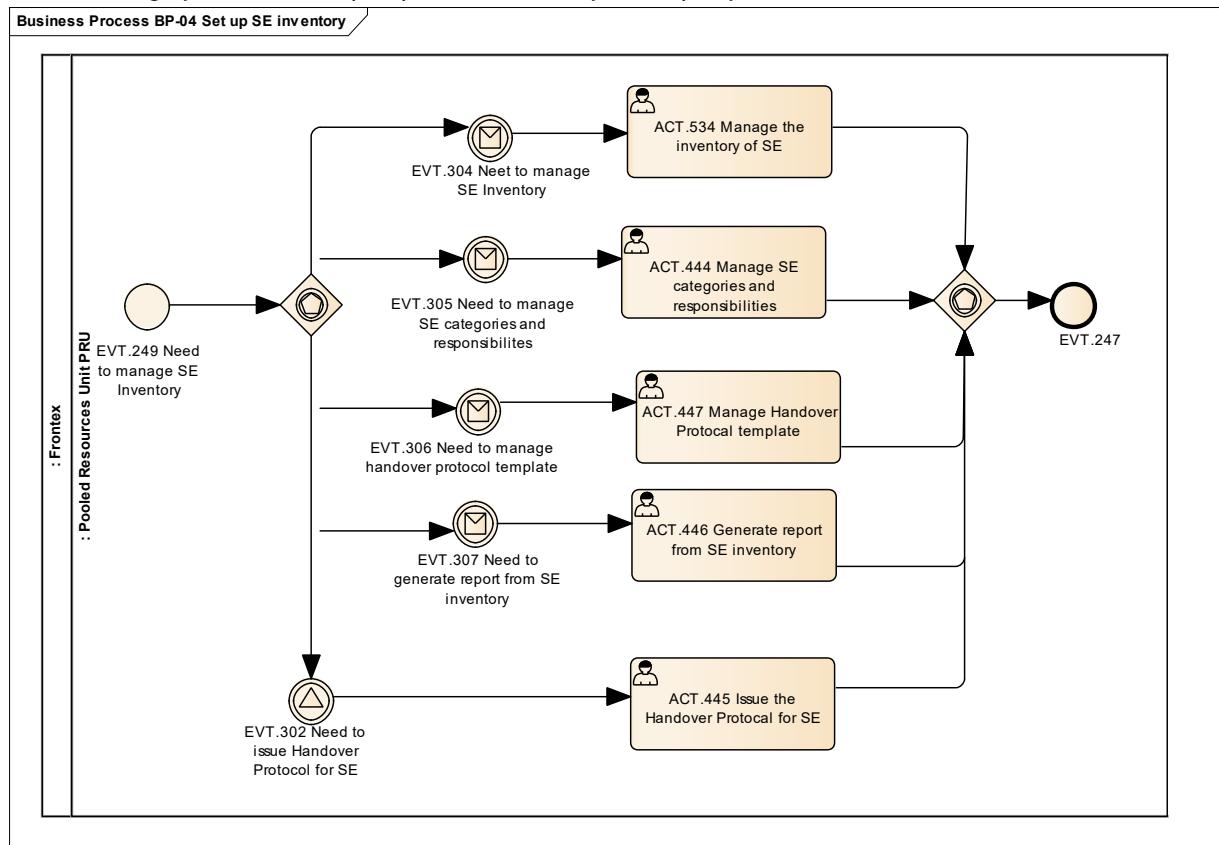


Figure 18: BP-04 Set up SE inventory

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

Name:	...
Type:	Activity

Name:	<b>ACT.416 Modify SE categories and responsibilities</b>
Type:	Activity

RQ.5452 System allows PRU user to insert or modify SE categories, types and units responsible for SE categories.

RQ.5453 By default the new or modified SE categories or types are available only for operational activities planned for next years.

RQ.5454 System allows PRU user to indicate which new or modified SE categories or types are available also for ongoing operations.

Name:
Type:

**ACT.534 Manage the inventory of SE**

Activity

RQ.5595 System allows PRU users to introduce a new asset, modify existing (also indicate as active/inactive) and remove the SE equipment in the inventory.

RQ.5598 System allows users to browse the usage history of SE in the inventory on the basis of Handover Protocols

RQ.5601 System allows users to search for SE available in SE inventory by the following search criteria: name, barcode, serial number, location

Name:
Type:

**ACT.447 Manage Handover Protocol template**

Activity

RQ.5603 System allows PRU users to manage the Handover Protocol template

Name:
Type:

**ACT.446 Generate report from SE inventory**

Activity

RQ.5597 System allows user to generate the reports for equipment in the SE inventory on the basis of the following parameters: location, active/inactive status

Name:
Type:

**ACT.445 Issue the Handover Protocol for SE**

Activity

RQ.5596 System allows user to generate the Handover Protocol for the selected equipment with asset details and location of operation taken from the operation automatically.

### 5.2.1.7. BP-05 Ensure Frontex resources availability

The goal of the process is to ensure that resources provided by Frontex are available for requested deployments and to provide information how the resources are delivered.

Name: BP-05 Ensure Frontex resources availability  
 Package: BP-05 Ensure Frontex resources availability  
 Version: 1.0  
 Author: Tomasz Olędzki

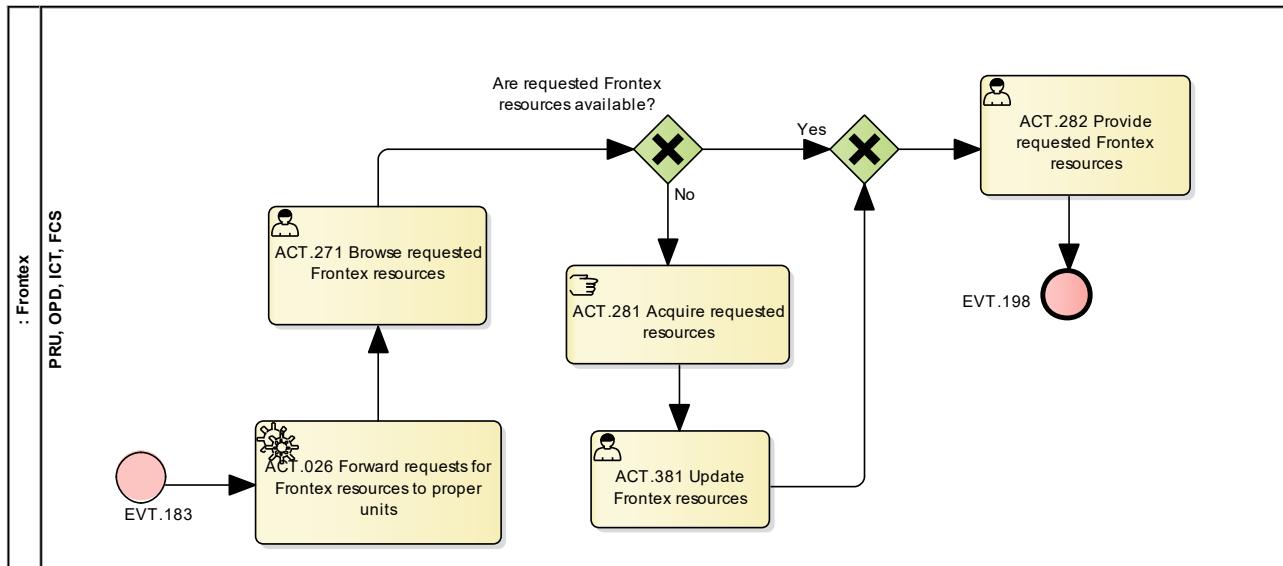


Figure 19: BP-05 Ensure Frontex resources availability

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>PRU, OPD, ICT, FCS</b>
Type:	Lane

Name:	<b>ACT.026 Forward requests for Frontex resources to proper units</b>
Type:	Activity

RQ.5357 System automatically forwards requests for Frontex resources to the following units: SE ICT equipment to ICT, SE mobile communication equipment to FCS, other TE/SE requests to PRU and HR/AHR requests to PRU or OPD depending on responsibilities.

Name:	<b>ACT.271 Browse requested Frontex resources</b>
Type:	Activity

RQ.5358 System allows ICT, FCS, PRU and OPD users to filter and browse requests for Frontex resources.

RQ.5359 System allows user to select request for Frontex resources and mark it as waiting for realization.

RQ.5416 System allows PRU user to filter and browse inventory with TE/SE provided by Frontex.

RQ.5417 System allows PRU and OPD users to filter and browse records with HR/AHR provided by Frontex.

Name:	<b>ACT.281 Acquire requested resources</b>
Type:	Activity

Name:
Type:

**ACT.282 Provide requested Frontex resources**

Activity

RQ.5360 System allows ICT, FCS, PRU and OPD users to select request for Frontex resources, add detailed information about the resource and how it can be delivered to requesting OPD user.

RQ.5469 System allows ICT, FCS, PRU and OPD users to prepare a list of available resources proposed for selected request.

Name:
Type:

**ACT.381 Update Frontex resources**

Activity

RQ.5416 System allows PRU user to filter and browse inventory with TE/SE provided by Frontex.

RQ.5417 System allows PRU and OPD users to filter and browse records with HR/AHR provided by Frontex.

RQ.5418 System allows PRU user to create and modify inventory records with TE/SE provided by Frontex.

RQ.5419 System allows PRU and ODP users to create and modify records with HR/AHR provided by Frontex.

### 5.2.1.8. BP-06 Complement resources for deployment plan

The goal of the process is to complement resources for deployment plans by the resources contributed by MS/SAC. The process covers reminders for complementing resources gaps in deployment plans and open and targeted calls for additional, not previously planned resources which are necessary for operational activities.

Name: BP-06 Complement resources for deployment plan  
 Package: BP-06 Complement resources for deployment plan  
 Version: 1.0  
 Author: Tomasz Olędzki

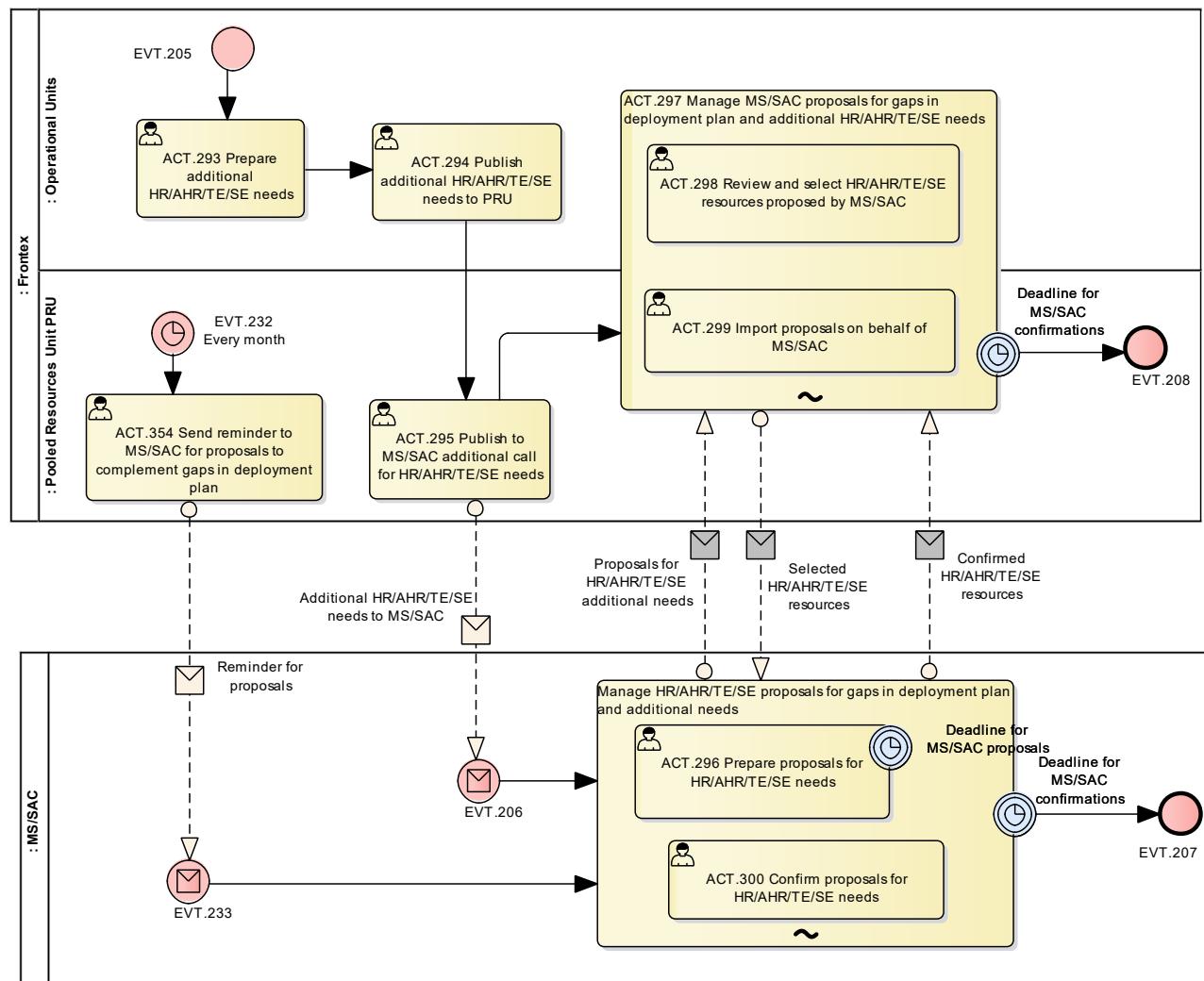


Figure 20: BP-06 Complement resources for deployment plan

Name:	Frontex
Type:	Pool

Name:	ACT.297 Manage MS/SAC proposals for gaps in deployment plan and additional HR/AHR/TE/SE needs
Type:	Activity

Name:	ACT.298 Review and select HR/AHR/TE/SE resources proposed by MS/SAC
Type:	Activity

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

RQ.5072 System allows user to select appropriate HR/AHR/TE/SE resources proposed by MS/SAC.

RQ.5073 System allows user to create negotiation issues related to HR/AHR/TE/SE needs or MS/SAC proposals.

RQ.5076 System on user command prepares a report which presents, in table and as graphs, summary of HR/AHR/TE/SE selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5139 System allows users to add a justification for selection or declining of HR/AHR/TE/SE resources.

RQ.5255 System presents Common Resources Overview as a timeline with HR/AHR/TE/SE needs and all MS/SAC proposals for the needs. System presents also MS/SAC and indicates if the proposals covers the needs exactly, above, partially or not at all.

RQ.5279 System on user command prepares a report which presents, in table and as graphs, estimated costs of HR/AHR/TE/SE selection: total budget, budget per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5331 System allows OPD supervisory user to publish selection results and negotiation issues to MS/SAC.

RQ.5332 System allows OPD user to browse MS/SAC confirmations for HR/AHR/TE/SE resources proposed for deployment plan gaps and additional needs.

Name:	<b>ACT.299 Import proposals on behalf of MS/SAC</b>
Type:	Activity

RQ.5256 System allows PRU users to import MS/SAC proposals from spreadsheet file on behalf of MS/SAC. After import systems sends a notification to MS/SAC NFPOC user.

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

Name:	<b>ACT.295 Publish to MS/SAC additional call for HR/AHR/TE/SE needs</b>
Type:	Activity

RQ.5328 System allows user to browse additional HR/AHR/TE/SE needs with deployment plan.

RQ.5329 System allows PRU user to create additional call for resources and publish additional HR/AHR/TE/SE resources needs to MS/SAC.

RQ.5330 System allows PRU user to select MS/SAC to which additional call is published.

Name:	<b>ACT.354 Send reminder to MS/SAC for proposals to complement gaps in deployment plan</b>
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Type:	Activity
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RQ.5323 System allows PRU user to set up parameter which decide how often reminder to MS/SAC for proposals to complement gaps in deployment plan is sent.

---

RQ.5324 System sends reminders to MS/SAC for proposals to complement gaps in deployment plan automatically according to system parameter.

---

Name:	<b>Operational Units</b>
Type:	Lane

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Name:	<b>ACT.293 Prepare additional HR/AHR/TE/SE needs</b>
Type:	Activity

---

RQ.5018 System allows OPD users to create and modify HR needs and deployment plan for Operational HR defined as number of HR per operational activity, hosting MS, EBCGT profile and deployment location and period.

---

RQ.5022 System allows OPD users to create and modify AHR needs and deployment plan for Additional HR defined as number of AHR per operational activity, hosting MS, additional function and deployment location and periods.

---

RQ.5023 System allows FSC user to create and modify HR needs and deployment plan for Operational HR defined as number of HR per EBCGT profile or additional function and deployment location and periods.

---

RQ.5029 System allows OPD users to create and modify TE needs and deployment plan for Operational TE defined as type of equipment from OMNTE, asset-months per operational activity, hosting MS, deployment location and deployment period.

---

RQ.5033 Newly created HR/AHR/TE/SE needs are accessible only for users from units where the needs were created.

---

RQ.5137 System allows OPD users to create and modify SE needs defined as asset-months or quantity per operational activity, hosting MS, type of SE, deployment location and deployment period.

---

RQ.5325 System automatically marks new HR/AHR/TE/SE resources needs as additional needs.

---

RQ.5326 System allows user to filter, modify and browse additional HR/AHR/TE/SE needs.

---

Name:	<b>ACT.294 Publish additional HR/AHR/TE/SE needs to PRU</b>
Type:	Activity

---

RQ.5327 System allows OPD supervisory users to review additional HR/AHR/TE/SE needs with deployment plan and publish them to PRU.

---

Name:	<b>MS/SAC</b>
Type:	Pool

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Name:	<b>Manage HR/AHR/TE/SE proposals for gaps in deployment plan and additional needs</b>
Type:	Activity

---

Name:	ACT.296 Prepare proposals for HR/AHR/TE/SE needs
Type:	Activity

RQ.5062 System allows NFPOC and NA users to create a proposals for HR/AHR/TE/SE needs. Each proposal is created only for one need and specifies contributing MS/SAC, NA, number of HR or units, proposed deployment period and costs.

RQ.5063 By default newly created or modified HR/AHR/TE/SE proposals are accessible only for users from MS/SAC NFPOC or NA.

RQ.5064 System allows NFPOC or NA users to export HR/AHR/TE/SE needs to spreadsheet file.

RQ.5065 System allows NFPOC and NA users to import HR/AHR/TE/SE proposals from spreadsheet file. The users can decide if system creates new proposals or updates existing proposals on the basis of HR/TE/SE proposals from the spreadsheet file.

RQ.5066 System allows NFPOC user to filter and browse all HR/AHR/TE/SE proposals provided by MS/SAC NA.

RQ.5067 System allows NFPOC users to modify or delete HR/AHR/TE/SE proposals provided by NA.

RQ.5068 System allows NFPOC user to publish HR/AHR/TE/SE proposals to Frontex. Immediately after the publication the proposals are visible in the Common Resources Overview.

RQ.5070 System on NFPOC user command prepares a report which presents summary of MS/SAC proposals for HR/AHR/TE/SE needs: total numbers and numbers per operations, NA, profiles, equipment types, deployment locations and periods.

RQ.5257 System allows NFPOC user to filter and browse Common Resource Overview with overall information about periods covered by other MS/SAC proposals but without details of the proposals.

RQ.5258 System allows NFPOC or NA user to add HR/AHR/TE/SE proposals not related to specific needs.

RQ.5272 System allows user to reply on comments added to HR/AHR/TE/SE proposals with inconsistency flag.

RQ.5273 System does not allow NFPOC and NA users to change HR/AHR/TE/SE proposals after a deadline.

RQ.5276 System allows NA supervisory user to publish HR/AHR/TE/SE proposals to NFPOC.

RQ.5534 System on NFPOC user command prepares a report which presents summary of MS/SAC costs for HR/AHR/TE/SE needs: total cost and costs per operations, NA, profiles, equipment types, deployment locations and periods.

Name:	ACT.300 Confirm proposals for HR/AHR/TE/SE needs
Type:	Activity

RQ.5120 System allows NFPOC and NA users to filter and browse HR/TE final selection results.

RQ.5333 System allows MS/SAC users to mark/unmark proposed HR/AHR/TE/SE resources as confirmed/not confirmed.

### 5.2.1.9. BP-19 Provide training for HR/AHR

The goal of the process is to provide a proper training for HR/AHR which are planned to deploy in operational area. The process covers integration between Opera system and IT system used in TRU.

Name: BP-19 Provide training for HR/AHR  
 Package: BP-19 Provide training for HR/AHR  
 Version: 1.0  
 Author: Tomasz Ołędzki

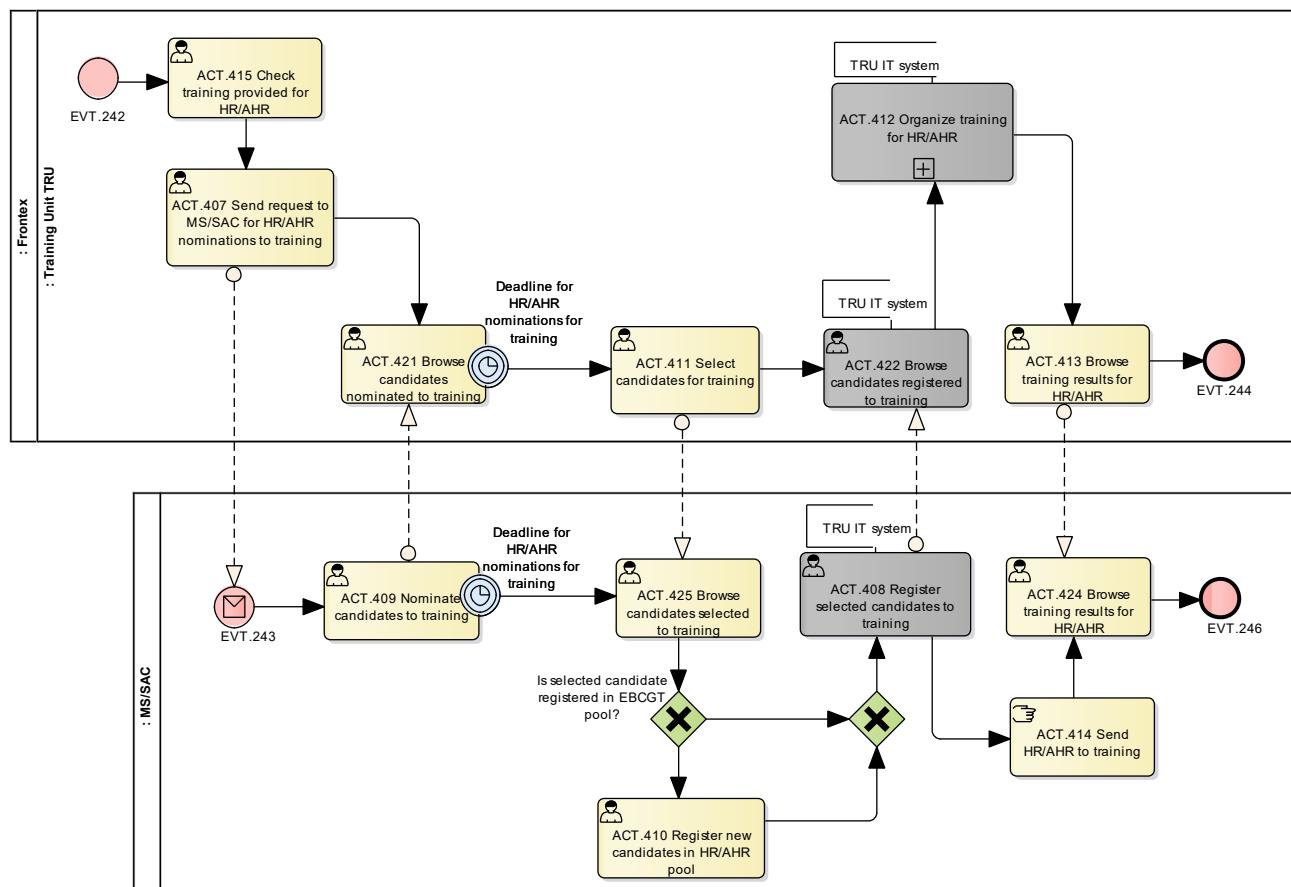


Figure 21: BP-19 Provide training for HR/AHR

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Training Unit TRU</b>
Type:	Lane

Name:	<b>ACT.422 Browse candidates registered to training</b>
Type:	Activity

Name:	<b>ACT.415 Check training provided for HR/AHR</b>
Type:	Activity

RQ.5446 System allows TRU user to filter HR/AHR records by HR profiles, AHR functions, training categories, training names, dates of training, dates of deployments, HR profiles and AHR functions planned for deployment.

RQ.5447 System on TRU user command prepares a statistical report with number and percent of HR/AHR trained for each profile/function, how many HR/AHR were deployed without training and how many were trained but not deployed.

RQ.5494 System on TRU user command prepares a list of HR/AHR which were deployed without training and which were trained but not deployed.

Name:	ACT.407 Send request to MS/SAC for HR/AHR nominations to training
Type:	Activity

RQ.5436 System allows TRU user to create request for HR/AHR nominations for training, set a deadline for nominations and select MS/SAC, training category, training name and training dates.

RQ.5437 System allows TRU user to select training categories and names from training dictionary provided by TRU IT system.

RQ.5438 System allows PRU user to browse and modify requests for HR/AHR nominations for training.

RQ.5439 System allows PRU user to send request for HR/AHR nominations for training to all MS/SAC.

RQ.5446 System allows TRU user to filter HR/AHR records by HR profiles, AHR functions, training categories, training names, dates of training, dates of deployments, HR profiles and AHR functions planned for deployment.

RQ.5493 System allows TRU user to assign to request for nominations a list of HR/AHR candidates proposed by Frontex to training.

Name:	ACT.421 Browse candidates nominated to training
Type:	Activity

RQ.5442 System allows TRU user to filter and browse HR/AHR nominated by MS/SAC to training.

RQ.5443 System allows TRU user to browse CV and questionnaire documents attached to candidates nominated to training.

Name:	ACT.411 Select candidates for training
Type:	Activity

RQ.5442 System allows TRU user to filter and browse HR/AHR nominated by MS/SAC to training.

RQ.5443 System allows TRU user to browse CV and questionnaire documents attached to candidates nominated to training.

RQ.5499 System allows TRU user to insert score for candidate and mark/unmark the candidate as selected for training.

RQ.5500 System allows TRU IT system to read list of HR/AHR selected for training.

RQ.5501 System allows TRU user to publish candidates selected to training.

Name:	ACT.412 Organize training for HR/AHR
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Type:	Activity
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Name:	<b>ACT.413 Browse training results for HR/AHR</b>
Type:	Activity

---

RQ.5444 System allows TRU IT system to add results of training to HR/AHR data: training category, training name, date of training, certification number, comments and recommendation for other profiles.

---

RQ.5445 System allows TRU user to filter and browse HR/AHR training results for HR/AHR from selected request for training.

---

RQ.5504 System allows TRU user to publish training results from selected request to MS/SAC.

---

Name:	<b>MS/SAC</b>
Type:	Pool

---

Name:	<b>ACT.408 Register selected candidates to training</b>
Type:	Activity

---

Name:	<b>ACT.409 Nominate candidates to training</b>
Type:	Activity

---

RQ.5405 System allows MS/SAC user to filter and browse requests sent by Frontex.

---

RQ.5440 System allows MS/SAC user to filter and browse HR/AHR registered in pool and assign selected resource to training request as HR/AHR nominated to training.

---

RQ.5441 System allows MS/SAC user to confirm nomination for selected HR/AHR proposed by Frontex.

---

RQ.5495 System allows MS/SAC user to add new nominated candidate to training and insert candidate contact details.

---

RQ.5496 System allows MS/SAC user to attach to each nominated candidate CV and questionnaire documents.

---

RQ.5497 System automatically forwards CV and questionnaire documents to Document Repository.

---

RQ.5498 System allows MS/SAC user to filter and browse candidates nominated for training.

---

Name:	<b>ACT.410 Register new candidates in HR/AHR pool</b>
Type:	Activity

---

RQ.5031 System allows MS/SAC user to register new HR/AHR resources and provide general information, NA, personal details, picture, profiles, skills, trainings, deployment history, unavailability periods, documents and additional information.

---

RQ.5421 System allows MS/SAC user to modify, browse and copy data from selected HR/AHR/TE/SE resource.

---

RQ.5422 System allows MS/SAC user to validate, accept or reject newly registered or modified HR/AHR/TE/SE resources.

Name:	<b>ACT.414 Send HR/AHR to training</b>
Type:	Activity

Name:	<b>ACT.424 Browse training results for HR/AHR</b>
Type:	Activity

RQ.5503 System allows MS/SAC user to filter and browse HR/AHR training results for HR/AHR from selected request for training.

Name:	<b>ACT.425 Browse candidates selected to training</b>
Type:	Activity

RQ.5502 System allows MS/SAC user to browse candidates selected by Frontex to training.

## 5.2.2. Seconded Guest Officers SGO

### 5.2.2.1. BP-09 Recruit SGOs

A goal of the process is to prepare a Reservelist of SGOs based on MS/SAC proposals for new candidates and confirmations of availability for SGOs selected during previous two years.

Name: BP-09 Recruit SGOs  
 Package: BP-09 Recruit SGOs  
 Version: 1.0  
 Author: Tomasz Olędzki

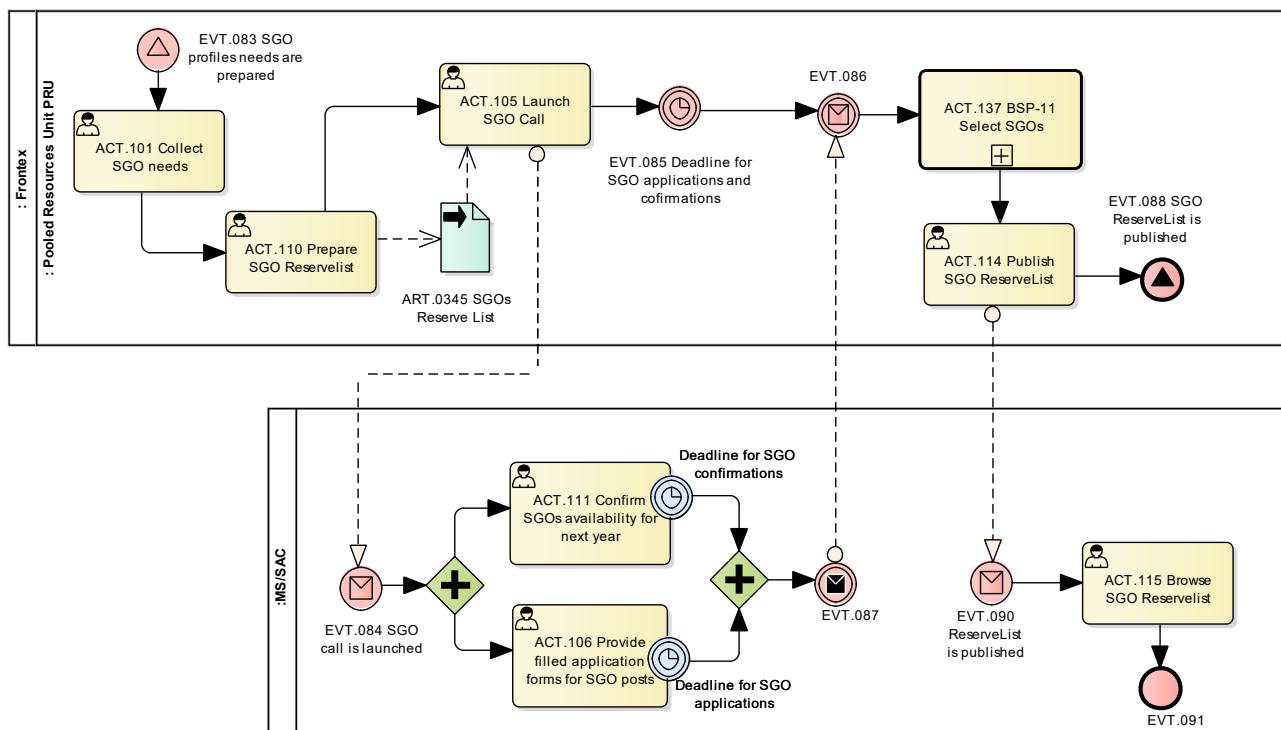


Figure 22: BP-09 Recruit SGOs

Name:	<b>Frontex</b>
Type:	Pool

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Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

---

Name:	<b>ACT.101 Collect SGO needs</b>
Type:	Activity

---

RQ.5142 System allows PRU user to browse all SGO needs per unit and year.

RQ.5143 System allows PRU user to export SGO needs to spreadsheet file.

Name:	<b>ACT.105 Launch SGO Call</b>
Type:	Activity

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RQ.5149 System allows PRU user to create a new SGO Call for selected year, add required profiles, add SGO Reservelist to the call, set deadlines, link a document with a required profiles description and link to an application form.

RQ.5150 System allows user to modify and preview SGO Call for selected year.

RQ.5151 System allows head of PRU to publish SGO Call to MS/SAC.

RQ.5402 System allows PRU user to filter and browse SGO calls sent to MS/SAC.

Name:	<b>ACT.110 Prepare SGO Reservelist</b>
Type:	Activity

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RQ.5144 System allows PRU user to create SGO Reservelist for selected year.

RQ.5145 System by default adds to new SGO Reservelist guest officers which were selected or reserve SGO within two past years.

RQ.5146 System allows PRU user to add or remove SGOs from the Reservelist.

RQ.5147 System allows PRU user to browse and filter SGO Reservelist for selected year.

RQ.5148 System allows PRU user to export SGO Reservelist to spreadsheet file.

Name:	<b>ACT.114 Publish SGO ReserveList</b>
Type:	Activity

---

RQ.5158 System allows head of PRU to filter and browse SGO Reservelist and publish the list to MS/SAC.

RQ.5174 System allows PRU user to link SGO Reservelist with ED decision stored in DMS on accepting of selected and reserve SGOs.

Name:	<b>ACT.137 BSP-11 Select SGOs</b>
Type:	Activity

---

Name:	<anonymous>MS/SAC
Type:	Pool

---

Name:	<b>ACT.106 Provide filled application forms for SGO posts</b>
Type:	Activity

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RQ.5152 System allows MS/SAC user to browse SGO call data: SGO Reservelist filtered by country of the user, deadlines and linked documents.

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RQ.5155 System allows MS/SAC user to download application form for selected SGO profile.

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RQ.5156 System allows MS/SAC user to submit filled application form for selected SGO profile.

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RQ.5157 System allows user to filter and browse application forms submitted for SGO profiles.

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RQ.5162 System allows MS/SAC user to withdraw SGO application form for selected candidate.

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Name:	<b>ACT.111 Confirm SGOs availability for next year</b>
Type:	Activity

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RQ.5152 System allows MS/SAC user to browse SGO call data: SGO Reservelist filtered by country of the user, deadlines and linked documents.

---

RQ.5153 System allows MS/SAC user to confirm availability for guest officers selected from SGO Reservelist and provide availability periods.

---

RQ.5154 System allows MS/SAC user to publish confirmations of guest officers availability to PRU.

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Name:	<b>ACT.115 Browse SGO Reservelist</b>
Type:	Activity

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RQ.5159 System allows MS/SAC user to browse SGO Reservelist with guest officers newly selected, on reserve list and eligible from previous two years. SGO Reservelist presents availability of guest officers filtered by country of user.

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### 5.2.2.2. BP-11 Select SGOs

The goal of the sub process is to verify and select SGOs from candidates proposed by MS/SAC.

Name: BP-11 Select SGOs  
 Package: BP-11 Select SGOs  
 Version: 1.0  
 Author: Tomasz Olędzki

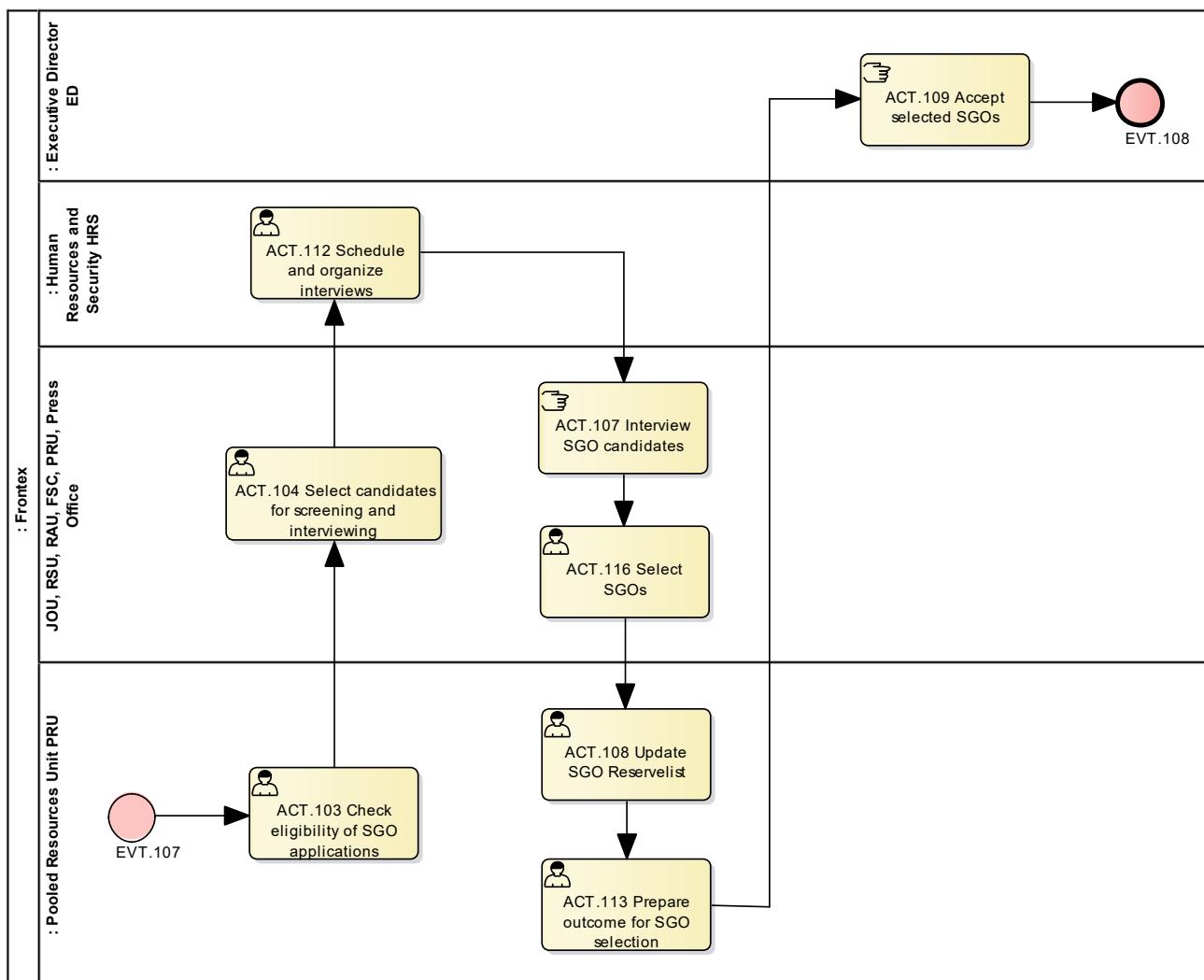


Figure 23: BP-11 Select SGOs

Name: **Frontex**  
 Type: Pool

Name: **Pooled Resources Unit PRU**  
 Type: Lane

Name: **ACT.103 Check eligibility of SGO applications**  
 Type: Activity

RQ.5160 System allows user to browse a list of SGO candidates with their contact data created automatically by system on the basis of data extracted from submitted SGO application forms.

RQ.5161 System allows user to open folder in DMS with SGO application forms.

RQ.5163 System allows user to open SGO application form for selected candidate.

RQ.5164 System allows PRU user to mark/unmark selected candidate as eligible for selection process and add a justification.

RQ.5165 System allows user to browse candidates marked as eligible for selection process.

Name:	<b>ACT.108 Update SGO Reservelist</b>
Type:	Activity

RQ.5147 System allows PRU user to browse and filter SGO Reservelist for selected year.

RQ.5148 System allows PRU user to export SGO Reservelist to spreadsheet file.

RQ.5172 System on PRU user request combines list of available SGOs confirmed by MS/SAC with list of selected and reserve SGOs for selected year.

RQ.5201 System allows PRU user to add SGOs selected during Additional SGO Call to SGO Reservelist.

Name:	<b>ACT.113 Prepare outcome for SGO selection</b>
Type:	Activity

RQ.5148 System allows PRU user to export SGO Reservelist to spreadsheet file.

Name:	<b>Human Resources and Security HRS</b>
Type:	Lane

Name:	<b>ACT.112 Schedule and organize interviews</b>
Type:	Activity

RQ.5167 System allows user to browse candidates marked for screening and interviewing.

RQ.5168 System allows HRS user to export list of SGO candidates marked for screening and interviewing.

Name:	<b>Executive Director ED</b>
Type:	Lane

Name:	<b>ACT.109 Accept selected SGOs</b>
Type:	Activity

Name:	<b>JOU, RSU, RAU, FSC, PRU, Press Office</b>
Type:	Lane

Name:	<b>ACT.104 Select candidates for screening and interviewing</b>
Type:	Activity

RQ.5160 System allows user to browse a list of SGO candidates with their contact data created automatically by system on the basis of data extracted from submitted SGO application forms.

RQ.5161 System allows user to open folder in DMS with SGO application forms.

RQ.5163 System allows user to open SGO application form for selected candidate.

RQ.5166 System allows user to insert score for candidate and mark/unmark the candidate for screening and interviewing.

RQ.5167 System allows user to browse candidates marked for screening and interviewing.

Name:	<b>ACT.107 Interview SGO candidates</b>
Type:	Activity

Name:	<b>ACT.116 Select SGOs</b>
Type:	Activity

RQ.5169 System allows user to mark/unmark candidates as selected SGO or as reserve SGO.

RQ.5170 System allows user to browse and filter selected and reserve SGOs.

RQ.5171 System allows user to export selected and reserve SGOs to spreadsheet.

### 5.2.2.3. BP-10 Manage SGO deployments

The goal of the process is to manage SGOs deployments and their availability by preparing and negotiating individual deployment proposals and maintaining SGO Reservelist and deployment plan .

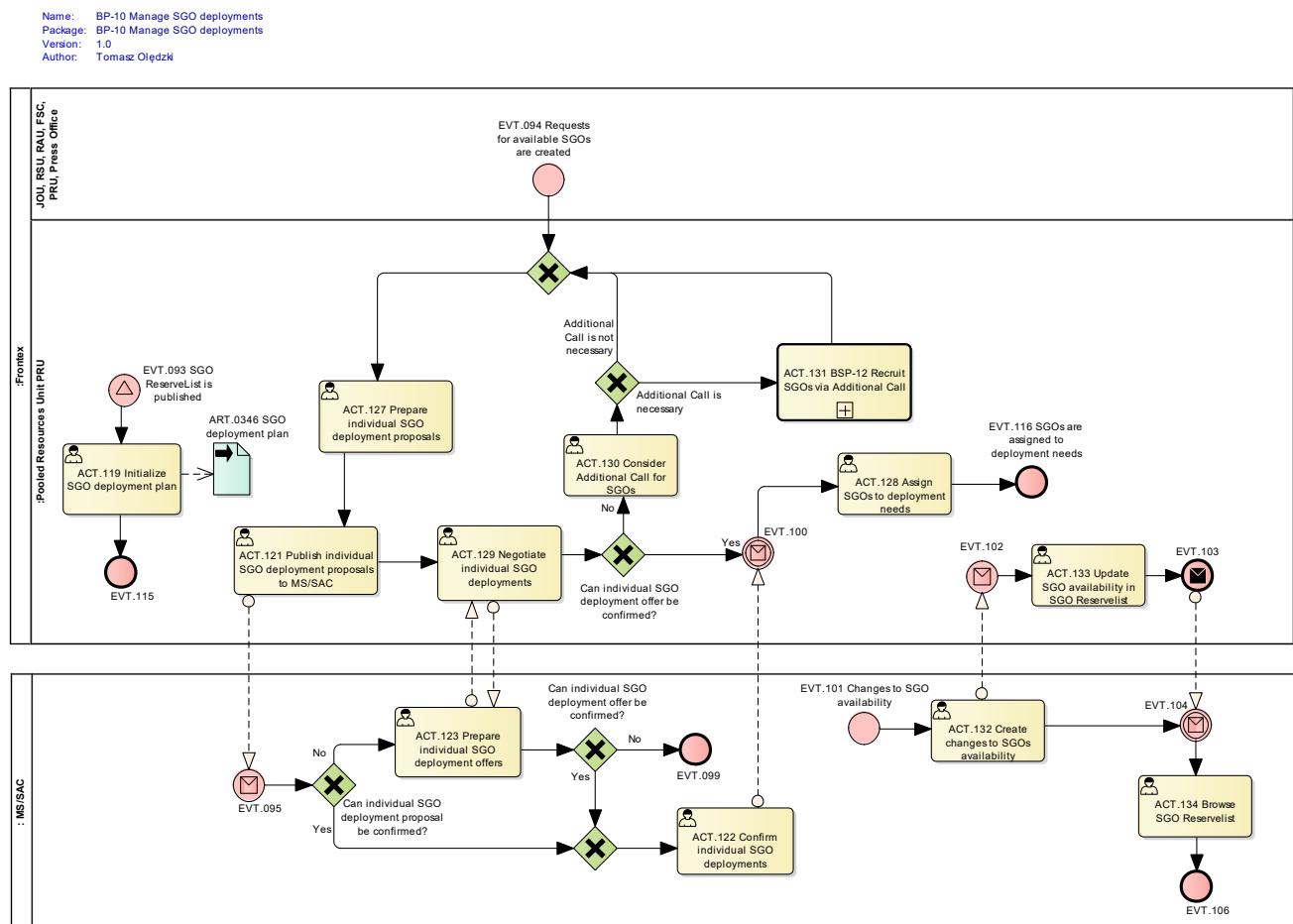


Figure 24: BP-10 Manage SGO deployments

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.122 Confirm individual SGO deployments</b>
Type:	Activity

RQ.5190 System allows MS/SAC user to confirm individual SGO deployments.

RQ.5191 System allows MS/SAC user to browse and filter confirmations of individual SGO deployments.

RQ.5192 System allows MS/SAC user to preview SGO deployment plan in a form of timeline and limited to guest officers from country of user. It is possible to filter guest officers by name, profile, operation, deployment place, travel and deployment dates.

Name:	<b>ACT.123 Prepare individual SGO deployment offers</b>
Type:	Activity

RQ.5188 System allows MS/SAC user to prepare individual SGO deployment offers.

RQ.5189 System allows MS/SAC user to browse, filter and modify individual SGO deployment offers.

RQ.5192 System allows MS/SAC user to preview SGO deployment plan in a form of timeline and limited to guest officers from country of user. It is possible to filter guest officers by name, profile, operation, deployment place, travel and deployment dates.

Name:	<b>ACT.132 Create changes to SGOs availability</b>
Type:	Activity

RQ.5159 System allows MS/SAC user to browse SGO Reservelist with guest officers newly selected, on reserve list and eligible from previous two years. SGO Reservelist presents availability of guest officers filtered by country of user.

RQ.5193 System allows MS/SAC user to create a change of SGO availability.

RQ.5194 System allows MS/SAC user to browse and withdraw changes of SGO availability.

Name:	<b>ACT.134 Browse SGO Reservelist</b>
Type:	Activity

RQ.5159 System allows MS/SAC user to browse SGO Reservelist with guest officers newly selected, on reserve list and eligible from previous two years. SGO Reservelist presents availability of guest officers filtered by country of user.

Name:	<anonymous>Frontex
Type:	Pool

Name:	<anonymous>Pooled Resources Unit PRU
Type:	Lane

Name:	<b>ACT.119 Initialize SGO deployment plan</b>
Type:	Activity

RQ.5175 System allows PRU user to create a SGO deployment plan for selected year and import to the plan guest officers from SGO Reservelist.

RQ.5176 System allows PRU user to preview SGO deployment plan in a form of timeline and filter guest officers by name, nationality, profile, operation, deployment place, travel and deployment dates.

RQ.5177 System allows PRU user to export SGO deployment plan to spreadsheet file.

Name:	<b>ACT.121 Publish individual SGO deployment proposals to MS/SAC</b>
Type:	Activity

RQ.5181 System allows PRU user to publish individual SGO deployment proposals to MS/SAC related to nationality of proposed SGOS.

RQ.5182 System allows PRU user to export individual SGO deployment proposals to spreadsheet file.

Name:	<b>ACT.127 Prepare individual SGO deployment proposals</b>
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Type:	Activity
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RQ.5176 System allows PRU user to preview SGO deployment plan in a form of timeline and filter guest officers by name, nationality, profile, operation, deployment place, travel and deployment dates.

RQ.5179 System allows PRU user to create individual SGO deployment proposals based on SGO deployment requests and SGO Deployment plan.

RQ.5180 System allows PRU user to filter, browse and modify individual SGO deployment proposals.

RQ.5449 If unit or sector which requests for SGO, is not first on SGO's list of deployment priorities then after selection of SGO system automatically sends the request to all other units or sectors with higher priority for selected SGO.

RQ.5450 System allows OPD users to browse requests for SGO from other units or sectors.

RQ.5451 System allows OPD users to accept or reject requests for SGO from other units or sectors.

Name:	<b>ACT.128 Assign SGOs to deployment needs</b>
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Type:	Activity
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RQ.5184 System allows PRU user to assign confirmed individual SGO deployment to SGO deployment need.

Name:	<b>ACT.129 Negotiate individual SGO deployments</b>
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Type:	Activity
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RQ.5180 System allows PRU user to filter, browse and modify individual SGO deployment proposals.

RQ.5183 System allows PRU user to browse individual SGO deployment offers provided by MS/SAC.

Name:	<b>ACT.130 Consider Additional Call for SGOs</b>
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Type:	Activity
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RQ.5176 System allows PRU user to preview SGO deployment plan in a form of timeline and filter guest officers by name, nationality, profile, operation, deployment place, travel and deployment dates.

RQ.5177 System allows PRU user to export SGO deployment plan to spreadsheet file.

RQ.5178 System allows user to filter, browse and modify requests for SGOs available for deployment periods and shifts.

RQ.5180 System allows PRU user to filter, browse and modify individual SGO deployment proposals.

RQ.5183 System allows PRU user to browse individual SGO deployment offers provided by MS/SAC.

Name:	<b>ACT.131 BSP-12 Recruit SGOs via Additional Call</b>
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Type:	Activity
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Name:	<b>ACT.133 Update SGO availability in SGO Reservelist</b>
Type:	Activity

RQ.5185 System allows PRU user to update SGO availability periods.

RQ.5186 System allows PRU user to browse SGO availability periods in a form of timeline and filter guest officers by name, nationality and profile.

RQ.5187 System allows PRU user to mark MS/SAC changes to SGO availability as resolved.

Name:	<b>JOU, RSU, RAU, FSC, PRU, Press Office</b>
Type:	Lane

#### **5.2.2.4. BP-12 Recruit SGOs via Additional Call**

The goal of the process is to collect MS/SAC proposals and select new SGOs in case of additional needs emerged during implementation of operational activities.

Name: BP-12 Recruit SGOs via Additional Call  
 Package: BP-12 Recruit SGOs via Additional Call  
 Version: 1.0  
 Author: Tomasz Olędzki

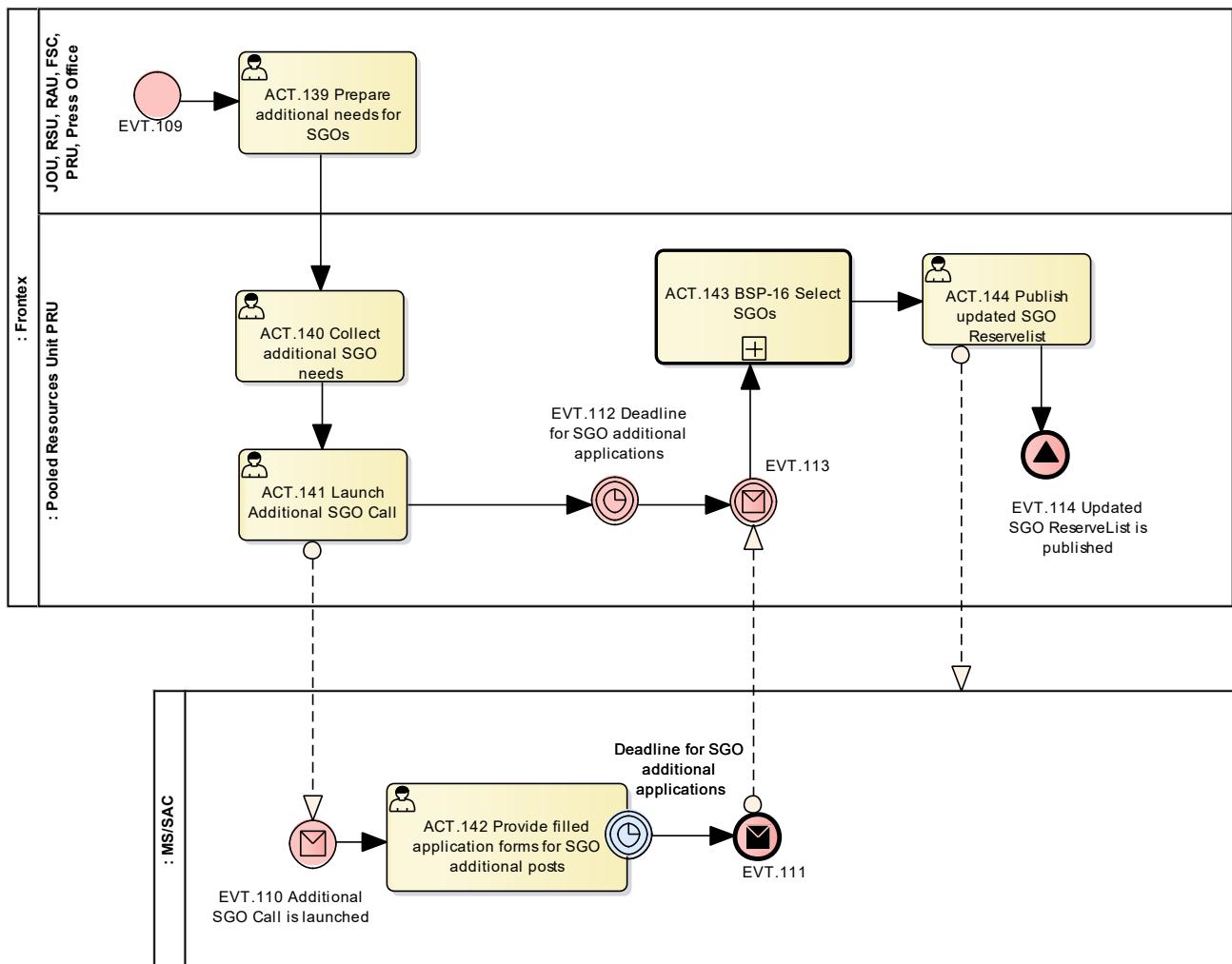


Figure 25: BP-12 Recruit SGOs via Additional Call

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

Name:	<b>ACT.140 Collect additional SGO needs</b>
Type:	Activity

RQ.5143 System allows PRU user to export SGO needs to spreadsheet file.

RQ.5196 System allows PRU user to browse all additional SGO needs per unit and year.

RQ.5197 System allows PRU user to prepare additional SGO needs based on individual SGO deployment needs.

Name:	<b>ACT.141 Launch Additional SGO Call</b>
Type:	Activity

RQ.5198 System allows PRU user to create a new Additional SGO Call for selected year, add required profiles, set deadline, link a document with a required profiles description and link to an application form.

RQ.5199 System allows PRU user to modify and preview Additional SGO call for selected year.

RQ.5200 System allows head of PRU to publish Additional SGO Call to MS/SAC.

Name:	<b>ACT.143 BSP-16 Select SGOs</b>
Type:	Activity

Name:	<b>ACT.144 Publish updated SGO Reservelist</b>
Type:	Activity

RQ.5158 System allows head of PRU to filter and browse SGO Reservelist and publish the list to MS/SAC.

RQ.5174 System allows PRU user to link SGO Reservelist with ED decision stored in DMS on accepting of selected and reserve SGOs.

Name:	<b>JOU, RSU, RAU, FSC, PRU, Press Office</b>
Type:	Lane

Name:	<b>ACT.139 Prepare additional needs for SGOs</b>
Type:	Activity

RQ.5195 System allows JOU, RSU, RAU, FSC, PRU and Press Office users to select EBCGT profiles required for SGOs per selected year and add a required number of guest officers.

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.142 Provide filled application forms for SGO additional posts</b>
Type:	Activity

RQ.5155 System allows MS/SAC user to download application form for selected SGO profile.

RQ.5156 System allows MS/SAC user to submit filled application form for selected SGO profile.

RQ.5157 System allows user to filter and browse application forms submitted for SGO profiles.

RQ.5162 System allows MS/SAC user to withdraw SGO application form for selected candidate.

### 5.2.3. Annual Bilateral Negotiations ABN

#### 5.2.3.1. BP-14 Collect MS/SAC contribution via ABN

The goal of the process is to collect during Annual Bilateral Negotiations MS/SAC contribution to resources planned in Frontex for operational activities. The process is divided into four sub processes representing main milestones in the process.

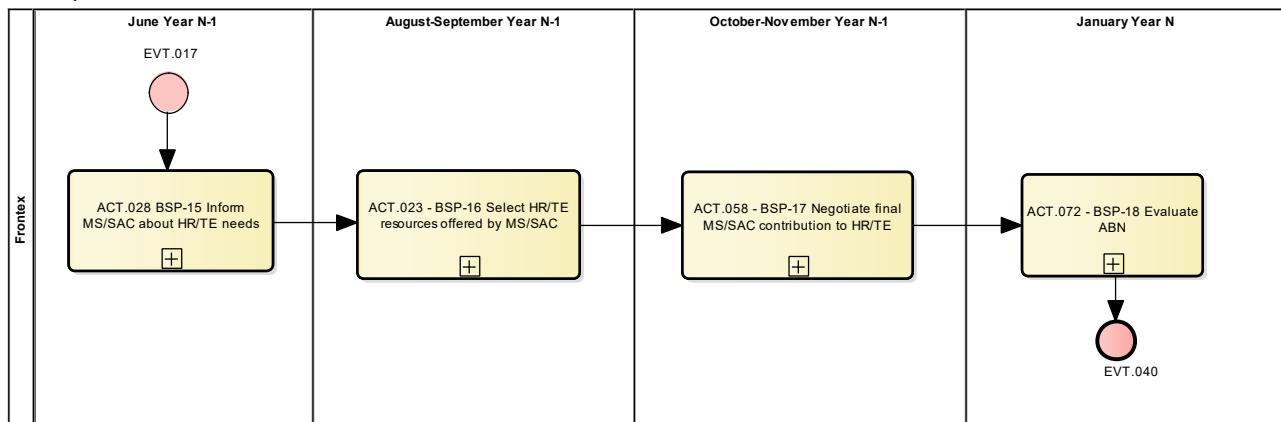


Figure 26: BP-14 Collect MS/SAC contribution via ABN

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>January Year N</b>
Type:	Lane

Name:	<b>ACT.072 - BSP-18 Evaluate ABN</b>
Type:	Activity

Name:	<b>June Year N-1</b>
Type:	Lane

Name:	<b>ACT.028 BSP-15 Inform MS/SAC about HR/TE needs</b>
Type:	Activity

Name:	<b>August-September Year N-1</b>
Type:	Lane

Name:	<b>ACT.023 - BSP-16 Select HR/TE resources offered by MS/SAC</b>
Type:	Activity

Name:	<b>October-November Year N-1</b>
Type:	Lane

Name:	<b>ACT.058 - BSP-17 Negotiate final MS/SAC contribution to HR/TE</b>
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Type:	Activity
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### 5.2.3.2. BSP-15 Inform MS/SAC about HR/TE needs

The goal of the sub process is to inform MS/SAC about Frontex plans and needs related to HR/TE resources.

Name: BSP-15 Inform MS/SAC about HR/TE needs  
 Package: BSP-15 Inform MS/SAC about HR/TE needs  
 Version: 1.0  
 Author: Tomasz Olędzki

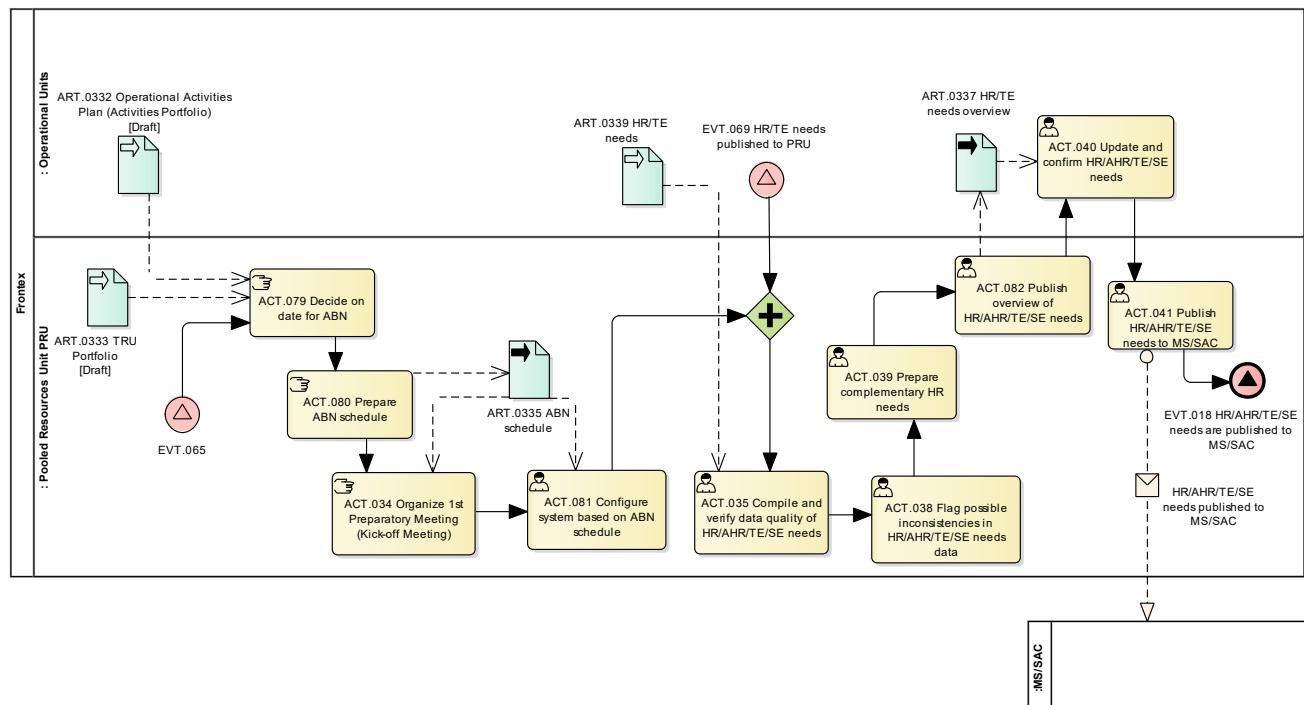


Figure 27: BSP-15 Inform MS/SAC about HR/TE needs

Name:	<anonymous>MS/SAC
Type:	Pool

Name:	Frontex
Type:	Pool

Name:	Pooled Resources Unit PRU
Type:	Lane

Name:	ACT.079 Decide on date for ABN
Type:	Activity

Name:	ACT.080 Prepare ABN schedule
Type:	Activity

Name:	ACT.034 Organize 1st Preparatory Meeting (Kick-off Meeting)
Type:	Activity

Name:	<b>ACT.081 Configure system based on ABN schedule</b>
Type:	Activity
RQ.5083 System allows user to create new ABN activity and configure ABN deadlines.	
RQ.5084 System allows user to modify and review ABN activity and deadlines.	
RQ.5085 On user request system sends notifications to other users about changed deadlines.	
Name:	<b>ACT.035 Compile and verify data quality of HR/AHR/TE/SE needs</b>
Type:	Activity
RQ.5034 System is able to present HR/AHR/TE/SE needs on geographical maps based on planned deployment location.	
RQ.5035 System is able to present HR/AHR/TE/SE needs on timeline based on deployment periods.	
RQ.5036 System on user command presents report with total budget assigned to operational activity local line and simulated costs for HR/AHR/TE/SE needs based on estimated costs parameters.	
RQ.5037 System allows user to filter and browse all HR/AHR/TE/SE needs from OPD and PRU units compiled in a form of Common Resources Overview.	
RQ.5038 System on user command prepares a report which presents, in table and as graphs, numbers of all real HR deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and profile.	
RQ.5039 System on user command prepares a report which presents, in table and as graphs, costs of all real HR deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and profile.	
RQ.5040 System on user command prepares a report which presents, in table and as graphs, numbers of all real TE deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and TE type.	
RQ.5041 System on user command prepares a report which presents, in table and as graphs, costs of all real TE deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and TE type.	
RQ.5042 System on user command compares the reports with numbers and costs of real HR/TE deployments with HR/TE deployment plans per selected deployment periods and locations, operations, profiles and TE types.	
RQ.5045 System allows user to export Common Resources Overview to spreadsheet.	
RQ.5251 System on user command prepares a report which presents, in table and as graphs, summary of TE/SE needs per operations, TE types, deployment locations and periods.	
RQ.5399 System allows user to filter and browse notifications sent to and by other units about published HR/AHR/TE/SE needs and deployment plan.	
RQ.5465 System on user command prepares a report which presents, in table and as graphs, summary of HR/AHR needs per operations, profiles, deployment locations and periods.	

Name:  
Type:

**ACT.038 Flag possible inconsistencies in HR/AHR/TE/SE needs data**

- RQ.5037 System allows user to filter and browse all HR/AHR/TE/SE needs from OPD and PRU units compiled in a form of Common Resources Overview.
- RQ.5086 System allows user to flag a HR/AHR/TE/SE need with identified inconsistencies and add a comment.
- RQ.5087 System allows user to filter HR/AHR/TE/SE needs with inconsistency flag and read comments.

Name:  
Type:

**ACT.039 Prepare complementary HR needs**

- RQ.5044 System allows PRU user to create HR needs for Frontex Support Officer for Logistics and Deployment profile defined as a number of HR per operation, hosting MS, deployment location and deployment period.
- RQ.5048 By default newly created PRU HR needs are accessible only for PRU users.

Name:  
Type:

**ACT.082 Publish overview of HR/AHR/TE/SE needs**

- RQ.5087 System allows user to filter HR/AHR/TE/SE needs with inconsistency flag and read comments.
- RQ.5088 System allows supervisory PRU user to publish identified inconsistencies and the new HR needs added by PRU to OPD units.
- RQ.5399 System allows user to filter and browse notifications sent to and by other units about published HR/AHR/TE/SE needs and deployment plan.

Name:  
Type:

**ACT.041 Publish HR/AHR/TE/SE needs to MS/SAC**

- RQ.5037 System allows user to filter and browse all HR/AHR/TE/SE needs from OPD and PRU units compiled in a form of Common Resources Overview.
- RQ.5052 System allows PRU supervisory user to publish HR/AHR/TE/SE needs to all MS/SAC and send requests for proposals for the needs.
- RQ.5400 System allows PRU user to filter and browse requests sent to MS/SAC and published HR/AHR/TE/SE needs and deployment plan.

Name:  
Type:

**Operational Units**

Name:  
Type:

**ACT.040 Update and confirm HR/AHR/TE/SE needs**

RQ.5049 System allows OPD units users to filter and browse HR/TE/SE needs with inconsistency flag, read and reply on comments.

RQ.5050 System allows OPD units users to modify the HR/TE/SE needs.

RQ.5270 System allows OPD supervisory users to read replies on comments, accept modifications of HR/TE/SE needs and publish them to PRU.

RQ.5399 System allows user to filter and browse notifications sent to and by other units about published HR/AHR/TE/SE needs and deployment plan.

### 5.2.3.3. BSP-16 Select HR/TE resources offered by MS/SAC

The goal of the sub process is to select HR/TE resources from proposals provided by MS/SAC.

Name: BSP-16 Select HR/TE resources offered by MS/SAC  
Package: BSP-16 Select HR/TE resources offered by MS/SAC  
Version: 1.0  
Author: Tomasz Olejnik

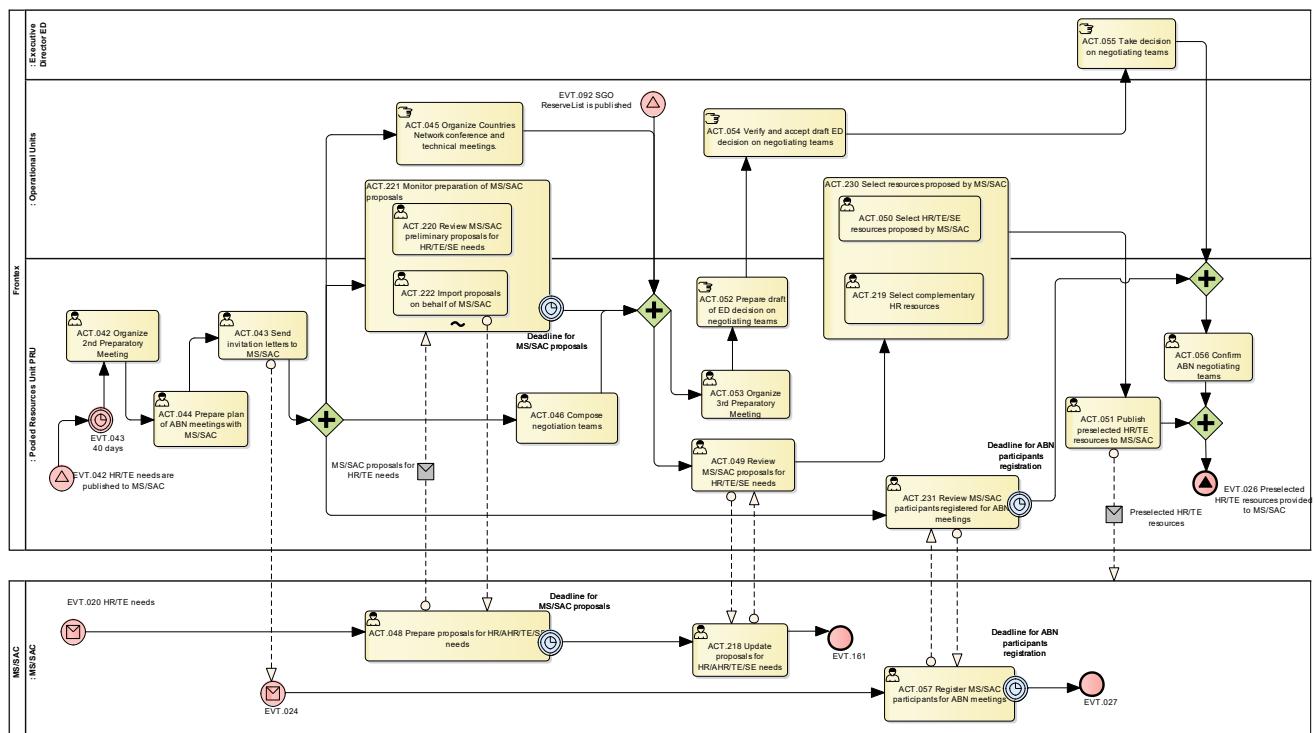


Figure 28: BSP-16 Select HR/TE resources offered by MS/SAC

Name:	Frontex
Type:	Pool

Name:	<b>ACT.221 Monitor preparation of MS/SAC proposals</b>
Type:	Activity

Name:	<b>ACT.220 Review MS/SAC preliminary proposals for HR/TE/SE needs</b>
Type:	Activity

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

RQ.5069 System sends to all MS/SAC reminders (via emails or system messages) about a deadline for preparing HR/TE/SE proposals. Number of days before the deadline, when the reminders are send, is set up by PRU user as a system parameter.

RQ.5071 System allows PRU user to postpone a deadline for selected MS/SAC.

RQ.5253 System allows user to flag a HR/TE proposal with identified inconsistencies and add a comment.

RQ.5254 System allows user to filter HR/AHR/TE/SE proposals with inconsistency flag and read comments and MS/SAC replies.

RQ.5255 System presents Common Resources Overview as a timeline with HR/AHR/TE/SE needs and all MS/SAC proposals for the needs. System presents also MS/SAC and indicates if the proposals covers the needs exactly, above, partially or not at all.

Name:	<b>ACT.222 Import proposals on behalf of MS/SAC</b>
Type:	Activity

RQ.5256 System allows PRU users to import MS/SAC proposals from spreadsheet file on behalf of MS/SAC. After import systems sends a notification to MS/SAC NFPOC user.

Name:	<b>ACT.230 Select resources proposed by MS/SAC</b>
Type:	Activity

Name:	<b>ACT.050 Select HR/TE/SE resources proposed by MS/SAC</b>
Type:	Activity

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

RQ.5072 System allows user to select appropriate HR/AHR/TE/SE resources proposed by MS/SAC.

RQ.5073 System allows user to create negotiation issues related to HR/AHR/TE/SE needs or MS/SAC proposals.

RQ.5074 System allows OPD supervisory users to publish preselection results and negotiation issues to PRU.

RQ.5075 System allows user to filter and browse HR/TE/SE preselection results and negotiation issues for MS/SAC proposals.

RQ.5076 System on user command prepares a report which presents, in table and as graphs, summary of HR/AHR/TE/SE selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5077 System allows user to export Common Resources Overview together with HR/TE preselection results and negotiation issues to spreadsheet file.

RQ.5139 System allows users to add a justification for selection or declining of HR/AHR/TE/SE resources.

RQ.5279 System on user command prepares a report which presents, in table and as graphs, estimated costs of HR/AHR/TE/SE selection: total budget, budget per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5281 System on user command prepares a report which presents HR/TE/SE resources proposed by MS/SAC but not selected or selected partially.

Name:	<b>ACT.219 Select complementary HR resources</b>
Type:	Activity

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

RQ.5075 System allows user to filter and browse HR/TE/SE preselection results and negotiation issues for MS/SAC proposals.

RQ.5076 System on user command prepares a report which presents, in table and as graphs, summary of HR/AHR/TE/SE selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5077 System allows user to export Common Resources Overview together with HR/TE preselection results and negotiation issues to spreadsheet file.

RQ.5139 System allows users to add a justification for selection or declining of HR/AHR/TE/SE resources.

RQ.5277 System allows PRU user to select MS/SAC HR resources for Frontex Support Officer for Logistics and Deployment profile.

Name:	<b>Operational Units</b>
Type:	Lane

Name:	<b>ACT.054 Verify and accept draft ED decision on negotiating teams</b>
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Type:	Activity
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Name:	<b>ACT.045 Organize Countries Network conference and technical meetings.</b>
Type:	Activity

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Name:	<b>Executive Director ED</b>
Type:	Lane

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Name:	<b>ACT.055 Take decision on negotiating teams</b>
Type:	Activity

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Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

---

Name:	<b>ACT.046 Compose negotiation teams</b>
Type:	Activity

---

RQ.5061 System allows PRU user to create negotiation teams and assign or remove team members based on input from other units.

---

Name:	<b>ACT.231 Review MS/SAC participants registered for ABN meetings</b>
Type:	Activity

---

RQ.5103 System sends to all MS/SAC reminders via emails or system messages about deadline for registration of ABN meetings participants. Number of days before deadline, when the reminders are sending, is set up by PRU user as a system parameter.

---

RQ.5278 System allows PRU user to filter and browse MS/SAC participants registered for ABN meetings.

---

Name:	<b>ACT.042 Organize 2nd Preparatory Meeting</b>
Type:	Activity

---

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

---

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

---

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

---

RQ.5255 System presents Common Resources Overview as a timeline with HR/AHR/TE/SE needs and all MS/SAC proposals for the needs. System presents also MS/SAC and indicates if the proposals covers the needs exactly, above, partially or not at all.

---

Name:	<b>ACT.044 Prepare plan of ABN meetings with MS/SAC</b>
Type:	Activity

RQ.5057 System allows user to prepare plan of ABN meetings with MS/SAC which contains: MS/SAC, Frontex negotiation team, dates, hours and rooms.

RQ.5059 System allows PRU user to publish plan of ABN meetings to other units.

RQ.5060 System allows user to export plan of ABN meetings to text document or PDF file.

Name:	<b>ACT.043 Send invitation letters to MS/SAC</b>
Type:	Activity

RQ.5060 System allows user to export plan of ABN meetings to text document or PDF file.

Name:	<b>ACT.049 Review MS/SAC proposals for HR/TE/SE needs</b>
Type:	Activity

RQ.5043 System allows PRU user to mark MS/SAC proposals as revised and ready for selection.

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

RQ.5253 System allows user to flag a HR/TE proposal with identified inconsistencies and add a comment.

RQ.5254 System allows user to filter HR/AHR/TE/SE proposals with inconsistency flag and read comments and MS/SAC replies.

RQ.5275 System allows PRU users to send to MS/SAC a request to change selected HR/TE/SE proposals.

Name:	<b>ACT.051 Publish preselected HR/TE resources to MS/SAC</b>
Type:	Activity

RQ.5075 System allows user to filter and browse HR/TE/SE preselection results and negotiation issues for MS/SAC proposals.

RQ.5076 System on user command prepares a report which presents, in table and as graphs, summary of HR/AHR/TE/SE selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5077 System allows user to export Common Resources Overview together with HR/TE preselection results and negotiation issues to spreadsheet file.

RQ.5093 System allows PRU user to publish preselection results and negotiation issues to MS/SAC.

Name:	<b>ACT.052 Prepare draft of ED decision on negotiating teams</b>
Type:	Activity

Name:	<b>ACT.053 Organize 3rd Preparatory Meeting</b>
Type:	Activity

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

RQ.5097 System allows PRU users to export ABN meetings plan and negotiating teams to text document or PDF file.

RQ.5255 System presents Common Resources Overview as a timeline with HR/AHR/TE/SE needs and all MS/SAC proposals for the needs. System presents also MS/SAC and indicates if the proposals covers the needs exactly, above, partially or not at all.

Name:	<b>ACT.056 Confirm ABN negotiating teams</b>
Type:	Activity

RQ.5098 System allows PRU user to update list of Frontex participants in negotiation teams and assign MS/SAC participants to the teams.

RQ.5099 System allows PRU user to confirm negotiation teams and select ED decision related to the negotiation teams.

RQ.5100 System allows user to select ED decision from Documents Repository.

RQ.5101 System prepares a report which presents ABN negotiation team members and system access rights which has to be granted for them by the system Administrator.

RQ.5102 System prepares a report which presents participants from MS/SAC members with information for which participant a new account is needed and what system access rights has to be granted for all of them.

RQ.5282 System allows PRU user to select a meeting assistant from Frontex participants who is allowed to input data during ABN meeting.

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>MS/SAC</b>
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Type:	Lane
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Name:	<b>ACT.048 Prepare proposals for HR/AHR/TE/SE needs</b>
Type:	Activity

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RQ.5062 System allows NFPOC and NA users to create a proposals for HR/AHR/TE/SE needs. Each proposal is created only for one need and specifies contributing MS/SAC, NA, number of HR or units, proposed deployment period and costs.

---

RQ.5063 By default newly created or modified HR/AHR/TE/SE proposals are accessible only for users from MS/SAC NFPOC or NA.

---

RQ.5064 System allows NFPOC or NA users to export HR/AHR/TE/SE needs to spreadsheet file.

---

RQ.5065 System allows NFPOC and NA users to import HR/AHR/TE/SE proposals from spreadsheet file. The users can decide if system creates new proposals or updates existing proposals on the basis of HR/TE/SE proposals from the spreadsheet file.

---

RQ.5066 System allows NFPOC user to filter and browse all HR/AHR/TE/SE proposals provided by MS/SAC NA.

---

RQ.5067 System allows NFPOC users to modify or delete HR/AHR/TE/SE proposals provided by NA.

---

RQ.5068 System allows NFPOC user to publish HR/AHR/TE/SE proposals to Frontex. Immediately after the publication the proposals are visible in the Common Resources Overview.

---

RQ.5070 System on NFPOC user command prepares a report which presents summary of MS/SAC proposals for HR/AHR/TE/SE needs: total numbers and numbers per operations, NA, profiles, equipment types, deployment locations and periods.

---

RQ.5254 System allows user to filter HR/AHR/TE/SE proposals with inconsistency flag and read comments and MS/SAC replies.

---

RQ.5257 System allows NFPOC user to filter and browse Common Resource Overview with overall information about periods covered by other MS/SAC proposals but without details of the proposals.

---

RQ.5258 System allows NFPOC or NA user to add HR/AHR/TE/SE proposals not related to specific needs.

---

RQ.5272 System allows user to reply on comments added to HR/AHR/TE/SE proposals with inconsistency flag.

---

RQ.5273 System does not allow NFPOC and NA users to change HR/AHR/TE/SE proposals after a deadline.

---

RQ.5276 System allows NA supervisory user to publish HR/AHR/TE/SE proposals to NFPOC.

---

RQ.5401 System allows MS/SAC users to browse requests and notifications send by Frontex for HR/AHR/TE/SE resources and deployment plan.

---

RQ.5425 System allows MS/SAC user to create proposal based on HR/AHR/TE/SE resource selected from list of already registered MS/SAC resources.

---

RQ.5426 System allows MS/SAC user to enter for TE/SE proposal technical specification, compliance sheet and REM specific for sea, land and air means.

---

Name:
Type:

**ACT.057 Register MS/SAC participants for ABN meetings**

Activity

RQ.5094 System allows MS/SAC users to fill in registration forms with data of participants assigned by MS/SAC to ABN meetings.

RQ.5095 System allows MS/SAC users to select participants of ABN meetings from MS/SAC system users.

RQ.5096 System allows MS/SAC users to filter and browse data of participants assigned to ABN meetings.

Name:
Type:

**ACT.218 Update proposals for HR/AHR/TE/SE needs**

Activity

RQ.5063 By default newly created or modified HR/AHR/TE/SE proposals are accessible only for users from MS/SAC NFPOC or NA.

RQ.5064 System allows NFPOC or NA users to export HR/AHR/TE/SE needs to spreadsheet file.

RQ.5065 System allows NFPOC and NA users to import HR/AHR/TE/SE proposals from spreadsheet file. The users can decide if system creates new proposals or updates existing proposals on the basis of HR/TE/SE proposals from the spreadsheet file.

RQ.5066 System allows NFPOC user to filter and browse all HR/AHR/TE/SE proposals provided by MS/SAC NA.

RQ.5067 System allows NFPOC users to modify or delete HR/AHR/TE/SE proposals provided by NA.

RQ.5068 System allows NFPOC user to publish HR/AHR/TE/SE proposals to Frontex. Immediately after the publication the proposals are visible in the Common Resources Overview.

RQ.5070 System on NFPOC user command prepares a report which presents summary of MS/SAC proposals for HR/AHR/TE/SE needs: total numbers and numbers per operations, NA, profiles, equipment types, deployment locations and periods.

RQ.5259 System allows NFPOC or NA users to filter HR/TE/SE needs with inconsistency flag and read and reply on comments.

RQ.5274 System allows NFPOC and NA users to change HR/TE/SE proposals after a deadline only on a request send by Frontex users.

RQ.5401 System allows MS/SAC users to browse requests and notifications send by Frontex for HR/AHR/TE/SE resources and deployment plan.

#### 5.2.3.4. BSP-17 Negotiate final MS/SAC contribution to HR/TE

The goal of the sub process is to negotiate and confirm with MS/SAC their contribution for selected HR/TE resources.

Name: BSP-17 Negotiate final MS/SAC contribution to HR/TE  
 Package: BSP-17 Negotiate final MS/SAC contribution to HR/TE  
 Version: 1.0  
 Author: Tomasz Olejczki

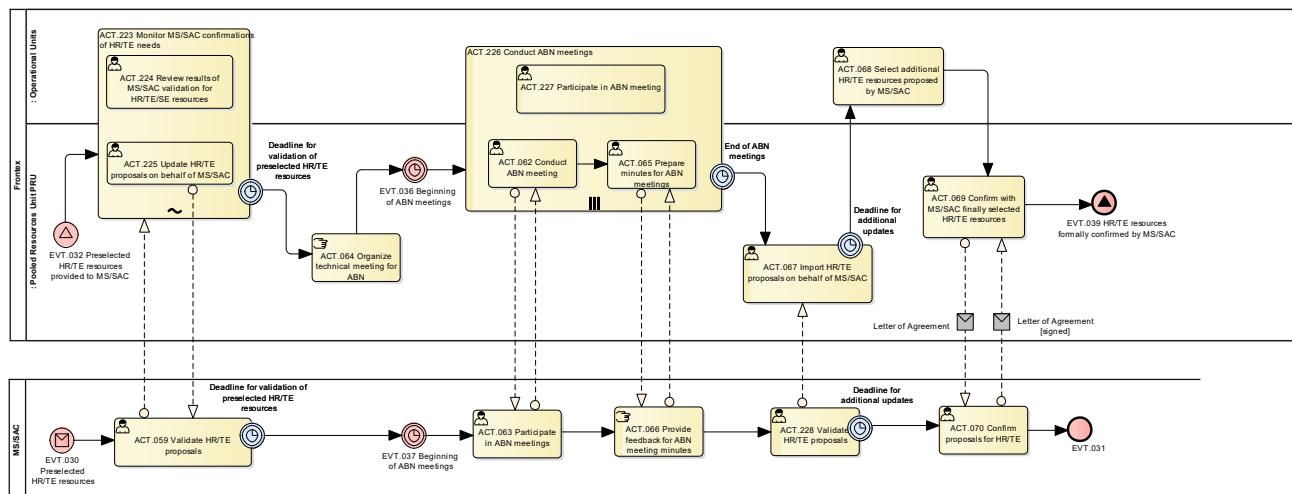


Figure 29: BSP-17 Negotiate final MS/SAC contribution to HR/TE

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>ACT.223 Monitor MS/SAC confirmations of HR/TE needs</b>
Type:	Activity

Name:	<b>ACT.224 Review results of MS/SAC validation for HR/TE/SE resources</b>
Type:	Activity

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5071 System allows PRU user to postpone a deadline for selected MS/SAC.

RQ.5106 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC confirmations for HR/TE: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5108 System allows user to export Common Resources Overview with MS/SAC proposals, confirmations for HR/TE and responses to negotiation issues to spreadsheet file.

RQ.5110 System allows OPD user to modify or close negotiation issues.

RQ.5260 System allows user to filter and browse Common Resources Overview with MS/SAC proposals, confirmations for HR/TE/SE resources and MS/SAC replies to negotiation issues.

RQ.5280 System sends to all MS/SAC reminders about a deadline for validation of HR/TE/SE proposals.

Name:	<b>ACT.225 Update HR/TE proposals on behalf of MS/SAC</b>
Type:	Activity

RQ.5109 System allows PRU user to import spreadsheet file with MS/SAC updates, confirmations for HR/TE resources and responses to negotiation issues on behalf of MS/SAC.

RQ.5256 System allows PRU users to import MS/SAC proposals from spreadsheet file on behalf of MS/SAC. After import systems sends a notification to MS/SAC NFPOC user.

RQ.5262 System allows PRU supervisory user to publish MS/SAC, updates, confirmations for HR/TE resources and responses to negotiation issues on behalf of MS/SAC.

RQ.5263 System allows PRU user to provide a justification for each import of MS/SAC confirmations for HR/TE resources and responses to negotiation issues on behalf of MS/SAC.

RQ.5264 System automatically sends a notification to NFPOC after each publication of HR/TE resources and responses to negotiation issues on behalf of MS/SAC by PRU user.

Name:	<b>ACT.226 Conduct ABN meetings</b>
Type:	Activity

Name:	<b>ACT.062 Conduct ABN meeting</b>
Type:	Activity

RQ.5111 System allows user to filter and browse ABN negotiation meetings to which the user is assigned.

RQ.5112 System allows meeting assistant to open selected ABN negotiation meeting.

RQ.5113 System allows user to filter and browse HR/TE needs, MS/SAC confirmations for HR/TE, negotiation issues and MS/SAC responses to negotiation issues.

RQ.5114 System allows meeting assistant to change status of MS/SAC proposals for HR/TE/SE needs.

RQ.5115 System allows meeting assistant to add additional HR/TE/SE needs and MS/SAC proposals.

RQ.5116 System allows meeting assistant to close ABN negotiation meeting.

RQ.5121 System automatically records data about a user, data and time for the following actions: opening the meetings, changing the statuses of MS/SAC proposals, creating of additional HR/TE needs and proposals, closing the meetings.

RQ.5266 System allows meeting assistant to add comments related to negotiation meeting.

RQ.5268 System allows meeting assistant to confirm or modify list of ABN meeting participants.

Name:	<b>ACT.065 Prepare minutes for ABN meetings</b>
Type:	Activity

RQ.5123 System prepares minutes for ABN meeting automatically based on actions recorded during ABN meeting.

RQ.5124 System allows user to select shared folder in Documents Repository for minutes of ABN meeting.

RQ.5125 System allows user to select final version of ABN meeting minutes from Documents Repository and assign it to ABN meeting.

RQ.5267 System allows user to export Common Resources Overview for selected MS/SAC with modifications introduced during ABN meeting.

Name:	<b>ACT.227 Participate in ABN meeting</b>
Type:	Activity

RQ.5111 System allows user to filter and browse ABN negotiation meetings to which the user is assigned.

RQ.5113 System allows user to filter and browse HR/TE needs, MS/SAC confirmations for HR/TE, negotiation issues and MS/SAC responses to negotiation issues.

RQ.5117 System allows user to browse opened ABN meeting.

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

Name:	<b>ACT.064 Organize technical meeting for ABN</b>
Type:	Activity

Name:	<b>ACT.067 Import HR/TE proposals on behalf of MS/SAC</b>
Type:	Activity

RQ.5256 System allows PRU users to import MS/SAC proposals from spreadsheet file on behalf of MS/SAC. After import systems sends a notification to MS/SAC NFPOC user.

Name:	<b>ACT.069 Confirm with MS/SAC finally selected HR/TE resources</b>
Type:	Activity

RQ.5107 System allows user to export Common Resources Overview with HR/TE final selection results to spreadsheet file per MS/SAC.

RQ.5118 System on user command prepares a Letter of Agreement based on document template and selected MS/SAC NA.

RQ.5119 System allows user to filter and browse a log of amendments prepared by MS/SAC to proposals included in Letter of Agreement.

RQ.5127 System allows user to filter and browse HR/TE final selection results for MS/SAC proposals.

RQ.5128 System prepares a report in table and as graphs with summary of HR/TE final selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations, periods and costs of deployment

RQ.5130 System allows PRU user to set status of MS/SAC proposals for HR/TE resources as formally confirmed.

RQ.5365 System allows PRU user to insert a MS minimum contribution for EBCGT HR Rapid Reaction Pool per profile together with a date of entry in force.

RQ.5366 System allows PRU user to insert MS minimum contribution for TE Rapid Reaction Pool per TE type together with a date of entry in force.

Name:	<b>Operational Units</b>
Type:	Lane

Name:	<b>ACT.068 Select additional HR/TE resources proposed by MS/SAC</b>
Type:	Activity

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

RQ.5072 System allows user to select appropriate HR/AHR/TE/SE resources proposed by MS/SAC.

RQ.5110 System allows OPD user to modify or close negotiation issues.

RQ.5126 System allows OPD supervisory users to browse and publish results of final selection to PRU.

RQ.5127 System allows user to filter and browse HR/TE final selection results for MS/SAC proposals.

RQ.5128 System on user command prepares a report which presents, in table and as graphs, summary of HR/TE final selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5129 System allows user to export Common Resources Overview with HR/TE final selection results to spreadsheet file.

RQ.5139 System allows users to add a justification for selection or declining of HR/AHR/TE/SE resources.

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.059 Validate HR/TE proposals</b>
Type:	Activity

RQ.5062 System allows NFPOC and NA users to create a proposals for HR/AHR/TE/SE needs. Each proposal is created only for one need and specifies contributing MS/SAC, NA, number of HR or units, proposed deployment period and costs.

RQ.5063 By default newly created or modified HR/AHR/TE/SE proposals are accessible only for users from MS/SAC NFPOC or NA.

RQ.5064 System allows NFPOC or NA users to export HR/AHR/TE/SE needs to spreadsheet file.

RQ.5065 System allows NFPOC and NA users to import HR/AHR/TE/SE proposals from spreadsheet file. The users can decide if system creates new proposals or updates existing proposals on the basis of HR/TE/SE proposals from the spreadsheet file.

RQ.5066 System allows NFPOC user to filter and browse all HR/AHR/TE/SE proposals provided by MS/SAC NA.

RQ.5067 System allows NFPOC users to modify or delete HR/AHR/TE/SE proposals provided by NA.

RQ.5068 System allows NFPOC user to publish HR/AHR/TE/SE proposals to Frontex. Immediately after the publication the proposals are visible in the Common Resources Overview.

RQ.5069 System sends to all MS/SAC reminders (via emails or system messages) about a deadline for preparing HR/TE/SE proposals. Number of days before the deadline, when the reminders are send, is set up by PRU user as a system parameter.

RQ.5070 System on NFPOC user command prepares a report which presents summary of MS/SAC proposals for HR/AHR/TE/SE needs: total numbers and numbers per operations, NA, profiles, equipment types, deployment locations and periods.

RQ.5075 System allows user to filter and browse HR/TE/SE preselection results and negotiation issues for MS/SAC proposals.

RQ.5104 System allows MS/SAC user to confirm preselected HR/TE resources and provide responses to negotiation issues.

RQ.5105 System allows MS/SAC user to filter and browse confirmed HR/TE resources and responses to negotiation issues.

RQ.5257 System allows NFPOC user to filter and browse Common Resource Overview with overall information about periods covered by other MS/SAC proposals but without details of the proposals.

RQ.5258 System allows NFPOC or NA user to add HR/AHR/TE/SE proposals not related to specific needs.

Name:	ACT.063 Participate in ABN meetings
Type:	Activity

RQ.5111 System allows user to filter and browse ABN negotiation meetings to which the user is assigned.

RQ.5113 System allows user to filter and browse HR/TE needs, MS/SAC confirmations for HR/TE, negotiation issues and MS/SAC responses to negotiation issues.

RQ.5117 System allows user to browse opened ABN meeting.

Name:	ACT.066 Provide feedback for ABN meeting minutes
Type:	Activity

Name:	<b>ACT.070 Confirm proposals for HR/TE</b>
Type:	Activity

---

RQ.5120 System allows NFPOC and NA users to filter and browse HR/TE final selection results.

RQ.5122 System allows NFPOC and NA users to prepare amendments to HR/TE proposals for finally selected resources.

RQ.5261 System automatically creates a log of amendments prepared by NFPOC or NA users for HR/TE proposals included in Letter of Agreement.

RQ.5269 System allows NFPOC or NA users to export a log of amendments for HR/TE proposals included in Letter of Agreement to spreadsheet file.

Name:	<b>ACT.228 Validate HR/TE proposals</b>
Type:	Activity

---

RQ.5062 System allows NFPOC and NA users to create a proposals for HR/AHR/TE/SE needs. Each proposal is created only for one need and specifies contributing MS/SAC, NA, number of HR or units, proposed deployment period and costs.

RQ.5063 By default newly created or modified HR/AHR/TE/SE proposals are accessible only for users from MS/SAC NFPOC or NA.

RQ.5064 System allows NFPOC or NA users to export HR/AHR/TE/SE needs to spreadsheet file.

RQ.5065 System allows NFPOC and NA users to import HR/AHR/TE/SE proposals from spreadsheet file. The users can decide if system creates new proposals or updates existing proposals on the basis of HR/TE/SE proposals from the spreadsheet file.

RQ.5066 System allows NFPOC user to filter and browse all HR/AHR/TE/SE proposals provided by MS/SAC NA.

RQ.5067 System allows NFPOC users to modify or delete HR/AHR/TE/SE proposals provided by NA.

RQ.5068 System allows NFPOC user to publish HR/AHR/TE/SE proposals to Frontex. Immediately after the publication the proposals are visible in the Common Resources Overview.

RQ.5069 System sends to all MS/SAC reminders (via emails or system messages) about a deadline for preparing HR/TE/SE proposals. Number of days before the deadline, when the reminders are send, is set up by PRU user as a system parameter.

RQ.5070 System on NFPOC user command prepares a report which presents summary of MS/SAC proposals for HR/AHR/TE/SE needs: total numbers and numbers per operations, NA, profiles, equipment types, deployment locations and periods.

RQ.5075 System allows user to filter and browse HR/TE/SE preselection results and negotiation issues for MS/SAC proposals.

RQ.5104 System allows MS/SAC user to confirm preselected HR/TE resources and provide responses to negotiation issues.

RQ.5105 System allows MS/SAC user to filter and browse confirmed HR/TE resources and responses to negotiation issues.

RQ.5257 System allows NFPOC user to filter and browse Common Resource Overview with overall information about periods covered by other MS/SAC proposals but without details of the proposals.

RQ.5258 System allows NFPOC or NA user to add HR/AHR/TE/SE proposals not related to specific needs.

### 5.2.3.5. BSP-18 Evaluate ABN process

The goal of the sub process is to evaluate the process and to provide a final report.

Name: BSP-18 Evaluate ABN process  
 Package: BSP-18 Evaluate ABN process  
 Version: 1.0  
 Author: Tomasz Olędzki

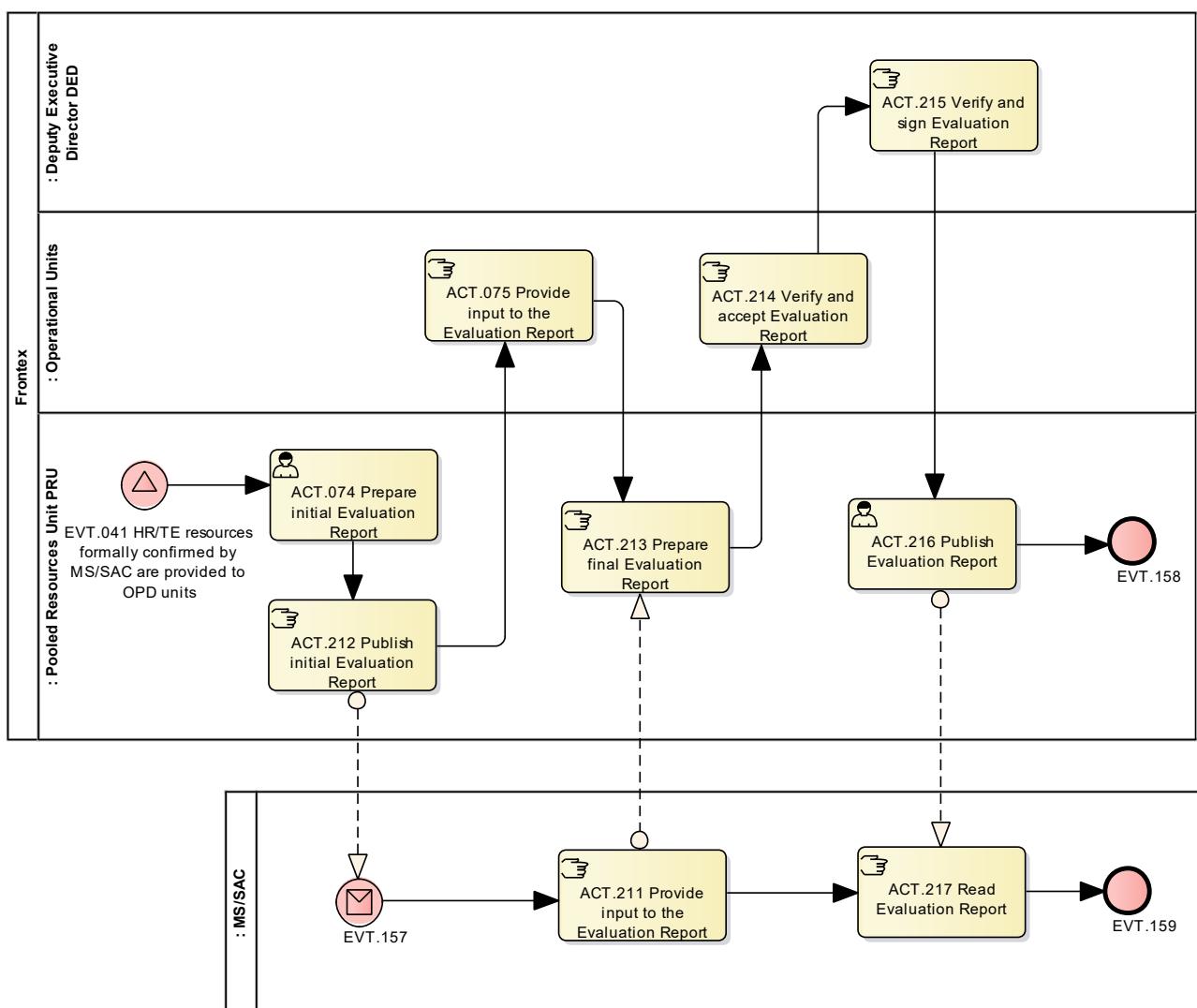


Figure 30: BSP-18 Evaluate ABN process

Name:	MS/SAC
Type:	Pool

Name:	ACT.211 Provide input to the Evaluation Report
Type:	Activity

Name:	<b>ACT.217 Read Evaluation Report</b>
Type:	Activity

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Name:	<b>Frontex</b>
Type:	Pool

---

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

---

Name:	<b>ACT.074 Prepare initial Evaluation Report</b>
Type:	Activity

---

RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5076 System on user command prepares a report which presents, in table and as graphs, summary of HR/AHR/TE/SE selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5106 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC confirmations for HR/TE: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5128 System on user command prepares a report which presents, in table and as graphs, summary of HR/TE final selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

RQ.5251 System on user command prepares a report which presents, in table and as graphs, summary of TE/SE needs per operations, TE types, deployment locations and periods.

Name:	<b>ACT.212 Publish initial Evaluation Report</b>
Type:	Activity

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Name:	<b>ACT.213 Prepare final Evaluation Report</b>
Type:	Activity

---

Name:	<b>ACT.216 Publish Evaluation Report</b>
Type:	Activity

---

RQ.5252 System allows PRU user to link Evaluation Report stored in Documents Repository with ABN activity and close the activity.

Name:	<b>Operational Units</b>
Type:	Lane

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Name:	<b>ACT.075 Provide input to the Evaluation Report</b>
Type:	Activity

Name:	<b>ACT.214 Verify and accept Evaluation Report</b>
Type:	Activity

Name:	<b>Deputy Executive Director DED</b>
Type:	Lane

Name:	<b>ACT.215 Verify and sign Evaluation Report</b>
Type:	Activity

## 5.3. Operational Activities Processes

### 5.3.1. Operational activity planning

#### 5.3.1.1. BP-20 Plan budget for operational Year N

The goal of the process is to plan budget for operational year N.

Name: BP-20 Plan budget for operational Year N  
 Package: BP-20 Plan budget for operational Year N  
 Version: 1.0  
 Author: Tomasz Olędzki

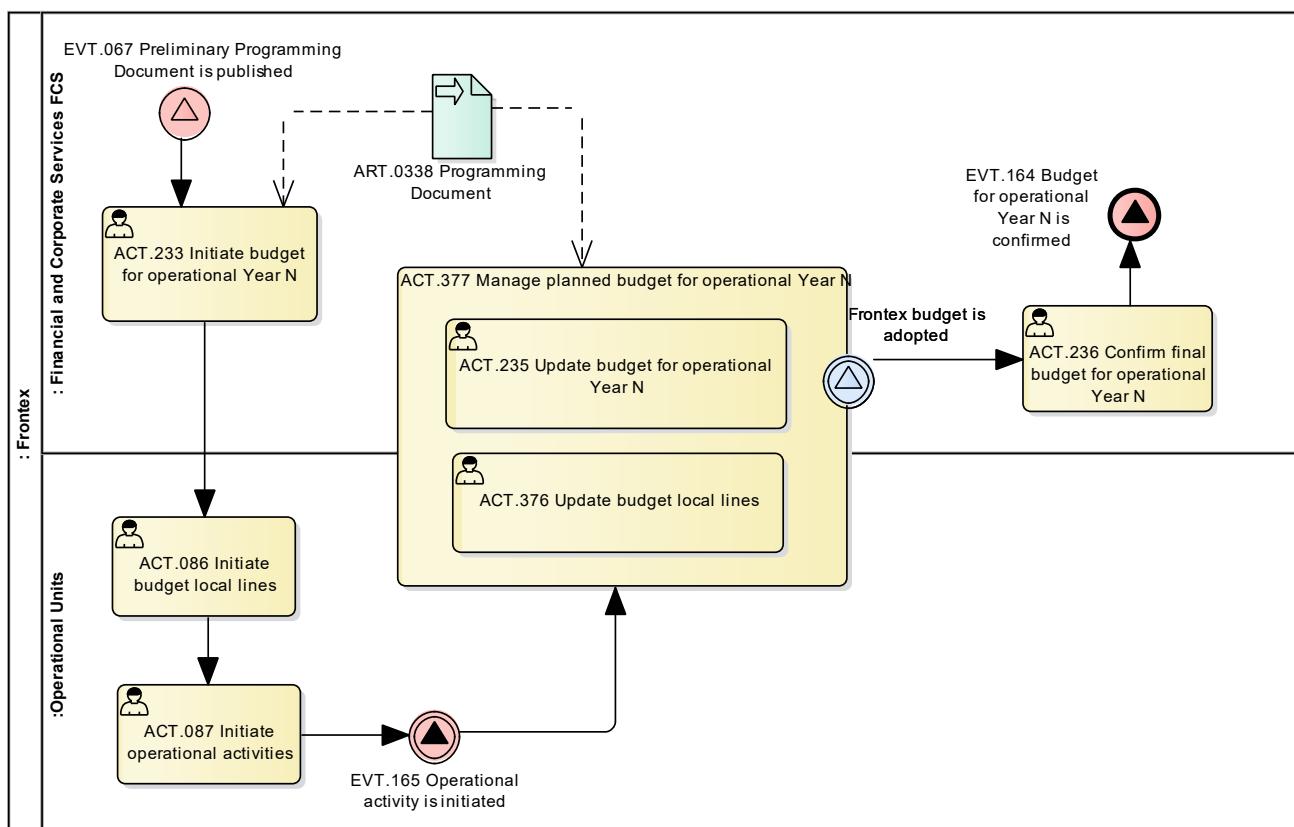


Figure 31: BP-20 Plan budget for operational Year N

Name:	<b>Frontex</b>
Type:	Pool

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Name:	<b>ACT.377 Manage planned budget for operational Year N</b>
Type:	Activity

---

Name:	<b>ACT.376 Update budget local lines</b>
Type:	Activity

---

RQ.5294 System does not allow OPD budget coordinating user to save budget local lines if sum of budgets for local lines is not equal to budget for parent item.

RQ.5295 System allows OPD budget coordinating user to create new working version of budget local lines and modify local lines structure and budgets.

RQ.5296 System allows OPD supervisory user to browse and accept budget local lines.

RQ.5411 System automatically sends notification to OPD users when OPD budget supervisory user accepts new version of budget local lines.

Name:	<b>ACT.235 Update budget for operational Year N</b>
Type:	Activity

---

RQ.5297 System allows FCS budget coordinating user to create a new working version of budget and modify budget structure and budgets for titles, chapters and items.

RQ.5361 System does not allows FCS budget coordinating user to save budget structure if sum of budgets for items is not equal to budget for parent chapter and sum of budgets for chapters is not equal to budget for parent title.

RQ.5363 System allows FCS budget supervisory user to accept selected version of budget as a valid version.

RQ.5364 System automatically sends notification to OPD budget coordinating users when new version of budget is accepted by FCS budget supervisory user.

Name:	<b>&lt;anonymous&gt;Operational Units</b>
Type:	Lane

---

Name:	<b>ACT.087 Initiate operational activities</b>
Type:	Activity

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RQ.5090 System allows OPD user to create operational activity, define activity type and period, assign to budget local line, select host MS and locations, grant access to other users, create tasks and add additional information.

RQ.5091 System allows user to filter, modify and browse operational activities.

Name:	<b>ACT.086 Initiate budget local lines</b>
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Type:	Activity
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RQ.5293 System allows OPD budget coordinating user to create local lines assigned to budget items and enter budgets for the local lines.

RQ.5294 System does not allow OPD budget coordinating user to save budget local lines if sum of budgets for local lines is not equal to budget for parent item.

RQ.5296 System allows OPD supervisory user to browse and accept budget local lines.

RQ.5411 System automatically sends notification to OPD users when OPD budget supervisory user accepts new version of budget local lines.

Name:	<b>Financial and Corporate Services FCS</b>
Type:	Lane

Name:	<b>ACT.233 Initiate budget for operational Year N</b>
Type:	Activity

RQ.5291 System allows FCS budget coordinating user to create new budget for operational year N and create budget structure comprised of budget titles, chapters and items.

RQ.5292 System allows FCS budget coordinating user to enter budget values to budget titles, chapters and items.

RQ.5361 System does not allows FCS budget coordinating user to save budget structure if sum of budgets for items is not equal to budget for parent chapter and sum of budgets for chapters is not equal to budget for parent title.

RQ.5410 System allows FCS budget supervisory user to browse and accept all new elements or changes made in budget structure by the FCS budget coordinating user.

Name:	<b>ACT.236 Confirm final budget for operational Year N</b>
Type:	Activity

RQ.5294 System does not allow OPD budget coordinating user to save budget local lines if sum of budgets for local lines is not equal to budget for parent item.

RQ.5298 System allows budget coordinating user to confirm final budget structure and allocations.

RQ.5364 System automatically sends notification to OPD budget coordinating users when new version of budget is accepted by FCS budget supervisory user.

RQ.5412 System allows FCS budget coordinating user to confirm selected working version of budget as a final budget for operational Year N.

RQ.5413 System allows FCS budget supervisory user to accept confirmation for selected working version of budget as a final budget for operational Year N.

### 5.3.1.2. BP-26 Plan resources contributed by MS/SAC

The goal of the process is to plan HR/TE resources which are contributed by MS/SAC.

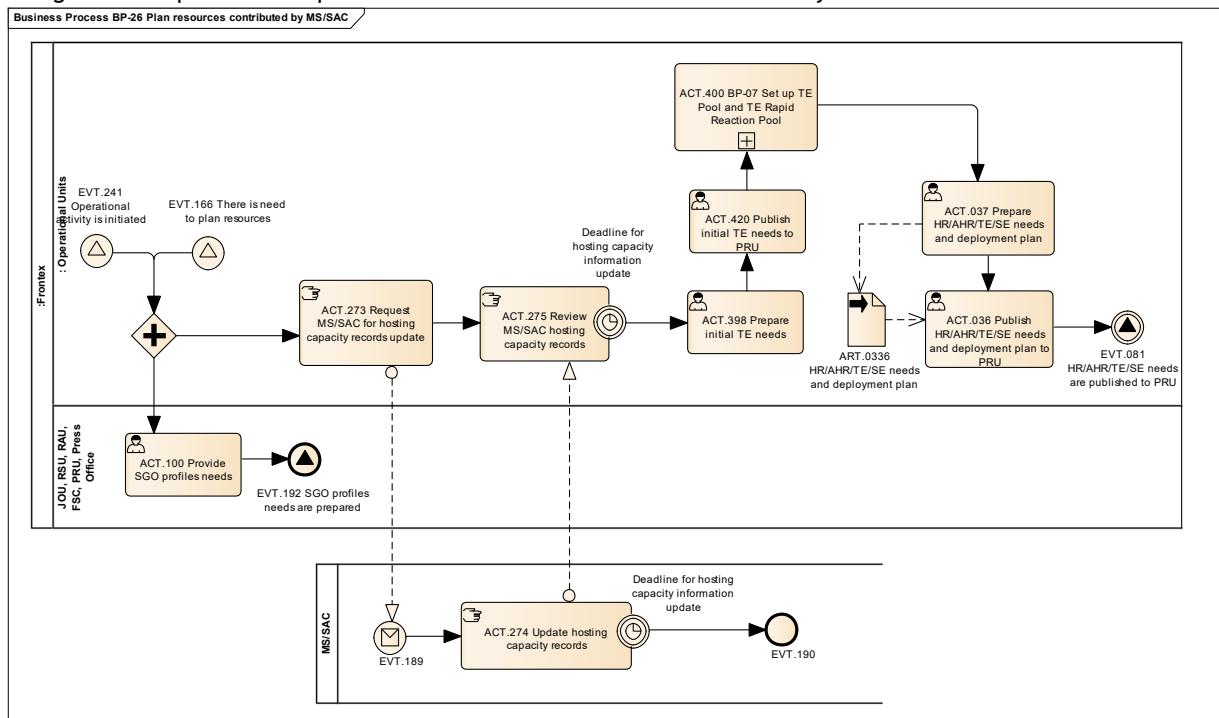


Figure 32: BP-26 Plan resources contributed by MS/SAC

Name:	<anonymous>Frontex
Type:	Pool

Name:	Operational Units
Type:	Lane

Name:	ACT.395 Asses OMNTE
Type:	Activity

Name:	ACT.396 Prepare MB decision
Type:	Activity

Name:	ACT.398 Prepare initial TE needs
Type:	Activity

RQ.5136 System automatically creates a unique ID for each new HR/AHR/TE/SE need.

RQ.5458 System allows OPD users to create and modify initial TE needs defined by type of equipment from OMNTE, new TE types, number of assets per month, operational activity and sector/unit.

RQ.5459 System on OPD user command prepares report with summary of initial TE needs per OMNTE types, new TE types, operational activity, number of assets per month and total number of assets per TE types.

RQ.5460 Newly created initial TE needs are accessible only for users from units where the needs were created.

RQ.5463 System on OPD users command prepares report with summary of costs for TE initial needs per OMNTE and new TE types, operational activity and months.

Name:	<b>ACT.400 BP-07 Set up TE Pool and TE Rapid Reaction Pool</b>
Type:	Activity

Name:	<b>ACT.420 Publish initial TE needs to PRU</b>
Type:	Activity

RQ.5399 System allows user to filter and browse notifications sent to and by other units about published HR/AHR/TE/SE needs and deployment plan.

RQ.5461 System allows OPD supervisory users to review initial TE needs and publish them to PRU.

Name:	<b>ACT.037 Prepare HR/AHR/TE/SE needs and deployment plan</b>
Type:	Activity

RQ.5018 System allows OPD users to create and modify HR needs and deployment plan for Operational HR defined as number of HR per operational activity, hosting MS, EBCGT profile and deployment location and period.

RQ.5019 System allows JOU users to create and modify HR needs for EBCGT Rapid Reaction Pool on the basis of profiles and minimum numbers from EBCGT RRP parameters.

RQ.5020 System allows RSU user to create and modify HR needs for Return HR Pools on the basis of return profiles and minimum numbers from RHRP parameters.

RQ.5022 System allows OPD users to create and modify AHR needs and deployment plan for Additional HR defined as number of AHR per operational activity, hosting MS, additional function and deployment location and periods.

RQ.5023 System allows FSC user to create and modify HR needs and deployment plan for Operational HR defined as number of HR per EBCGT profile or additional function and deployment location and periods.

RQ.5029 System allows OPD users to create and modify TE needs and deployment plan for Operational TE defined as type of equipment from OMNTE, asset-months per operational activity, hosting MS, deployment location and deployment period.

RQ.5030 System allows OPD users to create and modify TE needs for Rapid Reaction Pool based on equipment types from OMNTE and minimum numbers from TE RRP parameters.

RQ.5032 System allows user to filter, modify and browse HR/AHR/TE/SE needs.

RQ.5033 Newly created HR/AHR/TE/SE needs are accessible only for users from units where the needs were created.

RQ.5034 System is able to present HR/AHR/TE/SE needs on geographical maps based on planned deployment location.

RQ.5035 System is able to present HR/AHR/TE/SE needs on timeline based on deployment periods.

RQ.5036 System on user command presents report with total budget assigned to operational activity local line and simulated costs for HR/AHR/TE/SE needs based on estimated costs parameters.

RQ.5092 System allows user to manage costs parameters which are necessary to prepare simulated costs for HR/AHR/TE/SE resources.

RQ.5136 System automatically creates a unique ID for each new HR/AHR/TE/SE need.

RQ.5137 System allows OPD users to create and modify SE needs defined as asset-months or quantity per operational activity, hosting MS, type of SE, deployment location and deployment period.

RQ.5138 System allows OPD users to assign HR/AHR/TE/SE needs to tasks defined in operational activity.

RQ.5271 System allows user to create new HR/AHR/TE/SE needs by copying HR/AHR/TE/SE resources from deployment plan from selected operational activity.

RQ.5319 System allows OPD users to create and modify deployment plan for SGOs defined as number of HR per operational activity, hosting MS, EBCGT profile and deployment location and periods.

RQ.5599 System allows OPD users to create and modify SE needs defined as specific asset available in the SE inventory

RQ.5601 System allows users to search for SE available in SE inventory by the following search criteria: name, barcode, serial number, location

Name:	<b>ACT.036 Publish HR/AHR/TE/SE needs and deployment plan to PRU</b>
Type:	Activity

RQ.5051 System allows OPD supervisory users to review the HR/AHR/TE/SE needs with deployment plan and publish them to PRU.

RQ.5399 System allows user to filter and browse notifications sent to and by other units about published HR/AHR/TE/SE needs and deployment plan.

Name:	<b>ACT.273 Request MS/SAC for hosting capacity records update</b>
Type:	Activity

Name:	<b>ACT.275 Review MS/SAC hosting capacity records</b>
Type:	Activity

Name:	<b>Management Board</b>
Type:	Lane

Name:	<b>ACT.397 Take decision on OMNTE</b>
Type:	Activity

Name:	<b>JOU, RSU, RAU, FSC, PRU, Press Office</b>
Type:	Lane

Name:	<b>ACT.100 Provide SGO profiles needs</b>
Type:	Activity

RQ.5140 System allows JOU, RSU, RAU, FSC, PRU and Press Office users to select EBCGT profiles required for SGOs per selected year.

RQ.5141 System allows JOU, RSU, RAU, FSC, PRU and Press Office supervisory users to accept the SGO needs and publish them to PRU.

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.274 Update hosting capacity records</b>
Type:	Activity

### 5.3.1.3. BP-27 Plan joint operation

The goal of the process is to plan joint operation by planning resources and preparing OPLAN and AIFC.

Name: BP-27 Plan joint operation  
 Package: BP-27 Plan joint operation  
 Version: 1.0  
 Author: Tomasz Olędzki

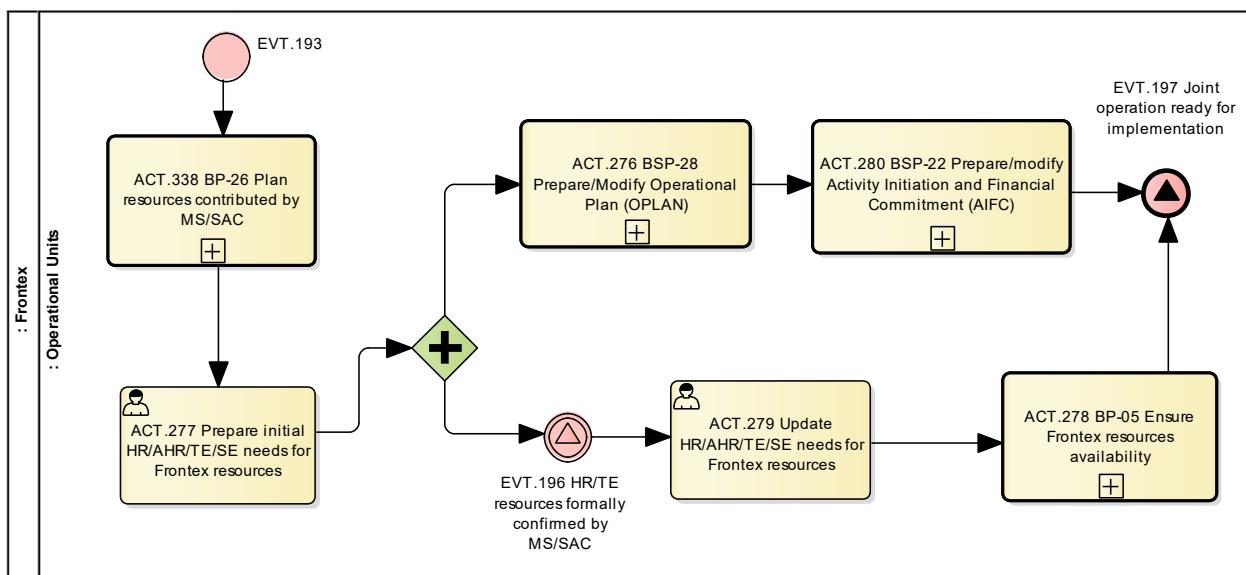


Figure 33: BP-27 Plan joint operation

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Operational Units</b>
Type:	Lane

Name:
Type:

**ACT.276 BSP-28 Prepare/Modify Operational Plan (OPLAN)**

Activity

Name:
Type:

**ACT.277 Prepare initial HR/AHR/TE/SE needs for Frontex resources**

Activity

RQ.5018 System allows OPD users to create and modify HR needs and deployment plan for Operational HR defined as number of HR per operational activity, hosting MS, EBCGT profile and deployment location and period.

RQ.5022 System allows OPD users to create and modify AHR needs and deployment plan for Additional HR defined as number of AHR per operational activity, hosting MS, additional function and deployment location and periods.

RQ.5029 System allows OPD users to create and modify TE needs and deployment plan for Operational TE defined as type of equipment from OMNTE, asset-months per operational activity, hosting MS, deployment location and deployment period.

RQ.5137 System allows OPD users to create and modify SE needs defined as asset-months or quantity per operational activity, hosting MS, type of SE, deployment location and deployment period.

Name:
Type:

**ACT.278 BP-05 Ensure Frontex resources availability**

Activity

Name:
Type:

**ACT.279 Update HR/AHR/TE/SE needs for Frontex resources**

Activity

RQ.5018 System allows OPD users to create and modify HR needs and deployment plan for Operational HR defined as number of HR per operational activity, hosting MS, EBCGT profile and deployment location and period.

RQ.5022 System allows OPD users to create and modify AHR needs and deployment plan for Additional HR defined as number of AHR per operational activity, hosting MS, additional function and deployment location and periods.

RQ.5029 System allows OPD users to create and modify TE needs and deployment plan for Operational TE defined as type of equipment from OMNTE, asset-months per operational activity, hosting MS, deployment location and deployment period.

RQ.5137 System allows OPD users to create and modify SE needs defined as asset-months or quantity per operational activity, hosting MS, type of SE, deployment location and deployment period.

Name:
Type:

**ACT.280 BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)**

Activity

Name:
Type:

**ACT.338 BP-26 Plan resources contributed by MS/SAC**

Activity

### 5.3.1.4. BSP-28 Prepare/modify Operational Plan (OPLAN)

The goal of the sub process is to prepare or modify OPLAN and to get an approval of the plan.

Name: BSP-28 Prepare/modify Operational Plan (OPLAN)  
 Package: BSP-28 Prepare/modify Operational Plan (OPLAN)  
 Version: 1.0  
 Author: Tomasz Olejczki

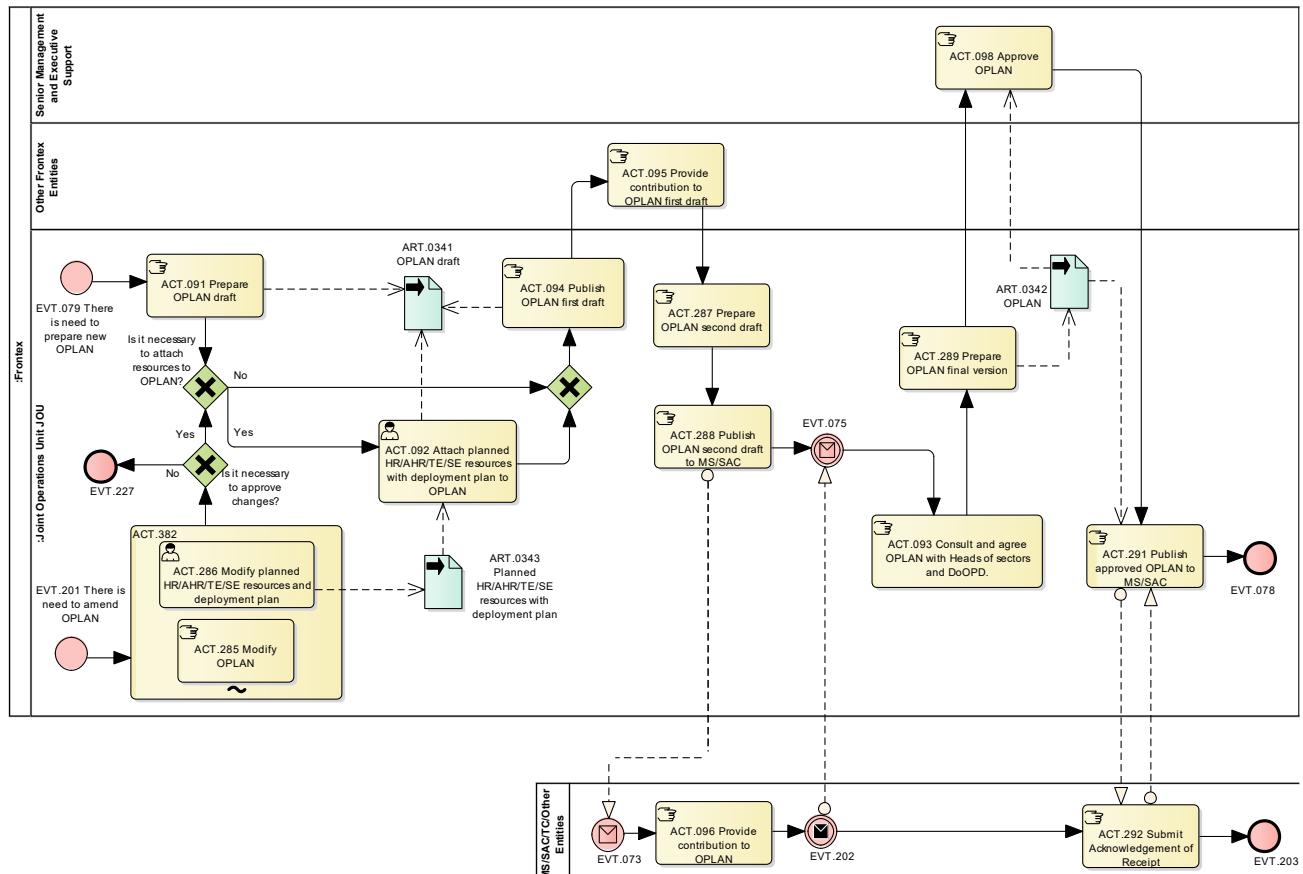


Figure 34: BSP-28 Prepare/Modify Operational Plan (OPLAN)

Name:	<anonymous>Frontex
Type:	Pool

Name:	<anonymous>Joint Operations Unit JOU
Type:	Lane

Name:	ACT.091 Prepare OPLAN draft
Type:	Activity

Name:	ACT.092 Attach planned HR/AHR/TE/SE resources with deployment plan to OPLAN
Type:	Activity

RQ.5131 System allows user to export planned HR/AHR/TE/SE resources with deployment plan of operation to spreadsheet file.

RQ.5132 System allows user to export spreadsheet file directly to shared folder selected by user in Documents Repository.

RQ.5317 System allows user to link OPLAN document from Documents Repository with operational activity.

RQ.5318 System allows user to select OPLAN document from Documents Repository.

Name:	<b>ACT.093 Consult and agree OPLAN with Heads of sectors and DoOPD.</b>
Type:	Activity

Name:	<b>ACT.094 Publish OPLAN first draft</b>
Type:	Activity

Name:	<b>ACT.287 Prepare OPLAN second draft</b>
Type:	Activity

Name:	<b>ACT.288 Publish OPLAN second draft to MS/SAC</b>
Type:	Activity

Name:	<b>ACT.289 Prepare OPLAN final version</b>
Type:	Activity

Name:	<b>ACT.291 Publish approved OPLAN to MS/SAC</b>
Type:	Activity

Name:	<b>ACT.382</b>
Type:	Activity

Name:	<b>ACT.285 Modify OPLAN</b>
Type:	Activity

Name:	<b>ACT.286 Modify planned HR/AHR/TE/SE resources and deployment plan</b>
Type:	Activity

RQ.5265 System allows user to browse valid and working versions of planned HR/AHR/TE/SE resources and deployment plan.

RQ.5288 System allows user to browse and modify working version of planned HR/AHR/TE/SE resources and deployment plan.

RQ.5289 System allows user to create a new working versions of planned HR/AHR/TE/SE resources and deployment plan.

RQ.5290 System allows user to mark selected working version of planned HR/AHR/TE/SE resources and deployment plan as a valid version which cannot be modified.

RQ.5409 System presents planned HR/AHR/TE/SE resources and deployment plan on timeline with information about planned and ongoing deployments, shifts, out of service periods and availability of resources.

RQ.5414 System on user command presents report with total budget assigned to operational activity local line and simulated costs for planned HR/AHR/TE/SE resources based on estimated costs parameters.

Name:	<b>Other Frontex Entities</b>
Type:	Lane

Name:	<b>Other Frontex Entities</b>
Type:	Pool

Name:	<b>ACT.095 Provide contribution to OPLAN first draft</b>
Type:	Activity

Name:	<b>Senior Management and Executive Support</b>
Type:	Lane

Name:	<b>ACT.098 Approve OPLAN</b>
Type:	Activity

Name:	<b>MS/SAC/TC/Other Entities</b>
Type:	Pool

Name:	<b>ACT.096 Provide contribution to OPLAN</b>
Type:	Activity

Name:	<b>ACT.292 Submit Acknowledgement of Receipt</b>
Type:	Activity

### 5.3.2. Operational activity implementation

#### 5.3.2.1. BP-29 Implement joint operation

The goal of the process is to implement joint operation by managing operational finances and resources.

Name: BP-29 Implement joint operation  
 Package: BP-29 Implement joint operation  
 Version: 1.0  
 Author: Tomasz Olędzki

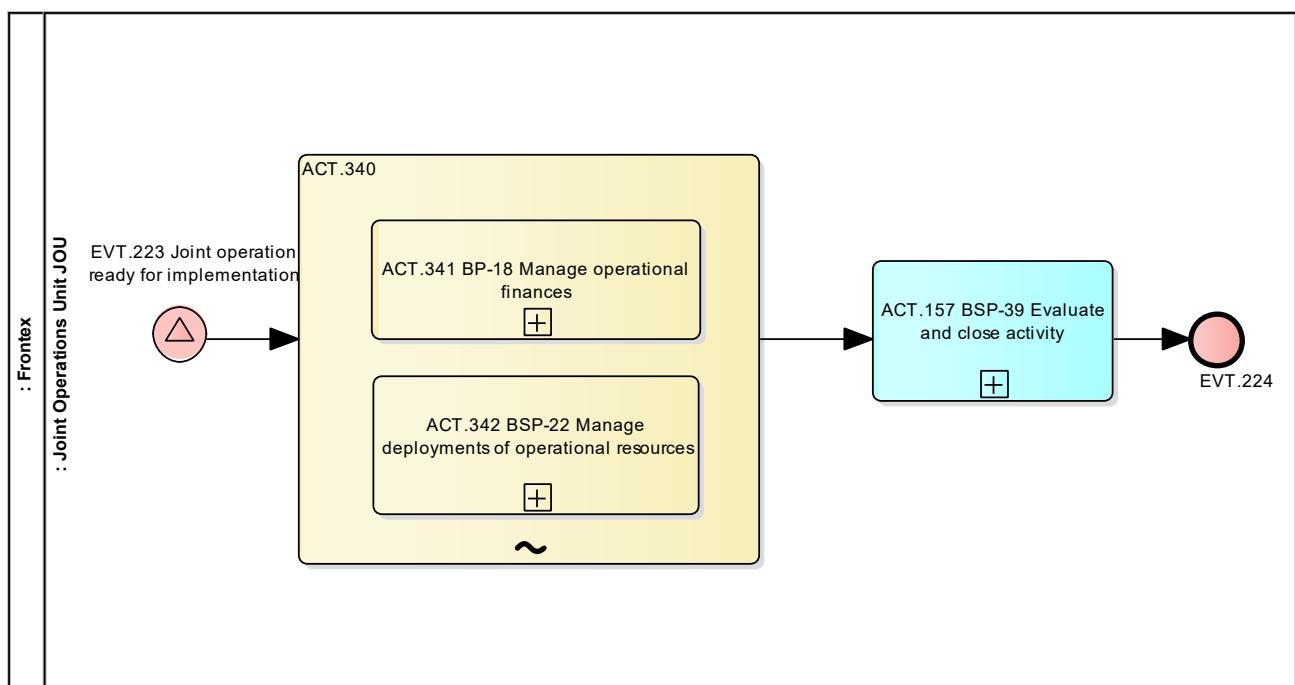


Figure 35: BP-29 Implement joint operation

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Joint Operations Unit JOU</b>
Type:	Lane

Name:	<b>ACT.157 BSP-39 Evaluate and close activity</b>
Type:	Activity

Name:	<b>ACT.340</b>
Type:	Activity

Name:	<b>ACT.341 BP-18 Manage operational finances</b>
Type:	Activity

Name:	<b>ACT.342 BSP-22 Manage deployments of operational resources</b>
Type:	Activity

### 5.3.2.2. BP-30 Launch rapid border intervention

The goal of the process is to launch rapid border intervention on MS/SAC request and to deploy resources from rapid reaction pools.

Name: BP-30 Launch rapid border intervention  
 Package: BP-30 Launch rapid border intervention  
 Version: 1.0  
 Author: Tomasz Olędzki

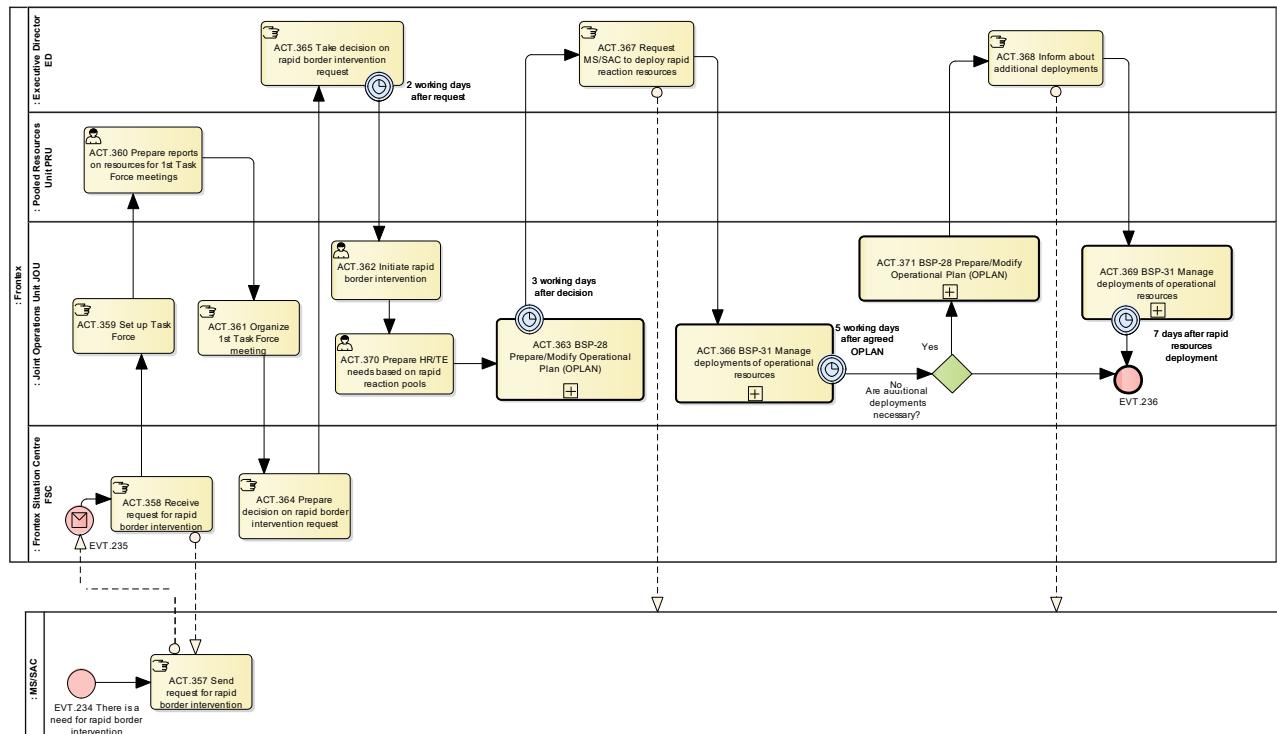


Figure 36: BP-30 Launch rapid border intervention

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Frontex Situation Centre FSC</b>
Type:	Lane

Name:	<b>ACT.358 Receive request for rapid border intervention</b>
Type:	Activity

Name:	<b>ACT.364 Prepare decision on rapid border intervention request</b>
Type:	Activity

Name:	<b>Joint Operations Unit JOU</b>
Type:	Lane

Name:	<b>ACT.359 Set up Task Force</b>
Type:	Activity

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Name:	<b>ACT.361 Organize 1st Task Force meeting</b>
Type:	Activity

---

Name:	<b>ACT.362 Initiate rapid border intervention</b>
Type:	Activity

---

RQ.5369 System allows OPD user to create rapid border intervention, assign to budget local line and input additional information.

---

Name:	<b>ACT.363 BSP-28 Prepare/Modify Operational Plan (OPLAN)</b>
Type:	Activity

---

Name:	<b>ACT.366 BSP-31 Manage deployments of operational resources</b>
Type:	Activity

---

Name:	<b>ACT.369 BSP-31 Manage deployments of operational resources</b>
Type:	Activity

---

Name:	<b>ACT.370 Prepare HR/TE needs based on rapid reaction pools</b>
Type:	Activity

---

RQ.5370 System allows OPD users to create/modify deployment needs and provide required profiles and numbers for EBCGT HR from rapid reaction pool.

---

RQ.5371 System allows OPD users to create/modify deployment needs and provide required TE types and numbers for TE from rapid reaction pool.

---

Name:	<b>ACT.371 BSP-28 Prepare/Modify Operational Plan (OPLAN)</b>
Type:	Activity

---

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

---

Name:	<b>ACT.360 Prepare reports on resources for 1st Task Force meetings</b>
Type:	Activity

---

RQ.5222 System on user request provides a statistical report on selected date with total number of deployed HR/AHR and detailed statistics per operational activity, localization, profiles and home MS/SAC.

---

RQ.5224 System on user request provides a statistical report on selected date with total number of deployed TE/SE and detailed statistics per operational activity, localization, profiles and home MS/SAC.

RQ.5367 System on user request provides a statistical report with minimum MS contribution for rapid reaction pool, total number of currently deployed HR and detailed statistics per rapid intervention, localization, profiles and home MS/SAC.

RQ.5368 System on user request provides a statistical report with minimum MS contribution for rapid reaction pool, total number of currently deployed TE and detailed statistics per rapid intervention, localization, TE types and home MS/SAC.

Name:	<b>Executive Director ED</b>
Type:	Lane

Name:	<b>ACT.365 Take decision on rapid border intervention request</b>
Type:	Activity

Name:	<b>ACT.367 Request MS/SAC to deploy rapid reaction resources</b>
Type:	Activity

Name:	<b>ACT.368 Inform about additional deployments</b>
Type:	Activity

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.357 Send request for rapid border intervention</b>
Type:	Activity

### 5.3.2.3. BSP-31 Manage deployments of operational resources

The goal of the sub process is to manage deployments of operational resources.

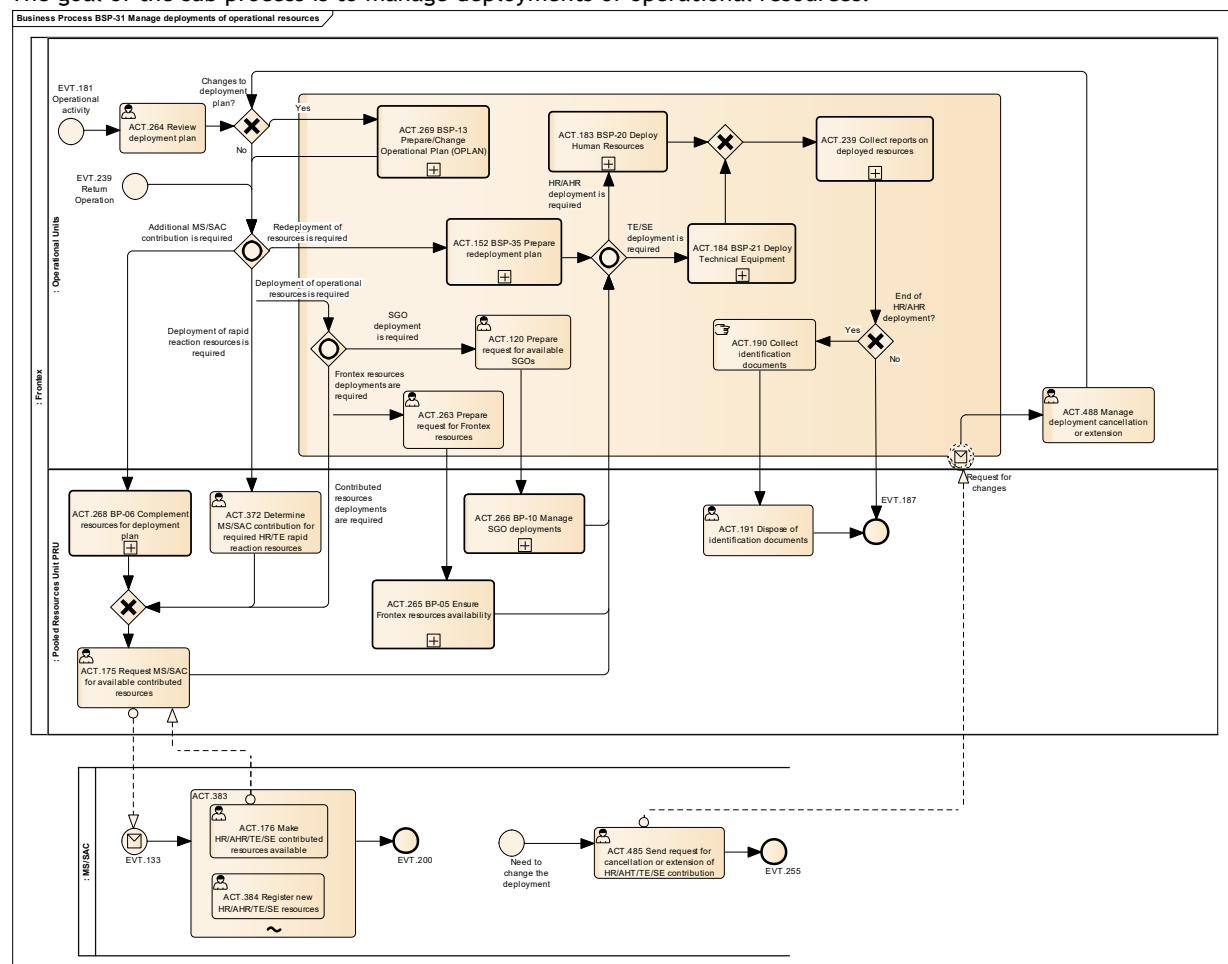


Figure 37: BSP-31 Manage deployments of operational resources

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Operational Units</b>
Type:	Lane

Name:	<b>ACT.120 Prepare request for available SGOs</b>
Type:	Activity

RQ.5173 System allows user to create request for SGOs available for selected profile, deployment period and location.

RQ.5178 System allows user to filter, browse and modify requests for SGOs available for deployment periods and shifts.

RQ.5448 System allows user to create request for SGO selected from the SGO Reservelist.

RQ.5449 If unit or sector which requests for SGO, is not first on SGO's list of deployment priorities then after selection of SGO system automatically sends the request to all other units or sectors with higher priority for selected SGO.

Name:	<b>ACT.183 BSP-20 Deploy Human Resources</b>
Type:	Activity

Name:	<b>ACT.184 BSP-21 Deploy Technical Equipment</b>
Type:	Activity

Name:	<b>ACT.190 Collect identification documents</b>
Type:	Activity

Name:	<b>ACT.239 Collect reports on deployed resources</b>
Type:	Activity

RQ.5320 System allows user to create request for resources provided by Frontex.

RQ.5321 System allows user to filter, browse and modify requests for resources provided by Frontex.

Name:	<b>ACT.263 Prepare request for Frontex resources</b>
Type:	Activity

RQ.5265 System allows user to browse valid and working versions of planned HR/AHR/TE/SE resources and deployment plan.

Name:	<b>ACT.269 BSP-13 Prepare/Change Operational Plan (OPLAN)</b>
Type:	Activity

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

Name:	<b>ACT.175 Request MS/SAC for available contributed resources</b>
Type:	Activity

RQ.5046 System allows OPD user to browse and select HR/AHR/TE/SE resources deployment periods from deployment plan.

RQ.5232 System allows OPD user to create and send request to MS/SAC to make HR/AHR/TE/SE resources available for selected deployment periods.

RQ.5240 System allows PRU user to browse return operations and return HR and AHR profiles, including additional attributes such as child protection, requested by MS/SAC via system FAR.

RQ.5244 System allows RSU user to create and send request to MS/SAC to make HR from return pools and AHR available for selected return operations.

RQ.5404 System allows OPD user to filter and browse requests sent to MS/SAC.

Name:	<b>ACT.191 Dispose of identification documents</b>
Type:	Activity

RQ.5322 System allows PRU user to mark identification documents which are disposed of.

Name:	<b>ACT.265 BP-05 Ensure Frontex resources availability</b>
Type:	Activity

Name:	<b>ACT.266 BP-10 Manage SGO deployments</b>
Type:	Activity

Name:	<b>ACT.268 BP-06 Complement resources for deployment plan</b>
Type:	Activity

Name:	<b>ACT.372 Determine MS/SAC contribution for required HR/TE rapid reaction resources</b>
Type:	Activity

RQ.5367 System on user request provides a statistical report with minimum MS contribution for rapid reaction pool, total number of currently deployed HR and detailed statistics per rapid intervention, localization, profiles and home MS/SAC.

RQ.5368 System on user request provides a statistical report with minimum MS contribution for rapid reaction pool, total number of currently deployed TE and detailed statistics per rapid intervention, localization, TE types and home MS/SAC.

RQ.5372 System allows PRU user to insert minimum MS/SAC contribution for required HR per MS/SAC and EBCGT profile from rapid reaction pool.

RQ.5373 System allows PRU user to insert minimum MS/SAC contribution for required TE per MS/SAC and TE type from rapid reaction pool.

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.383</b>
Type:	Activity

---

Name:	<b>ACT.176 Make HR/AHR/TE/SE contributed resources available</b>
Type:	Activity

---

RQ.5021 System allows MS/SAC user to filter and browse registered HR/AHR/TE/SE resources and mark selected resource as available for requested deployment period.

RQ.5239 System allows MS/SAC user to filter and browse HR/AHR/TE/SE resources marked as available for requested deployments periods.

RQ.5403 System allows MS/SAC user to activate/deactivate selected HR/AHR/TE/SE resource.

RQ.5405 System allows MS/SAC user to filter and browse requests sent by Frontex.

RQ.5420 System allows NFPOC user to confirm activation of HR/AHR/TE/SE resources made by NA user.

RQ.5430 System allows MS/SAC user to filter and browse return HR pools and AHR and mark selected resources as available for requested return operations.

Name:	<b>ACT.384 Register new HR/AHR/TE/SE resources</b>
Type:	Activity

---

RQ.5021 System allows MS/SAC user to filter and browse registered HR/AHR/TE/SE resources and mark selected resource as available for requested deployment period.

RQ.5031 System allows MS/SAC user to register new HR/AHR resources and provide general information, NA, personal details, picture, profiles, skills, trainings, deployment history, unavailability periods, documents and additional information.

RQ.5396 System allows MS/SAC user to register new TE/SE resources and provide general information, NA, specification, compliance sheet and REM specific for air, land and sea means, picture, unavailability periods, documents and additional information.

RQ.5421 System allows MS/SAC user to modify, browse and copy data from selected HR/AHR/TE/SE resource.

RQ.5422 System allows MS/SAC user to validate, accept or reject newly registered or modified HR/AHR/TE/SE resources.

RQ.5423 System allows MS/SAC user to remove HR/AHR personal data and all generated identification documents.

RQ.5424 System allows MS/SAC user to mark TE/SE resources as removed. Removed TE/SE are available only for historical deployments and reports.

Name:	<b>ACT.485 Send request for cancellation or extension of HR/AHT/TE/SE contribution</b>
Type:	Activity

---

RQ.5537 MS user shall be able to notify about the need for cancellation or extension of deployment of the TE/HR resources which were already deployed or are planned to be deployed in the operation

Name:	<b>ACT.488 Manage deployment cancellation or extension</b>
Type:	Activity

RQ.5538 OPD user shall be able to manage the deployment (cancel/shorten/extend) of the TE/HR resources which were deployed or are planned to be deployed.

RQ.5539 OPD user shall be able to ask for additional MS contribution in the case of cancellation/shortening/extension of the resources deployment

### 5.3.2.4. BSP-32 Deploy Human Resources

The goal of the sub process is to deploy HR/AHR contributed by MS/SAC or provided by Frontex.

Name: BSP-32 Deploy Human Resources  
 Package: BSP-32 Deploy Human Resources  
 Version: 1.0  
 Author: Tomasz Olędzki

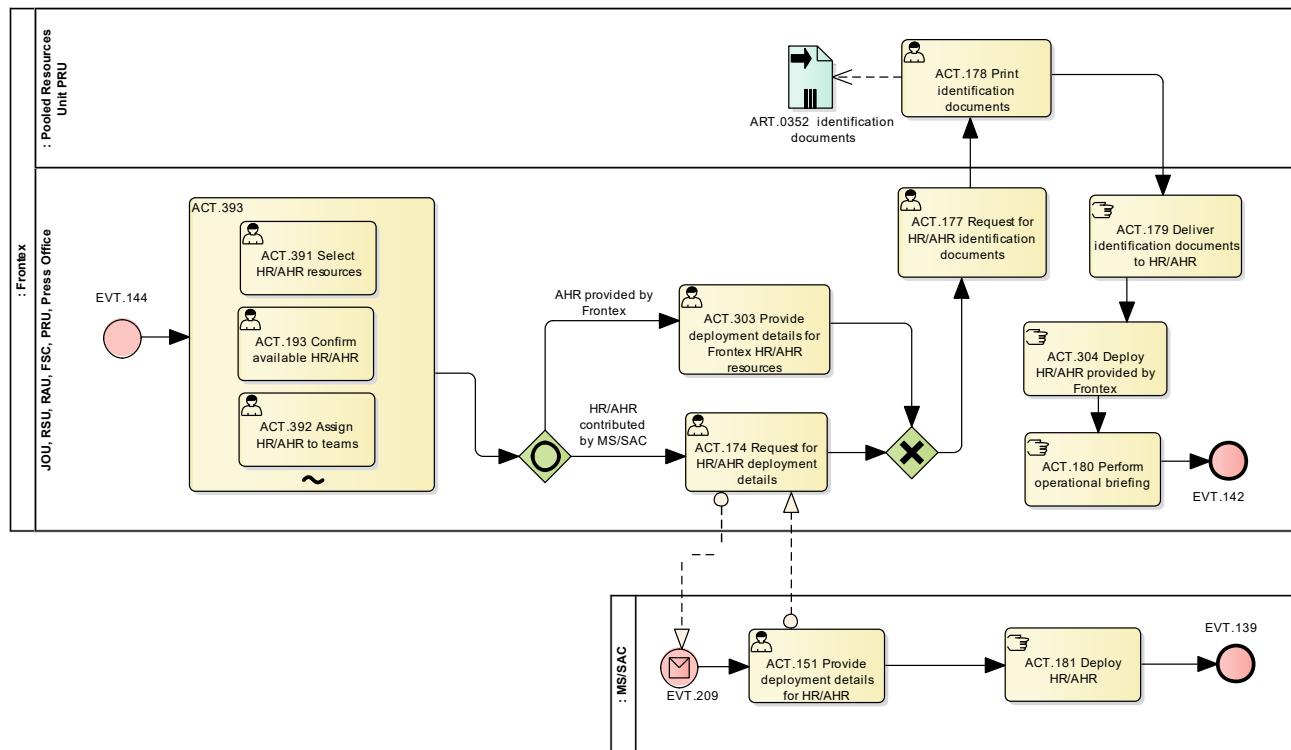


Figure 38: BSP-32 Deploy Human Resources

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

Name:	<b>ACT.178 Print identification documents</b>
Type:	Activity

RQ.5237 System allows PRU user to browse requests for identification documents generating and printing.

RQ.5406 System allows PRU user to generate three types of HR/AHR identification documents: accreditation documents ("blue"), participant documents ("green") and HR/AHR deployed in TC documents ("orange").

RQ.5407 System allows PRU user to preview and print HR/AHR identification documents.

RQ.5408 System allows PRU user to filter and browse generated HR/AHR identification documents.

Name:	<b>JOU, RSU, RAU, FSC, PRU, Press Office</b>
Type:	Lane

Name:	<b>ACT.152 BSP-35 Prepare redeployment plan</b>
Type:	Activity

Name:	<b>ACT.174 Request for HR/AHR deployment details</b>
Type:	Activity

RQ.5235 System allows OPD user to create and send to MS/SAC request for HR/AHR/TE/SE deployment details for selected deployment periods or return operations.

RQ.5404 System allows OPD user to filter and browse requests sent to MS/SAC.

RQ.5492 System allows user to save parameters and attributes defined for report and use them for next reports as predefined set of parameters and attributes.

RQ.5513 System on OPD user command prepares report with HR/AHR/TE/SE resources requested for deployment details compared with HR/AHR/TE/SE resources with complete deployments details per MS/SAC.

RQ.5514 System on user command prepares a report with HR/AHR deployment details filtered by parameters and attributes selected by user from predefined lists.

Name:	<b>ACT.177 Request for HR/AHR identification documents</b>
Type:	Activity

RQ.5236 System allows user to send a request to PRU to generate and print identification documents for selected HR/AHR.

RQ.5431 System provides to FAR information about return HR and AHR assigned to return operations.

Name:	<b>ACT.179 Deliver identification documents to HR/AHR</b>
Type:	Activity

Name:	<b>ACT.180 Perform operational briefing</b>
Type:	Activity

Name:	ACT.303 Provide deployment details for Frontex HR/AHR resources
Type:	Activity

RQ.5238 System allows user to provide for confirmed HR/AHR deployment details such as travel details, assigned equipment/weapon, access rights to JORA and FOSS and additional information.

RQ.5352 System allows user to terminate ongoing deployment for redeployed HR/AHR/TE/SE resources and provide for them new deployment details. System automatically creates link between terminated deployment and new deployment.

RQ.5353 System allows user to link HR/AHR with selected TE/SE.

RQ.5354 System allows user to browse deployments and redeployments history for selected HR/AHR: operations, deployments periods, teams and locations.

RQ.5531 System automatically creates a user account and grants access rights in JORA based on access rights information provided with deployment details for HR/AHR.

RQ.5532 System automatically sends to FOSS administrator an email notification with information about requested user account and access rights based on access rights information provided with deployment details for HR/AHR.

Name:	ACT.304 Deploy HR/AHR provided by Frontex
Type:	Activity

Name:	ACT.393
Type:	Activity

Name:	ACT.193 Confirm available HR/AHR
Type:	Activity

RQ.5234 System allows OPD user to confirm HR/AHR resources made available by MS/SAC.

Name:	ACT.391 Select HR/AHR resources
Type:	Activity

RQ.5432 System allows RSU user to select return HR and AHR from resources made available by MS/SAC.

RQ.5468 System allows OPD user to select HR/AHR provided by Frontex from a proposed list of available resources.

Name:	ACT.392 Assign HR/AHR to teams
Type:	Activity

RQ.5233 System allows OPD user to create European Border or Coast Guard teams and European return intervention team and provide team name and location.

RQ.5427 System allows OPD user to filter and select SGOs and confirmed HR/AHR and assign them to teams.

RQ.5428 System allows OPD user to browse and modify European Border and Coast Guard teams and European return intervention teams.

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.151 Provide deployment details for HR/AHR</b>
Type:	Activity

RQ.5238 System allows user to provide for confirmed HR/AHR deployment details such as travel details, assigned equipment/weapon, access rights to JORA and FOSS and additional information.

RQ.5352 System allows user to terminate ongoing deployment for redeployed HR/AHR/TE/SE resources and provide for them new deployment details. System automatically creates link between terminated deployment and new deployment.

RQ.5353 System allows user to link HR/AHR with selected TE/SE.

RQ.5354 System allows user to browse deployments and redeployments history for selected HR/AHR: operations, deployments periods, teams and locations.

RQ.5405 System allows MS/SAC user to filter and browse requests sent by Frontex.

RQ.5531 System automatically creates a user account and grants access rights in JORA based on access rights information provided with deployment details for HR/AHR.

RQ.5532 System automatically sends to FOSS administrator an email notification with information about requested user account and access rights based on access rights information provided with deployment details for HR/AHR.

Name:	<b>ACT.181 Deploy HR/AHR</b>
Type:	Activity

### 5.3.2.5. BSP-33 Deploy Technical Equipment

The goal of the sub process is to deploy TE/SE contributed by MS/SAC or provided by Frontex.

Name: BSP-33 Deploy Technical Equipment  
 Package: BSP-33 Deploy Technical Equipment  
 Version: 1.0  
 Author: Tomasz Olędzki

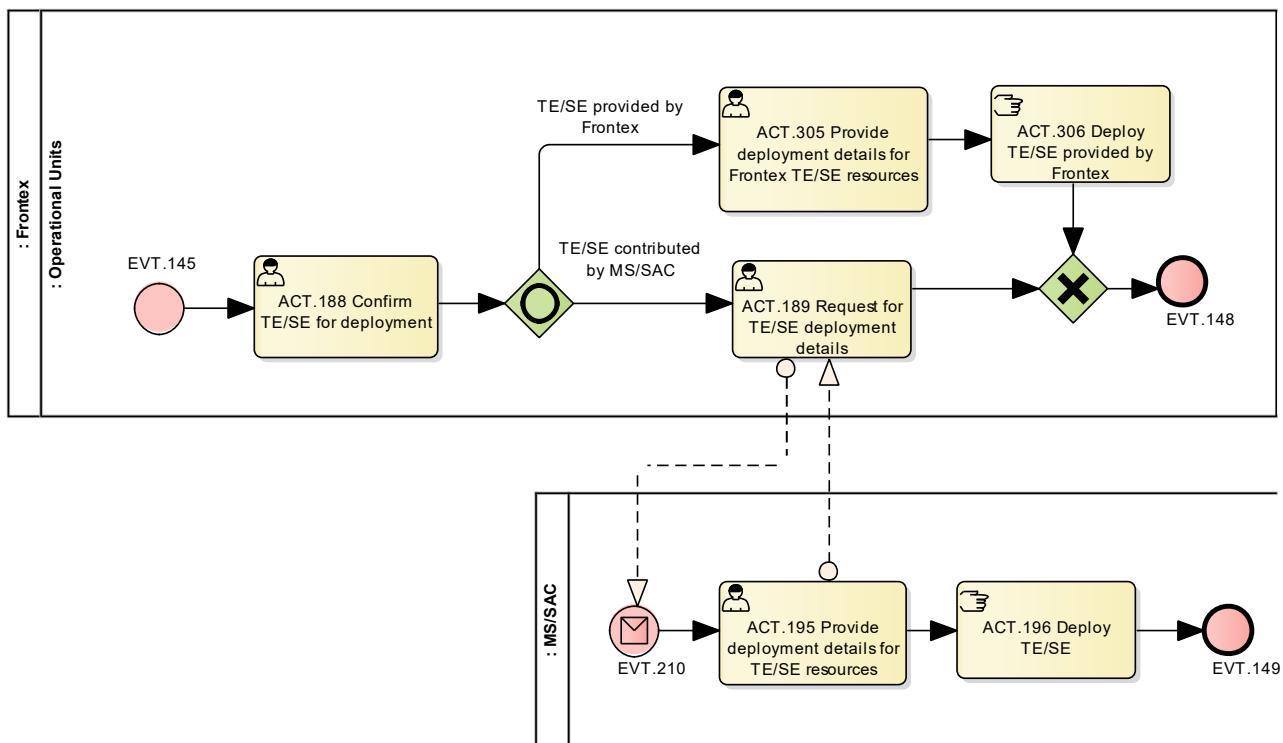


Figure 39: BSP-33 Deploy Technical Equipment

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Operational Units</b>
Type:	Lane

Name:	<b>ACT.188 Confirm TE/SE for deployment</b>
Type:	Activity

RQ.5243 System allows user to confirm TE/SE made available for deployment by MS/SAC.

Name:	<b>ACT.189 Request for TE/SE deployment details</b>
Type:	Activity

RQ.5235 System allows OPD user to create and send to MS/SAC request for HR/AHR/TE/SE deployment details for selected deployment periods or return operations.

RQ.5404 System allows OPD user to filter and browse requests sent to MS/SAC.

Name:	<b>ACT.305 Provide deployment details for Frontex TE/SE resources</b>
Type:	Activity

RQ.5230 System allows user to provide for TE/SE resources deployment details such as number of crew, relocation time and additional information.

RQ.5231 System allows user to assign TE/SE to selected HR/AHR.

RQ.5352 System allows user to terminate ongoing deployment for redeployed HR/AHR/TE/SE resources and provide for them new deployment details. System automatically creates link between terminated deployment and new deployment.

RQ.5354 System allows user to browse deployments and redeployments history for selected HR/AHR: operations, deployments periods, teams and locations.

Name:	<b>ACT.306 Deploy TE/SE provided by Frontex</b>
Type:	Activity

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.195 Provide deployment details for TE/SE resources</b>
Type:	Activity

RQ.5230 System allows user to provide for TE/SE resources deployment details such as number of crew, relocation time and additional information.

RQ.5231 System allows user to assign TE/SE to selected HR/AHR.

RQ.5352 System allows user to terminate ongoing deployment for redeployed HR/AHR/TE/SE resources and provide for them new deployment details. System automatically creates link between terminated deployment and new deployment.

RQ.5405 System allows MS/SAC user to filter and browse requests sent by Frontex.

RQ.5429 System allows user to browse deployments and redeployments history for selected TE/SE: operations, deployments periods and locations.

Name:	<b>ACT.196 Deploy TE/SE</b>
Type:	Activity

### 5.3.2.6. BSP-34 Collect reports on deployed resources

The goal of the sub process is to collect reports on deployed resources.

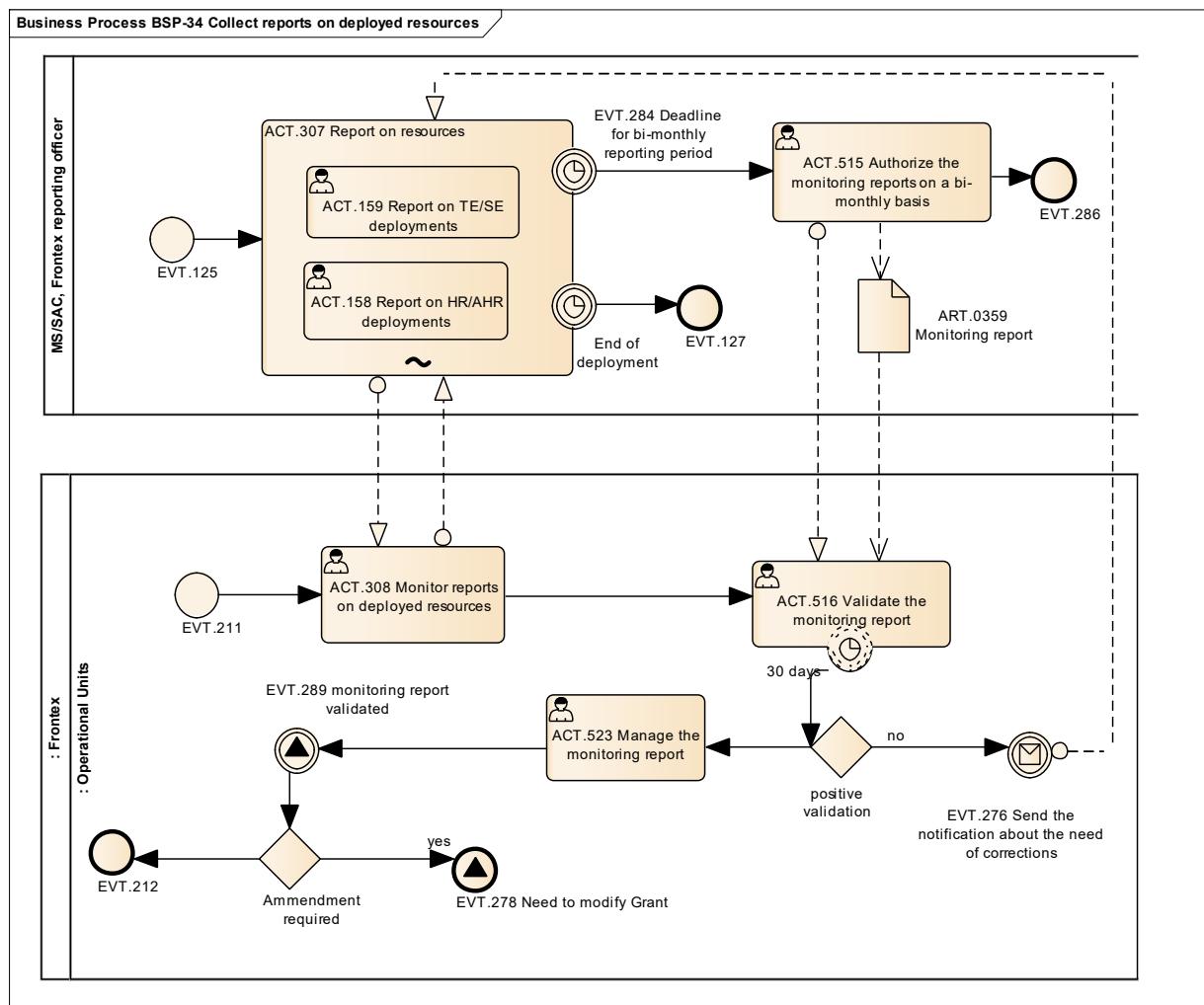


Figure 40: BSP-34 Collect reports on deployed resources

Name:	Frontex
Type:	Pool

Name:	Operational Units
Type:	Lane

Name:	ACT.308 Monitor reports on deployed resources
Type:	Activity

RQ.5245 System allows OPD reporting supervisory user to grant access to reporting functionality to reporting users and team reporting users selected from HR/AHR registered for deployment period or shift.

RQ.5246 System allows OPD reporting supervisory user to assign selected HR/AHR registered for deployment to team reporting user.

RQ.5355 System allows OPD reporting supervisory user to browse reports provided by reporting users on deployed resources.

RQ.5356 System on user command prepares a report which presents summary of working hours or patrolling hours for selected period and gaps in reports.

Name:	<b>MS/SAC, Frontex reporting officer</b>
Type:	Pool

---

Name:	<b>ACT.307 Report on resources</b>
Type:	Activity

---

Name:	<b>ACT.158 Report on HR/AHR deployments</b>
Type:	Activity

---

RQ.5221 System allows reporting user to report on his own working hours and executed tasks in case of multiple profiles.

RQ.5241 System allows team reporting user to provide his own reports and reports for other team members.

RQ.5242 System allows team reporting user to browse and review reports provided by reporting users assigned to team.

RQ.5582 System should allow reporting users to report deployment days of HR/TE with distinction on deployment and travel days

RQ.5583 System should leverage the HR/TE's deployment data reported by MS's reporting users as real deployment data corresponding to the resources' performance

Name:	<b>ACT.159 Report on TE/SE deployments</b>
Type:	Activity

---

RQ.5220 System allows reporting user to attach to report on TE/SE deployment TE patrolling schedule with planned hours, real patrolling hours and out of service periods.

RQ.5529 System allows reporting user to select TE patrolling schedule with planned hours and real patrolling hours from Frontex Positioning System.

RQ.5582 System should allow reporting users to report deployment days of HR/TE with distinction on deployment and travel days

RQ.5583 System should leverage the HR/TE's deployment data reported by MS's reporting users as real deployment data corresponding to the resources' performance

Name:	<b>ACT.515 Authorize the monitoring reports on a bi-monthly basis</b>
Type:	Activity

---

RQ.5584 System should send reminders to MS's reporting users about upcoming deadlines for reporting of the deployment for the specific reporting period.

RQ.5585 System should allow users to generate the statement for real deployment data related to the deployments from MS/NA from specific reporting period with the comparison to the reference point - planed deployment stated in the Grant Agreement with MS/NA

RQ.5586 System should allow NFPOC users to authorize the set of the real deployment data submitted for the specific reporting period before Frontex's validation.

Name:	<b>ACT.516 Validate the monitoring report</b>
Type:	Activity

RQ.5581 System should leverage data related to MS's planned contribution (days and unit costs for resources under profile/category) from the signed Grant Agreement as the reference point to ensure real deployments follow up the planed deployment.

RQ.5583 System should leverage the HR/TE's deployment data reported by MS's reporting users as real deployment data corresponding to the resources' performance

RQ.5585 System should allow users to generate the statement for real deployment data related to the deployments from MS/NA from specific reporting period with the comparison to the reference point - planed deployment stated in the Grant Agreement with MS/NA

RQ.5587 System should allow Frontex users to validate the submitted set of real deployment data for the specific reporting period

Name:	<b>ACT.523 Manage the monitoring report</b>
Type:	Activity

RQ.5585 System should allow users to generate the statement for real deployment data related to the deployments from MS/NA from specific reporting period with the comparison to the reference point - planed deployment stated in the Grant Agreement with MS/NA

RQ.5587 System should allow Frontex users to validate the submitted set of real deployment data for the specific reporting period

### 5.3.2.7. BSP-35 Prepare redeployment plan

The goal of the sub process is to prepare and agree with MS/SAC and other operational managers a redeployment plan for deployed resources.

Name: BSP-35 Prepare redeployment plan  
 Package: BSP-35 Prepare redeployment plan  
 Version: 1.0  
 Author: Tomasz Olędzki

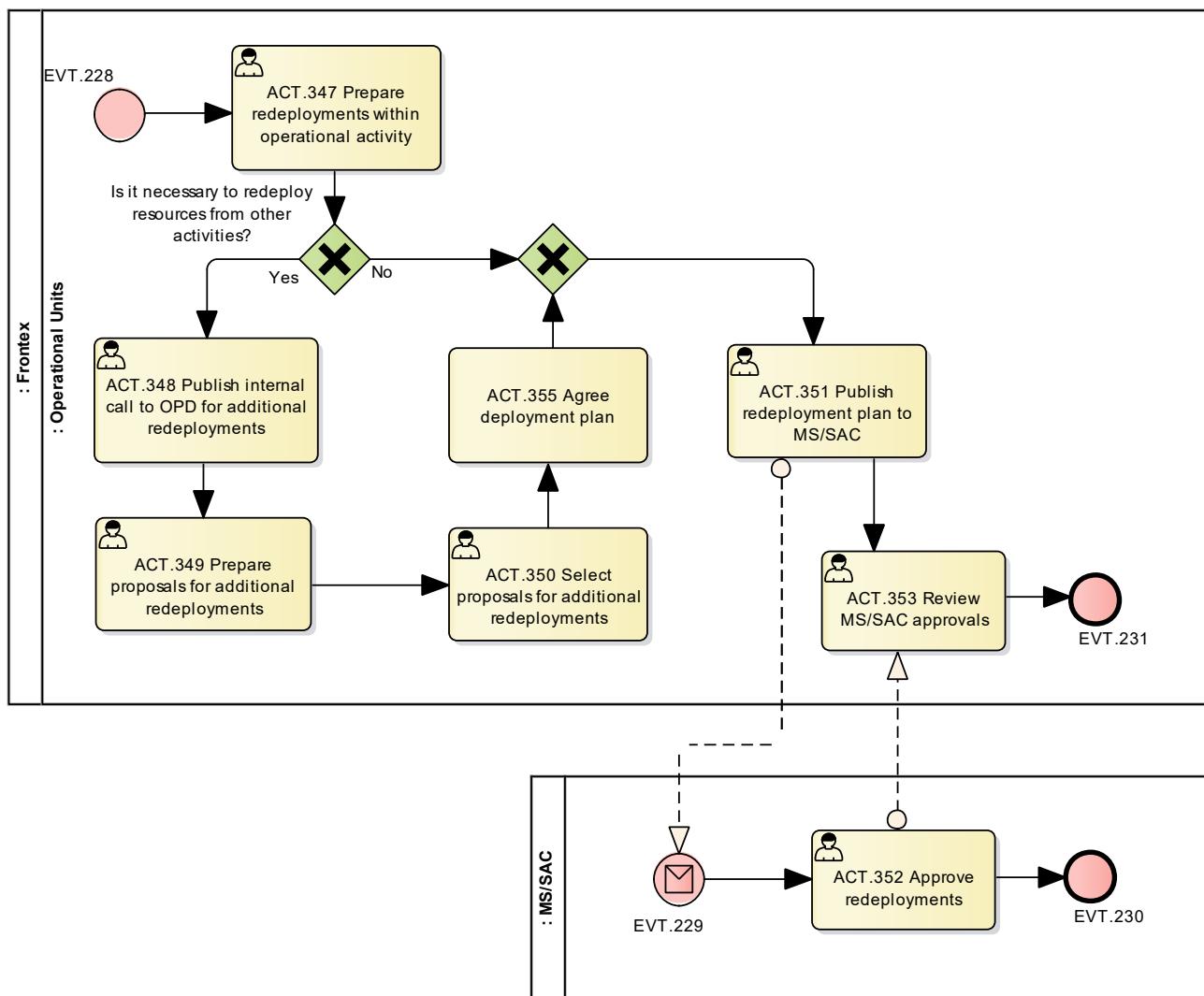


Figure 41: BSP-35 Prepare redeployment plan

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Operational Units</b>
Type:	Lane

Name:	<b>ACT.347 Prepare redeployments within operational activity</b>
Type:	Activity

RQ.5289 System allows user to create a new working versions of planned HR/AHR/TE/SE resources and deployment plan.

RQ.5334 System allows OPD user to create redeployment proposals for HR/AHR/TE/SE resources deployed within the same operation.

RQ.5335 System allows OPD user to specify in redeployment proposal a link between ongoing resource deployment and new resource deployment and also period required for translocation.

RQ.5341 System allows OPD user to create redeployment plan and assign to the plan redeployment proposals.

Name:	<b>ACT.348 Publish internal call to OPD for additional redeployments</b>
Type:	Activity

RQ.5336 System allows OPD user to create internal call for additional redeployments and link to the call planned deployments of resources.

RQ.5337 System allows OPD user to publish internal call for additional redeployments to other OPD users.

Name:	<b>ACT.349 Prepare proposals for additional redeployments</b>
Type:	Activity

RQ.5338 System allows OPD users to filter and browse internal calls for additional redeployments.

RQ.5339 System allows OPD user to create/modify redeployment proposals for requested deployments from internal call.

RQ.5340 System allows OPD user to specify in redeployment proposal a link between ongoing resource deployment in selected operation and requested resource deployment from internal call. Period required for translocation is also specified.

Name:	<b>ACT.350 Select proposals for additional redeployments</b>
Type:	Activity

RQ.5342 System allows user to filter and browse proposals for additional redeployments.

RQ.5343 System allows OPD user to assign proposed additional redeployments to redeployment plan.

Name:	<b>ACT.351 Publish redeployment plan to MS/SAC</b>
Type:	Activity

RQ.5347 System allows OPD supervisory user to publish redeployment plan to MS/SAC.

Name:	<b>ACT.353 Review MS/SAC approvals</b>
Type:	Activity

RQ.5350 System allows OPD user to filter and browse redeployment plan with MS/SAC approvals.

RQ.5351 System allows OPD user to mark redeployment plan as valid plan ready to implementation.

Name:	<b>ACT.355 Agree deployment plan</b>
Type:	Activity

RQ.5344 System allows OPD user to publish redeployment plan to other OPD users.

RQ.5345 System allows user to export redeployment plan to spreadsheet file.

RQ.5346 System allows OPD users to mark proposed additional redeployments as confirmed.

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.352 Approve redeployments</b>
Type:	Activity

RQ.5345 System allows user to export redeployment plan to spreadsheet file.

RQ.5348 System allows MS/SAC user to filter and browse redeployment plans.

RQ.5349 System allows MS/SAC user to mark proposed redeployments as approved or disapproved.

### 5.3.3. Return support operations

#### 5.3.3.1. BP-36 Organize pre-talks about return interventions

The goal of the process is to organize with selected MS/SACs pre-talks about potential return interventions.

Name: BP-36 Organize pre-talks about return interventions  
 Package: BP-36 Organize pre-talks about return interventions  
 Version: 1.0  
 Author: Tomasz Olędzki

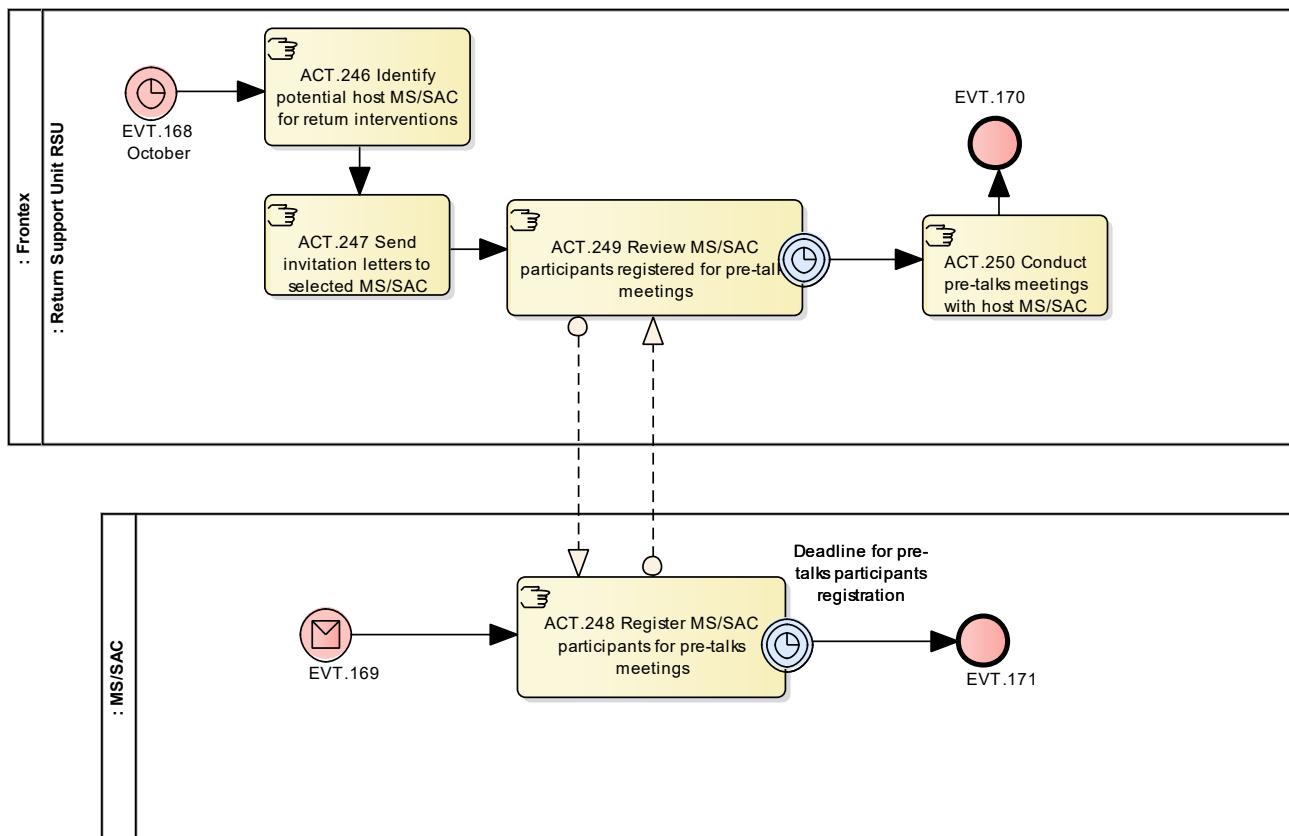


Figure 42: BP-36 Organize pre-talks about return interventions

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Return Support Unit RSU</b>
Type:	Lane

Name:	<b>ACT.246 Identify potential host MS/SAC for return interventions</b>
Type:	Activity

Name:	<b>ACT.247 Send invitation letters to selected MS/SAC</b>
Type:	Activity

Name:	<b>ACT.249 Review MS/SAC participants registered for pre-talks meetings</b>
Type:	Activity

Name:	<b>ACT.250 Conduct pre-talks meetings with host MS/SAC</b>
Type:	Activity

Name:	<b>MS/SAC</b>
Type:	Pool

Name:	<b>ACT.248 Register MS/SAC participants for pre-talks meetings</b>
Type:	Activity

### 5.3.3.2. BP-37 Provide (rapid) return interventions

The goal of the process is to provide return intervention or rapid return intervention on MS/SAC request.

Name: BP-37 Provide (rapid) return interventions  
 Package: BP-37 Provide (rapid) return interventions  
 Version: 1.0  
 Author: Tomasz Olędzki

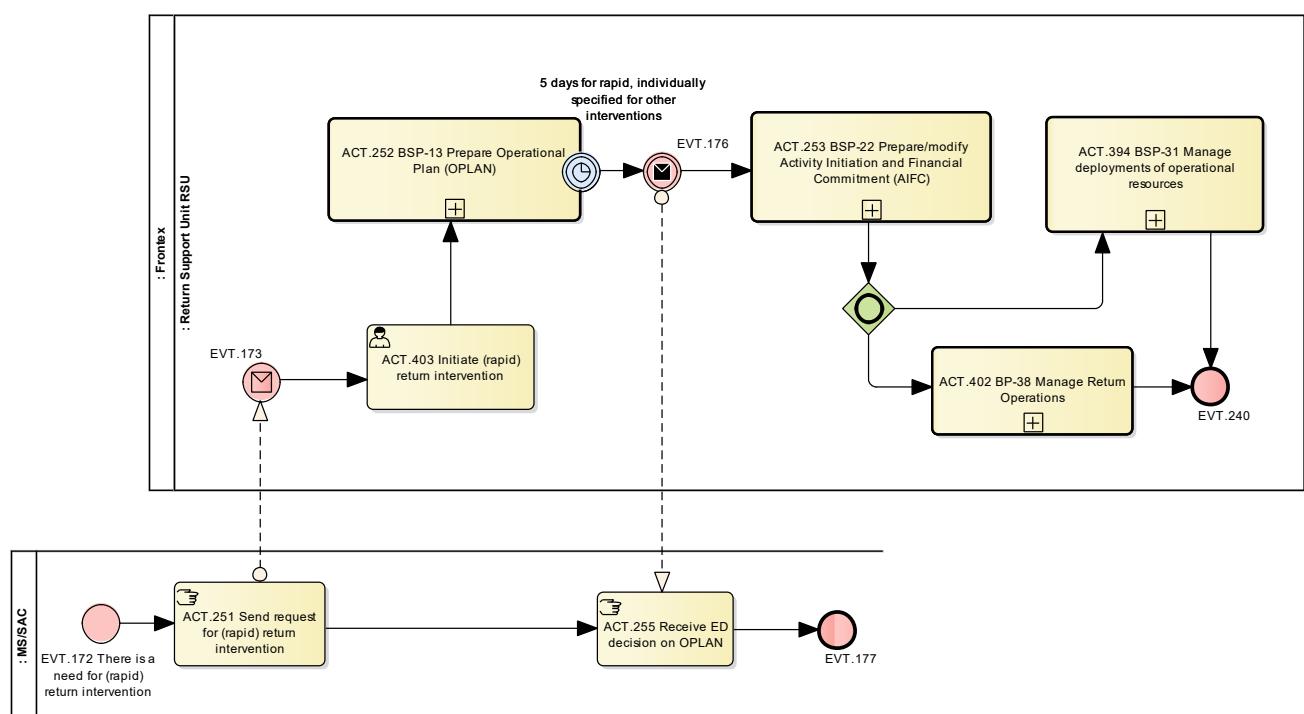


Figure 43: BP-37 Provide (rapid) return interventions

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Return Support Unit RSU</b>
Type:	Lane

Name:	<b>ACT.252 BSP-13 Prepare Operational Plan (OPLAN)</b>
Type:	Activity

Name:	<b>ACT.253 BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)</b>
Type:	Activity

Name:	<b>ACT.394 BSP-31 Manage deployments of operational resources</b>
Type:	Activity

---

Name:	<b>ACT.402 BP-38 Manage Return Operations</b>
Type:	Activity

---

Name:	<b>ACT.403 Initiate (rapid) return intervention</b>
Type:	Activity

---

RQ.5434 System allows RSU user to create (rapid) border intervention and define intervention period, assign to budget local line, select host MS and locations, grant access to other users, create tasks and add additional information.

---

RQ.5435 System allows RSU user to filter, modify and browse (rapid) border interventions.

---

Name:	<b>MS/SAC</b>
Type:	Pool

---

Name:	<b>ACT.251 Send request for (rapid) return intervention</b>
Type:	Activity

---

Name:	<b>ACT.255 Receive ED decision on OPLAN</b>
Type:	Activity

---

### 5.3.3.3. BP-38 Manage Return Operations

The goal of the process is to manage return operation in cooperation with FAR system

Name: BP-38 Manage Return Operations  
 Package: BP-38 Manage Return Operations  
 Version: 1.0  
 Author: Tomasz Olędzki

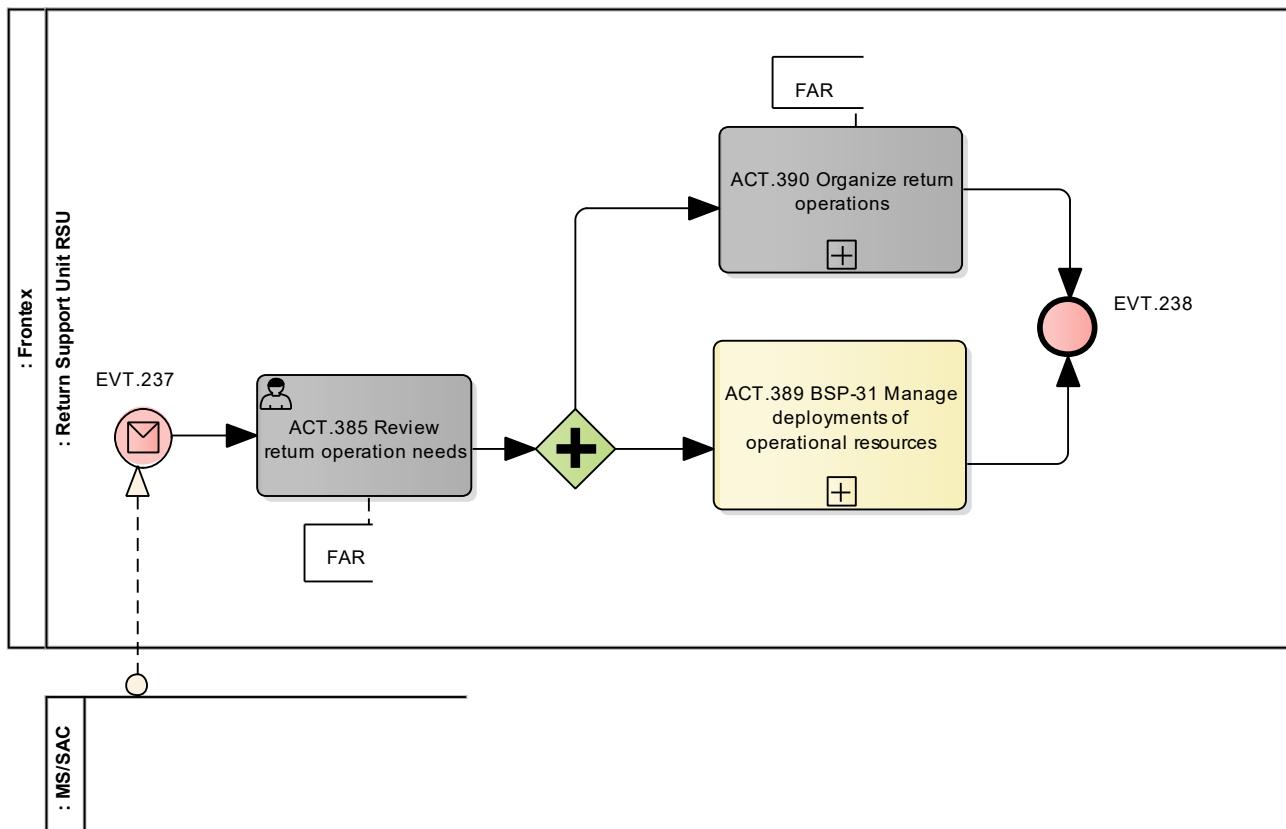


Figure 44: BP-38 Manage Return Operations

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Return Support Unit RSU</b>
Type:	Lane

Name:	<b>ACT.385 Review return operation needs</b>
Type:	Activity

Name:	<b>ACT.389 BSP-31 Manage deployments of operational resources</b>
Type:	Activity

Name:	<b>ACT.390 Organize return operations</b>
Type:	Activity

Name:	<b>MS/SAC</b>
Type:	Pool

### 5.3.4. Operational finances management

#### 5.3.4.1. BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)

The goal of the sub process is to prepare and approve Activity Initiation and Financial Commitment (AIFC).

Name: BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)  
 Package: BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)  
 Version: 1.0  
 Author: Tomasz Olędzki

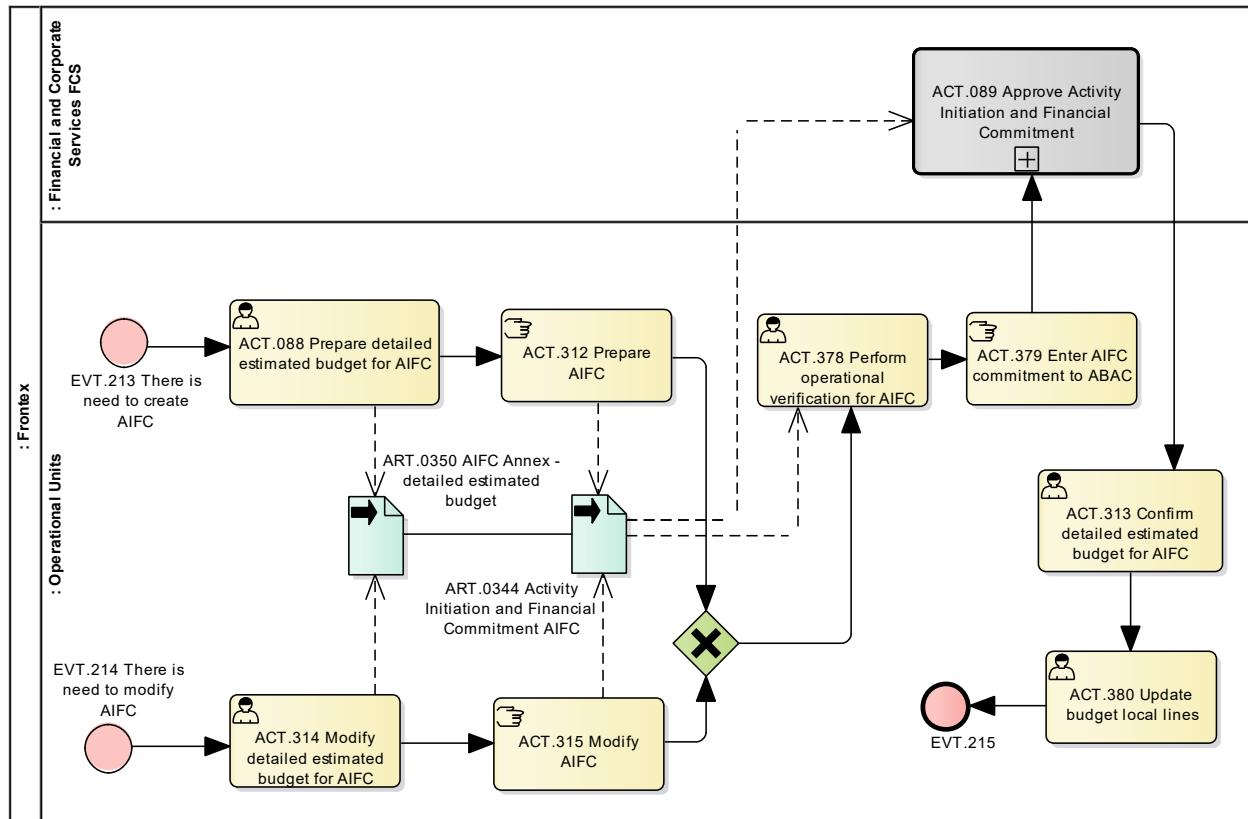


Figure 45: BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)

Name:	Frontex
Type:	Pool

Name:	Operational Units
Type:	Lane

Name:	ACT.088 Prepare detailed estimated budget for AIFC
Type:	Activity

RQ.5133 System allows user to create AIFC detailed estimated budget for selected operational activity.

RQ.5134 System allows user to add/modify costs categories, units, number of units, unit costs and total costs for AIFC detailed estimated budget.

RQ.5135 System allows user to export AIFC detailed estimated budget to spreadsheet file.

Name:	<b>ACT.312 Prepare AIFC</b>
Type:	Activity

---

Name:	<b>ACT.313 Confirm detailed estimated budget for AIFC</b>
Type:	Activity

---

RQ.5091 System allows user to filter, modify and browse operational activities.

Name:	<b>ACT.314 Modify detailed estimated budget for AIFC</b>
Type:	Activity

---

RQ.5135 System allows user to export AIFC detailed estimated budget to spreadsheet file.

RQ.5304 System allows user to create a new working version of estimated detailed budget for AIFC.

RQ.5305 System allows user to browse and modify working version of estimated detailed budget for AIFC.

Name:	<b>ACT.315 Modify AIFC</b>
Type:	Activity

---

Name:	<b>ACT.378 Perform operational verification for AIFC</b>
Type:	Activity

---

RQ.5415 System allows OPS supervisory user to browse and modify working version of estimated detailed budget for AIFC.

Name:	<b>ACT.379 Enter AIFC commitment to ABAC</b>
Type:	Activity

---

Name:	<b>ACT.380 Update budget local lines</b>
Type:	Activity

---

RQ.5294 System does not allow OPD budget coordinating user to save budget local lines if sum of budgets for local lines is not equal to budget for parent item.

RQ.5295 System allows OPD budget coordinating user to create new working version of budget local lines and modify local lines structure and budgets.

RQ.5296 System allows OPD supervisory user to browse and accept budget local lines.

RQ.5411 System automatically sends notification to OPD users when OPD budget supervisory user accepts new version of budget local lines.

Name:	<b>Financial and Corporate Services FCS</b>
Type:	Lane

---

Name:	<b>ACT.089 Approve Activity Initiation and Financial Commitment</b>
Type:	Activity

### 5.3.4.2. BSP-23 Prepare/modify Grant Agreement

The goal of the sub process is to prepare and approve Grant Agreement with the specific Member State or National authority

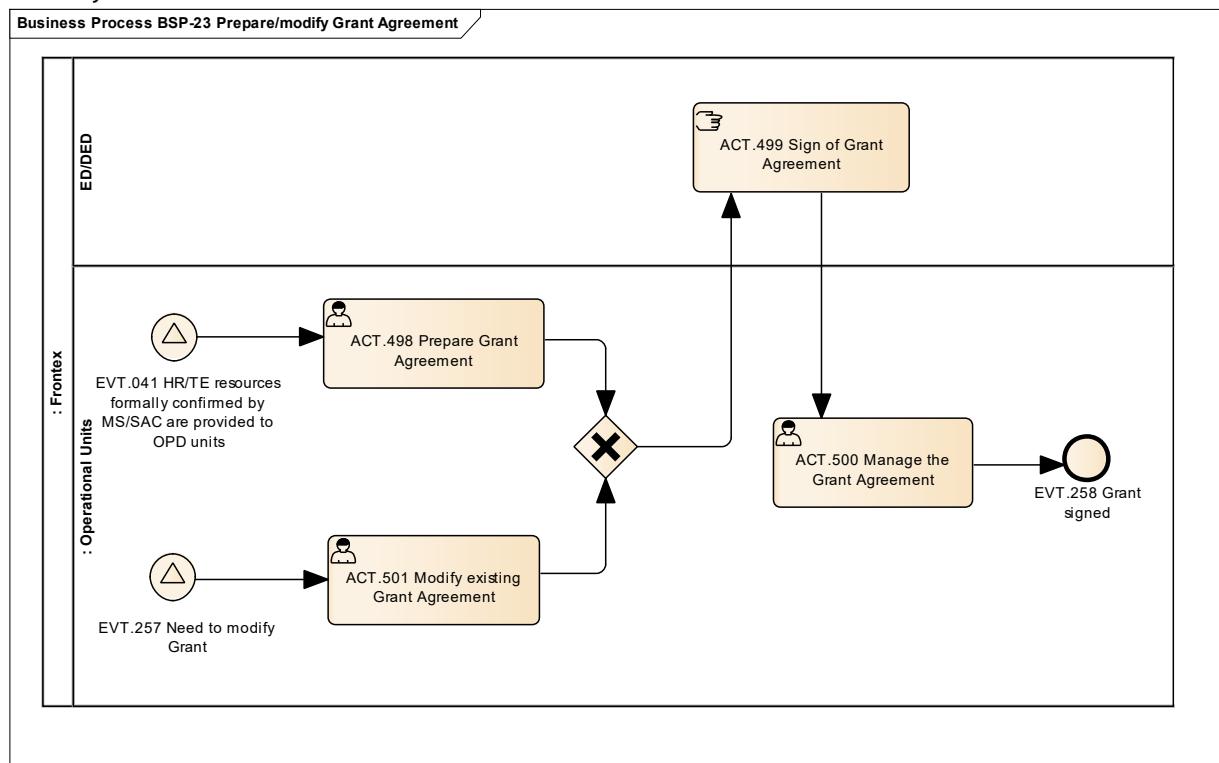


Figure 46: BSP-23 Prepare/modify Grant Agreement

Name:	<b>ACT.498 Prepare Grant Agreement</b>
Type:	Activity

RQ.5546 System allows OPD users to generate the total budget of Grant Agreement for the planned deployments on the basis of the unit costs declared and agreed in the ABN process by each MS/NA.

RQ.5547 System calculates the total budget of the Grant Agreement increased by contingency rate (e.g. 10%) set up globally as the parameter.

RQ.5547 System allows OPD users to generate the Grant Agreements at MS and NA level

RQ.5549 System allows OPD users to generate the Grant Agreement for the single selected operation and group of operations (Concepts) - operations' grouping based on the parameters selected by user

Name:	<b>ACT.501 Modify existing Grant Agreement</b>
Type:	Activity

RQ.5551 System allows making amendments to the approved and signed Grant Agreement but only first version is taken as reference point - modifications are kept in order to store versions of the Grant Agreement

Name:	<b>ACT.500 Manage the Grant Agreement</b>
Type:	Activity

RQ.5550 System allows OPD, FCS, PRU users to indicate that the generated Grant Agreement was signed by ED/DED with indication of the signature date

### 5.3.4.3. BSP-24 Manage request for pre-financing

The goal of the sub process is to support the process of sending request of pre-financing by Member State or National authority

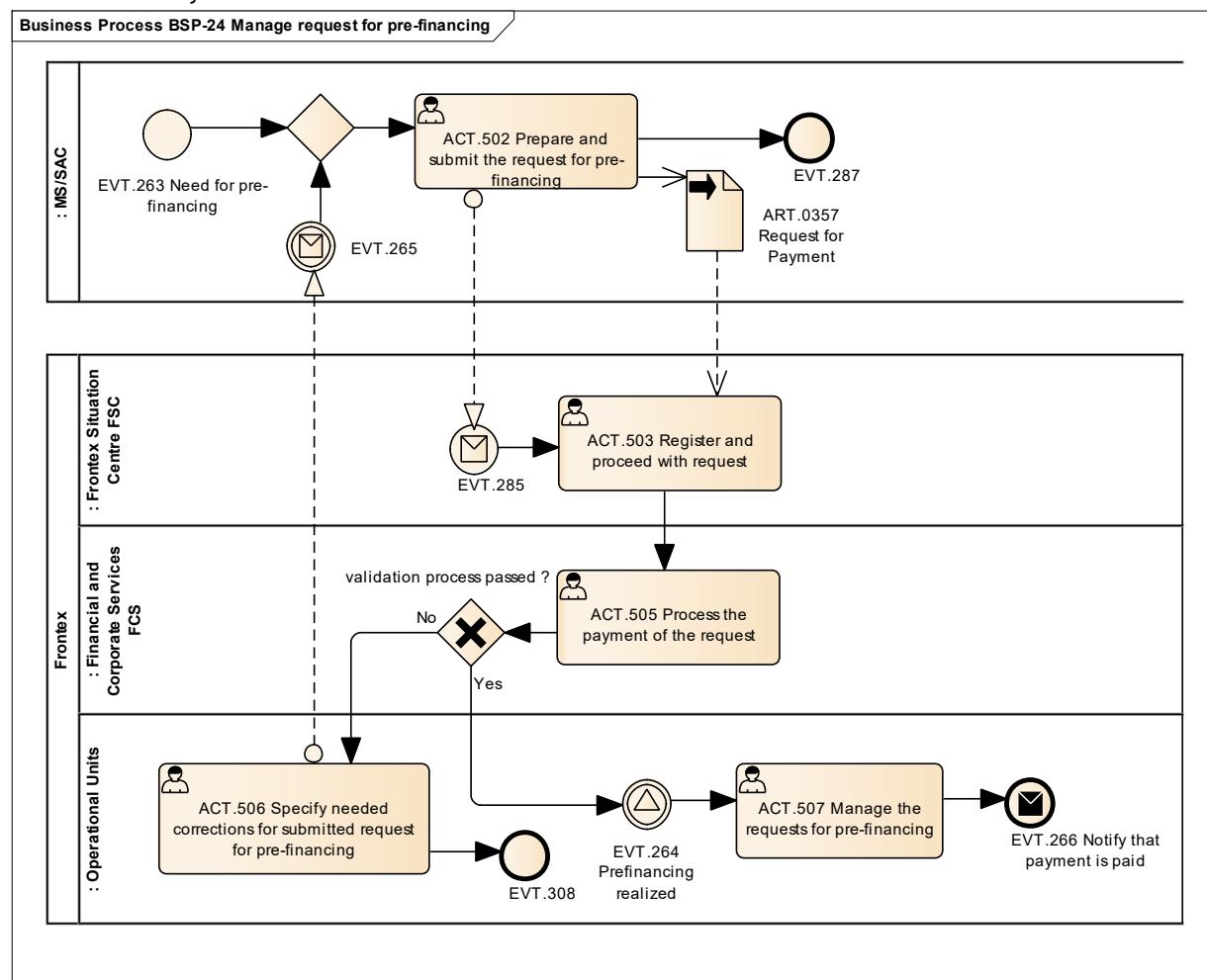


Figure 47: BSP-24 Manage request for pre-financing

Name:	<b>ACT.502 Prepare and submit the request for pre-financing</b>
Type:	Activity

RQ.5553 System allows MS/NA users to submit the request of pre-financing before or during the operational activity.

RQ.5554 System allows MS/NA users to generate and print out the request for pre-financing - the request is directly linked to the Grant Agreement generated for the MS/NA.

RQ.5555 System allows MS/NA users to submit the request for pre-financing

RQ.5608 RQ.5555 System allows MS/NA to attach the signed and scanned version of printed out request document and other supporting documents

RQ.5556 System allows sending the e-mail notification to OPD and MS/NA users that the request for pre-financing was submitted

RQ.5558 System allows MS/NA users to manage the attachments linked with the request for pre-payment (add, remove) until the request is not marked as paid.

RQ.5580 System allows submitting the request for pre-financing only when the Grant Agreement was signed

RQ.5604 System allows MS/NA users to search for, browse, check the status of the submitted requests for pre-financing, interim and final payment.

Name:	
Type:	

**ACT.506 Specify needed corrections for submitted request for pre-financing**

Activity

RQ.5557 System allows OPD users to notify the requesting MS/NA of the need to correct the specific request for payment. The notification should be sent and MS user should be able to attach a new scanned version of the document.

Name:	
Type:	

**ACT.507 Manage the requests for pre-financing**

Activity

RQ.5559 System allows OPD users to mark the request for payment as paid (the notification should be sent to MS/NA users)

RQ.5560 System allows OPD users to generate the reports for pre-financing request / payments for the MSs/NAs

RQ.5605 System allows OPD users to search for the requests for pre-financing, interim and final payment submitted from all MS/NA.

#### 5.3.4.4. BSP-25 Manage request for interim/final payment

The goal of the sub process is to support the process of sending request of interim/final payment by Member State or National authority

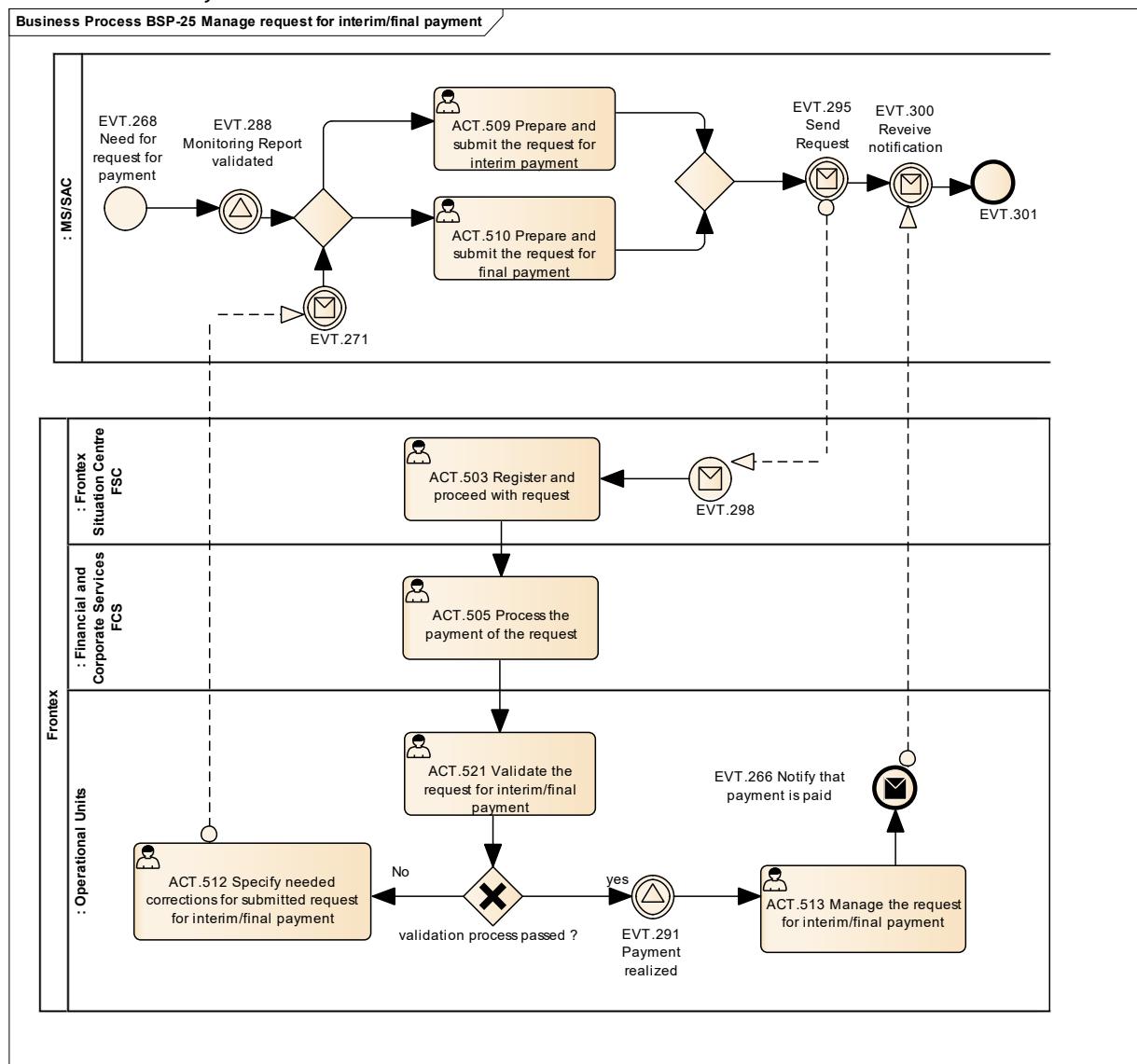


Figure 48: BSP-25 Manage request for interim/final payment

Name:	<b>ACT.509 Prepare and submit the request for interim payment</b>
Type:	Activity
<hr/>	
RQ.5561 System allows MS/NA users to submit the request of interim payment during operational activity	
<hr/>	
RQ.5562 System allows generating the request for the interim payment taking into account pre-finance payment.	
<hr/>	
RQ.5576 System allows MS/NA users to manage the attachments linked with the request for interim/final payments (add, remove) until the request is not submitted or request is for correction	
<hr/>	
RQ.5570 System sends the attached document from request for interim/final payment on the registration office's e-mail automatically	
<hr/>	
RQ.5563 System allows MS/NA user shall be able to add some comments to the request for interim/final payment.	

RQ.5569 System allows MS/NA user to submit the request for interim/final payment

RQ.5609 System allows MS/NA user attach the signed and scanned version of printed out request document and other supporting documents (invoices, REMS) to the request for interim/final payment

RQ.5571 System allows MS/NA user to modify any data in the request for interim/final payment until the request is not submitted

RQ.5572 System allows sending e-mail notification to OPD and MS/NA users that the request for interim/final payment was submitted.

RQ.5568 System allows MS/NA users to save the working version of the request for interim/final payment before submission

RQ.5579 System allows MS/NA users to submit the requests for interim/final payment only when all sets of real deployment data from preceding reporting periods (bi-monthly) were accepted by Frontex.

RQ.5604 System allows MS/NA users to search for, browse, check the status of the submitted requests for pre-financing, interim and final payment.

Name:	ACT.513 Manage the request for interim/final payment
Type:	Activity

RQ.5574 System allows users to mark the request for interim/final payment as paid (the notification should be sent to MS/NA users).

RQ.5605 System allows OPD users to search for the requests for pre-financing, interim and final payment submitted from all MS/NA.

Name:	ACT.521 Validate the request for interim/final payment
Type:	Activity

RQ.5575 System allows OPD users to notify the requesting MS/NA of the need to correct the specific request for interim/final payment.

Name:	ACT.512 Specify needed corrections for submitted request for interim/final payment
Type:	Activity

RQ.5578 System allows sending the e-mail notification with the request for attaching a new scanned version of the documents.

Name:	ACT.510 Prepare and submit the request for final payment
Type:	Activity

RQ.5576 System allows MS/NA users to manage the attachments linked with the request for interim/final payments (add, remove) until the request is not submitted or request is for correction state.

- RQ.5570 System sends the attached document from request for interim/final payment on the registration office's e-mail automatically
- RQ.5563 System allows MS/NA user to add some comments to the request for interim/final payment.
- RQ.5569 System allows MS/NA user to submit the request for interim/final payment
- RQ.5609 System allows MS/NA user attach the signed and scanned version of printed out request document and other supporting documents (invoices, REMS) to the request for interim/final payment.
- RQ.5571 System allows MS/NA users to modify any data in the request for interim/final payment until it wasn't submitted
- RQ.5572 System allows sending the e-mail notification to OPD and MS/NA users that the request for interim/final payment was submitted.
- RQ.5568 System allows MS/NA user to save the working version of the request for interim/final payment before submission
- RQ.5579 System allows MS/NA users to submit the requests for interim/final payment only when all sets of real deployment data from preceding reporting periods (bi-monthly) were accepted by Frontex
- RQ.5566 System allows MS/NA to generate the request for the final payment only when the final deployment details were provided.
- RQ.5565 System allows MS/NA users to support the submission of the request of final payment only after the end of the operational activities in the given year
- RQ.5564 System allows notifying MS/NA and OPD users about the deadline for submission of request for final payment (75 days after the end of the deployment) and send appropriate reminder(s) if the deadline is approaching/has passed.
- RQ.5567 system allows MS/NA users to generate the request for final payment with initial amount calculated as contracted total budget decreased by pre-financing and interim payment. The calculated amount related to spent costs could be changed manually
- RQ.5604 System allows MS/NA users to search for, browse, check the status of the submitted requests for pre-financing, interim and final payment.

## 5.4. Situational awareness

### 5.4.1. BP-40 Keep situational awareness on resources

The goal of the process is to keep situational awareness on deployed resources.

Name: BP-40 Keep situational awareness on resources  
 Package: BP-40 Keep situational awareness on resources  
 Version: 1.0  
 Author: Tomasz Olędzki

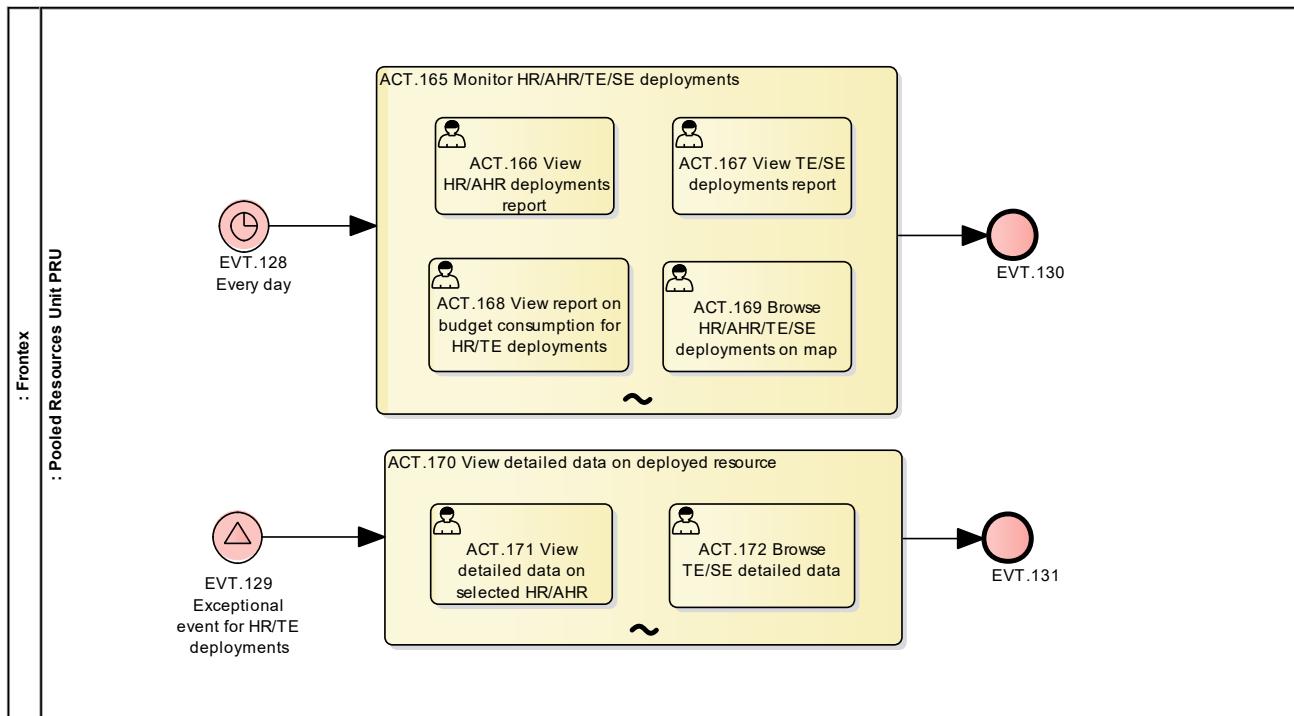


Figure 49: BP-40 Keep situational awareness on resources

Name:	<b>Frontex</b>
Type:	Pool

Name:	<b>Pooled Resources Unit PRU</b>
Type:	Lane

Name:	<b>ACT.165 Monitor HR/AHR/TE/SE deployments</b>
Type:	Activity

Name:	<b>ACT.166 View HR/AHR deployments report</b>
Type:	Activity

RQ.5222 System on user request provides a statistical report on selected date with total number of deployed HR/AHR and detailed statistics per operational activity, localization, profiles and home MS/SAC.

RQ.5223 System on user request provides a report with discrepancies between deployment plans and reports on HR/AHR provided on the spot.

RQ.5466 System on user command provides a statistical report with ratio on agreements between MS/SAC and Frontex on HR/AHR against real deployments of HR/AHR per MS/SAC, operation, year, HR profiles and AHR functions.

RQ.5492 System allows user to save parameters and attributes defined for report and use them for next reports as predefined set of parameters and attributes.

RQ.5509 System on user command prepares a report with HR/AHR deployment details filtered by parameters and attributes selected by user from predefined lists.

Name:	<b>ACT.167 View TE/SE deployments report</b>
Type:	Activity

RQ.5224 System on user request provides a statistical report on selected date with total number of deployed TE/SE and detailed statistics per operational activity, localization, profiles and home MS/SAC.

RQ.5225 System on user request provides a report with discrepancies between deployment plans and reports on TE/SE provided on the spot.

RQ.5467 System on user command provides a statistical report with ratio on agreements between MS/SAC and Frontex on TE/SE against real deployments of TE/SE per MS/SAC, operation, year and TE/SE types.

RQ.5492 System allows user to save parameters and attributes defined for report and use them for next reports as predefined set of parameters and attributes.

RQ.5510 System on user command prepares a report with TE/SE deployment details filtered by parameters and attributes selected by user from predefined lists.

Name:	<b>ACT.168 View report on budget consumption for HR/TE deployments</b>
Type:	Activity

RQ.5226 System on user request provides a statistical report with total estimated budget and already consumed total budget per HR, TE, MS/SAC and selected periods.

Name:	<b>ACT.169 Browse HR/AHR/TE/SE deployments on map</b>
Type:	Activity

RQ.5227 System is able to present HR/AHR/TE/SE deployments on geographical maps based on deployment location.

Name:	<b>ACT.170 View detailed data on deployed resource</b>
Type:	Activity

Name:	<b>ACT.171 View detailed data on selected HR/AHR</b>
Type:	Activity

RQ.5228 System allows user to filter and browse HR/AHR data including general information, personal data, profiles, training, history of deployments and current deployment,

RQ.5397 System allows user to export HR/AHR data to formatted text document or PDF file.

Name:	<b>ACT.172 Browse TE/SE detailed data</b>
Type:	Activity

RQ.5229 System allows user to filter and browse TE/SE data including general information, specification, history of deployments, current deployment and localization.

RQ.5398 System allows user to export TE/SE data to formatted text document or PDF file.

## 5.5. Business Capability mapping to Business Processes

The following mapping presents the ration between Business Capabilities and Business Processes. The aim of the mapping is to show what business processes allow enabling and automating the specific business capabilities.

Business Capability	Related Processes
Payment Management	<ul style="list-style-type: none"> <li>• BSP-24 Manage request for pre-financing</li> <li>• BSP-23 Prepare/modify Grant Agreement</li> <li>• BSP-25 Manage request for interim/final payment</li> </ul>
TRU ICT Platform integration	<ul style="list-style-type: none"> <li>• BP-19 Provide training for HR/AHR</li> </ul>
ABN Activities Management	<ul style="list-style-type: none"> <li>• BSP-18 Evaluate ABN process</li> </ul>
Operation Planning and Management	<ul style="list-style-type: none"> <li>• BP-27 Plan joint operation</li> <li>• BP-37 Provide (rapid) return intervention</li> <li>• BSP-28 Prepare/Modify Operational Plan (OPLAN)</li> <li>• BSP-31 Manage deployments of operational resources</li> <li>• BP-36 Organize pre-talks about return intervention</li> </ul>
Operational Contribution Management	<ul style="list-style-type: none"> <li>• BSP-17 Negotiate final MS/SAC contribution to HR/TE</li> <li>• BP-05 Ensure Frontex resources availability</li> </ul>
Operational Needs Definition	<ul style="list-style-type: none"> <li>• BP-26 Plan resources contributed by MS/SAC</li> <li>• BSP-15 Inform MS/SAC about HR/TE needs</li> </ul>
Operational Needs Verification	<ul style="list-style-type: none"> <li>• BSP-15 Inform MS/SAC about HR/TE needs</li> </ul>
Operational Proposals Definition	<ul style="list-style-type: none"> <li>• BSP-16 Select HR/TE resources offered by MS/SAC</li> </ul>
Resources Deployment	<ul style="list-style-type: none"> <li>• BP-30 Launch rapid border intervention</li> <li>• BP-38 Manage return operations</li> <li>• BP-06 Complement resources for deployment plan</li> <li>• BSP-31 Manage deployments of operational resources</li> <li>• BP-29 Implement joint operation</li> </ul>
Deployment Monitoring	<ul style="list-style-type: none"> <li>• BSP-39 Evaluate and close activity</li> <li>• BP-40 Keep situational awareness on resources</li> <li>• BSP-34 Collect reports on deployed resources</li> <li>• BSP-31 Manage deployments of operational resources</li> </ul>
HR Deployment Management	<ul style="list-style-type: none"> <li>• BSP-32 Deploy Human Resources</li> <li>• BSP-31 Manage deployments of operational resources</li> </ul>
Redeployment Management	<ul style="list-style-type: none"> <li>• BSP-35 Prepare redeployment plan</li> </ul>

Business Capability	Related Processes
	<ul style="list-style-type: none"> <li>• BSP-31 Manage deployments of operational resources</li> </ul>
TE Deployment Management	<ul style="list-style-type: none"> <li>• BSP-33 Deploy Technical Equipment</li> <li>• BSP-31 Manage deployments of operational resources</li> </ul>
<b>Human Resources Pools Management</b>	<ul style="list-style-type: none"> <li>• BP-19 Provide training for HR/AHR</li> </ul>
Additional HR Management	<ul style="list-style-type: none"> <li>• BP-08 Set up Additional HR</li> <li>• BP-19 Provide training for HR/AHR</li> </ul>
EBCGT Pool Management HR Overall Number Management	<ul style="list-style-type: none"> <li>• BP-01 Set up EBCGT HR</li> </ul>
HR Rapid Reaction Pool Management	<ul style="list-style-type: none"> <li>• BP-02 Set up EBCGT HR Rapid Reaction Pool</li> </ul>
<b>Return HR Pool Management</b>	<ul style="list-style-type: none"> <li>• BP-03 Set up Return HR Pools</li> </ul>
Supporting Equipment Management	<ul style="list-style-type: none"> <li>• BP-04 Set up SE inventory</li> </ul>
TE Overall Minimum Number Management TE Pool Management TE Rapid Reaction Pool Management	<ul style="list-style-type: none"> <li>• BP-07 Set up TE Pool and TE Rapid Reaction Pool</li> </ul>
sTM Additional Call	<ul style="list-style-type: none"> <li>• BSP-12 Recruit SGOs via Additional Call</li> </ul>
sTM Deployment Management	<ul style="list-style-type: none"> <li>• BP-10 Manage SGOs deployments</li> </ul>
sTM Needs verification	<ul style="list-style-type: none"> <li>• BP-09 Recruit SGOs</li> </ul>
sTM Recruitment	<ul style="list-style-type: none"> <li>• BP-09 Recruit SGOs</li> <li>• BSP-11 Select SGOs</li> </ul>
Operational Budget Management	<ul style="list-style-type: none"> <li>• BP-20 Plan budget for operational Year N</li> <li>• BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)</li> </ul>

# OPERA system

## Appendix 10.11 Business glossary

09/04/2018

Acronym	Description
ABAC	Accrual Based Accounting - European Commission's accounting system
ABN	Annual Bilateral Negotiations
ACO	Accounting Office
ADV	Adviser
AHR	Additional Human Resources (interpreters, observers, etc.)
AIFC	Activity Initiation and Financial Commitment
BFCS	Budget, Financial and Corporate Services Unit
BRU	Brussels Liaison Office
BUDG	Budget
CAB	Change Advisory Board
CAB	Cabinet
CECDF	Centre of Excellence for Combating Document Fraud
CGLE	Coast Guard and Law Enforcement Unit
CORPS	Corporate Services
COTS	Commercial off-the-shelf
CPIP	Common Pre-frontier Intelligence Picture (CPIP)
CSS	Cascading Style Sheets
DPO	Data Protection Office / Data Protection Officer
DPO	Data Protection Office
EBCGT	European Border and Coast Guard Teams
ED	Executive Director
EDI	Editorial Team
EDPS	European Data Protection Supervisor
ESP	European Situational Picture
EU	European Union
EUROSUR	European Border Surveillance System
EXPOST	Ex-post control
FAR	Frontex Application for Returns
FCS	Financial and Corporate Services
FDU	Field Deployment Unit
FIN	Financial Services
FOSS	Frontex One-Stop-Shop
FPS	Frontex Positioning System
FRO	Fundamental Rights Office
FRO	Fundamental Rights Office
FSC	Frontex Situation Centre
FTE	Full Time Equivalents
FTP	File Transfer Protocol
FX	Frontex
GIS	Geographic Information System

HR	Human Resources, covers EBCGT profiles
HRS	Human Resources and Security Unit
ICO	Inspection and Control Office
ICT	Information and Communications Technology
ICT	Information and Communication Technology Unit
ICU	International Cooperation Unit
INCOM	Internal Communication
INSPECT	Inspection
JORA	Joint Operations Reporting Application
JOU	Joint Operations Unit
LEG	Legal Services
LOU	Liaison Officers Network Unit
LPU	Legal and Procurement Unit
MBS	Management Board and Cross-Divisional Secretariat
MNITE	Minimum Number Of Items Of Technical Equipment (previously OMNTE)
MIMA	Mission Management System
MPR	Media and Public Relations
MS/SAC	Member States / Schengen Associated Country
NA	National Authority
NCC	National Coordination Center
NFPOC	National Frontex Point of Contact
NII	Node Integration Interface
ODIS	Opera Data Integration Services
OMNTE	Overall Minimum Number of Technical Equipment
OPERA	Currently IT systems used to manage resources in operational activities.
OPD	Operations Division
OPLAN	Operational Plan
OSO	Operational Response Support Office
PAD	Public Access to Documents
PLANREP	Planning and Reporting
PRESS	Press Office
PROC	Procurement
PROD	Production (e.g. environment)
PRU	Pooled Resource Unit
PRU	Pooled Resources
PUB	Publications and Production
RAU	Risk Analysis Unit
REG	Registration Office
RIU	Research and Innovation Unit
ROIP	Risk Operations In Progress
ROP	Rolling Operational Plan
RSU	Return Support Unit

SDO	Supporting Senior Duty Officer
SE	Supporting Equipment (computers, phones, etc.)
SGO	Seconded Guest Officer, is going to be changed into Seconded Team Members sTM
SME	Subject Matter Expert
sTM	Seconded Team Members
SWG	Sub-working group
SWOT	Strengths, Weaknesses, Opportunities, and Threats
TC	Third Countries
TE	Technical Equipment, covers technical equipment types from OMNTE
ToR	Terms of Reference
TRAVEL	Corporate Travel Services
TRU	Training Unit
VA	Vulnerability Assessment
WG	Working group

# OPERA system

## Appendix 10.12 Dependencies

07/06/2018

## 1. Systems considered for integration in Opera system

This annex briefly describes other Frontex IT systems, which are considered for integration in Opera system. For each system its purpose and key features are explained below.

### 1.1. Joint Operations Reporting Application (JORA)

The Joint Operations Reporting Application (JORA) provides the customer and user with the following functionalities:

- Incident reporting and management (including Serious Incident Reporting - SIR)
- Operations definitions and operational dashboards
- Personal data collection (PeDRA module);
- Senior Duty Officers (SDO) and Duty Officers (DO) calendar, tasks and events
- Sending notifications to SDO staff
- SDO document management and sharing
- Access management
- Map visualization of incidents, other operational information, information provided by Eurosur Fusion Services (e.g. vessel traffic, earth observation data, environmental information, etc.) and various Copernicus services
- Map drawing for operational planning and decision aid
- Maritime drifting simulations and dead reckoning
- Operational chat
- Incidents sharing with Eurosur Network Application

JORA is planned to be accredited in order to process classified information up to EU-RESTRICTED level.

### 1.2. Frontex Application for Return (FAR)

Frontex Application for Return (FAR) is a SharePoint based application developed to implement the rolling operational plan of the Return Support Unit (RSU) and manage the return operations. The purpose of the operational plan (ROP) is to collect and coordinate the return-related needs between the Member States and Schengen Associated Countries (MS) and Frontex as well as to plan the implementation of return support activities.

FAR functionalities can be divided into two groups, which were developed in two phases:

- Management of return needs (Rolling Operational Plan - ROP);
- Management of return operations (Return Operation in Progress - ROIP).

The first version of FAR was released in production in October 2016. There is a comprehensive list of requirements to be implemented in the next versions.

The benefits resulting from the use of the new web-based application FAR are the following:

- Higher level of accuracy of information collected for the ROP;
- Real-time data gathered for the ROP;
- Significant reduction in the amount of time required by all parties to exchange information related to the MS' needs for cooperation or assistance;
- Simpler and more clearly structured data collection process;
- Ability to continually monitor (by Frontex and MS) the status of each operation;
- Ability for RSU to maintain complete control of the entire data collection;
- Enhanced role of Frontex (RSU) in the management of return operations, for all the information flows managed by RSU;
- Possibility for Frontex to fine-tune its assistance, coordination and co-financing to meet MS needs in a more efficient manner, even within a short notice;
- More secured data collection and database dedicated only to the stakeholders involved in the preparation and implementation of return operations.

### 1.3. TRU ICT Platform

The TRU ICT Platform project goal is to deliver a new TRU ICT Platform solution (BPMS based) along with replacement of the old solution, introduction of business processes into the system and users training.

The TRU ICT Platform (successor of Virtual Aula) is intended to be a Frontex system adapted for desktop and mobile browsers that will integrate all services and applications used and delivered by the Training Unit for its stakeholders and it has to be compliant with the Frontex ICT technology and environment. The TRU ICT Platform aims to enhance the scope of Virtual Aula as a central internet-based platform and access point for border guard education and training at European level.

The expected benefits are:

- Automation of business processes;
- New solution as a „single version of truth”;
- Monitoring and reporting capabilities;
- Quality Assurance support;
- ICT Baseline alignment.

### 1.4. Frontex Positioning System (FPS)

Frontex Positioning System (FPS) aims to implement a reliable on-line tracking system displaying positions and other data of deployed assets in real time, in line with EUROSUR Regulation, and to support assets' financial management by applying automatically updated cost calculations.

As one of the goals of the Agency is to support Member States in circumstances requiring increased technical and operational assistance at the external EU border and, according to EUROSUR Regulation, to provide the Operational Layer of the European Situational Picture (ESP) and the Common Pre-frontier Intelligence Picture (CPIP) including the information of assets participating in Frontex coordinated JO, FPS aims at:

- Maintaining full awareness on technical resources deployed in the operational areas in order to increase reaction capability and enhance the security of the crew on board participating assets;
- Tracking and monitoring expenses related to the patrolling activities of Frontex coordinated and co-financed assets in order to ensure the cost-effective management of JO.

Pursuing the above mentioned goals, Frontex Positioning System (FPS) is supporting Frontex and MS with tracking and monitoring the assets participating in JO as well as with managing the financial data related to the performed patrolling activities.

The main functions of Frontex Positioning System are the following:

- Displaying localization of assets: this function supports the integration with portable equipment, which allows keeping all deployed assets localized;
- Displaying the tracks with a symbol centred on the predicted position of the asset and a label;
- Refreshing the tracks each time the tracking function sends information on them;
- Logical zoom: there are different levels of defined visualization. In each level, it is possible to establish the cartographic layer that needs to be visualized according to the needs of the user. This will enable the user to see - in an automatic and transparent manner - the most appropriate cartography for each moment while he/she navigates on the graphic display;
- Routes/tracks of the assets: the system stores and archives the routes/tracks of the assets. The operator has the possibility to examine the tracking history of all of the assets that have the portable positioning equipment on board;
- Information related to the asset: by displaying the asset, all relevant data is easily accessible:
  - Position (latitude, longitude) of the asset, time of the sent position (UTC), course of the asset, speed of the asset (in knots), ID number/code of the system, ID number/code of the asset, operation in which the asset is taking part, type of the asset.
- Software to schedule the patrolling hours;
- Collection and aggregation of the operational and statistical data;

FPS is planned to be accredited in order to process classified information up to EU-RESTRICTED level.

## 1.5. Document Management System (DMS)

Frontex Document Management System (DMS) application provide the customer and the user with the following functionalities:

- Environment for document creation, collaboration and storage, use of approved templates, use of metadata, use of approved file plan;
- Creation and storage of records;
- Controlled access to documents and records;
- Advanced search and retrieval functionality for documents and records
- Automated workflows for various processes (e.g. ED Decisions, Security and Administrative Notices, PAI, etc.)
- Audit trail displaying all activities performed on a document or record;
- Permanent allocation of metadata to documents and records created in the system;
- Viewing, comparing and storing different versions of documents and records;
- Long-term preservation of records including implementation of retention policy.

## 1.6. Eurosур Communication Network

The EUROSUR Network provides the customer and user the following functionalities:

- Exchange of border management-related information between the participating Member States and also between MSs and Frontex via:
  - EUROSUR Application (EA) allowing the management, sharing, visualisation and storage of structured border-related information;
  - Visualisation of border-related information on the maps (WMS - Web Map Services);
  - EUROSUR-domain email;
  - Secure file exchange between the nodes (secure FTP);
  - Collaboration tools including audio/video web conferencing and chat;
- Connectivity between the national coordination centers (NCC) of the participating Member States of the EU and the Schengen Associated Countries (SACs) and Frontex;
- Integration Interface allows NCC/FX local systems to push and pull information from the Nodes.

Eurosur is planned to be accredited (as required by Eurosur Regulation) in order to process classified information up to EU-RESTRICTED level.

Eurosur is an information broker system which exposes SOAP-based Node Integration Interface (NII) for pulling and pushing information from/to Eurosur. Any future integrations with Eurosur should preferably use existing NII interfaces (changes are possible), since by design Eurosur does not initiate connections to other external systems.

## 1.7. Frontex One-Stop-Shop (FOSS)

The Frontex One-Stop-Shop (FOSS) service provides the customer and user with the following functionalities:

- Web-based and secured Frontex operational related information digital library/repository;
- Pushing and sharing Frontex operational related information 24/7;
- Retrieving Frontex operational related information 24/7;
- Setting up automatic notifications.

## 1.8. ADFS

ADFS is a web service for user authentication to systems and applications located across organizational boundaries. It uses a claims-based access-control authorization model to maintain application security and to implement federated identity. Claims-based authentication involves authenticating a user based on a set of claims about that user's identity contained in a trusted token.

## 1.9. Frontex CoreGIS

Frontex CoreGIS is the Frontex enterprise GIS platform based on ESRI's ArcGIS and offers users the following capabilities:

- Geospatial data collection and management;
- Spatial Analysis;
- Mapping and visualisation of geospatial data;
- Sharing of geospatial information;
- “Fusion Engine” for the Eurosur Fusion Services.

# OPERA system

## Appendix 10.13 Solution Requirements

09/04/2018



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## 2 Introduction

### 2.1 Document scope

The document contains all the functional and non-functional requirement identified during the analysis of the needs for the target software solution supporting the resources management in the scope of all operational activities. The functional requirements describe a desired, “to be” functionalities and they were elicited based on expectations provided by participants of analytical workshops and current version of Opera system.

The requirements are grouped in chapters by business processes and business tasks and presented also on diagrams together with business tasks supported by the requirements. Additionally, this document contains also some requirements which are not linked directly to the business tasks because they are related to some common functionalities such us dictionaries or access management.

Each functional requirement is presented in this document only once and has his own unique identifier. There is also additional information provided for the requirement if the requirements is already implemented in current version of Opera, implemented partially or not implemented.

## 3 Functional Requirements

### 3.1 Capacity Building

#### 3.1.1 Pooled Resources

##### 3.1.1.1 BP-01 Set up EBCGT HR

###### 3.1.1.1.1 Change profiles and overall number in EBCGT HR

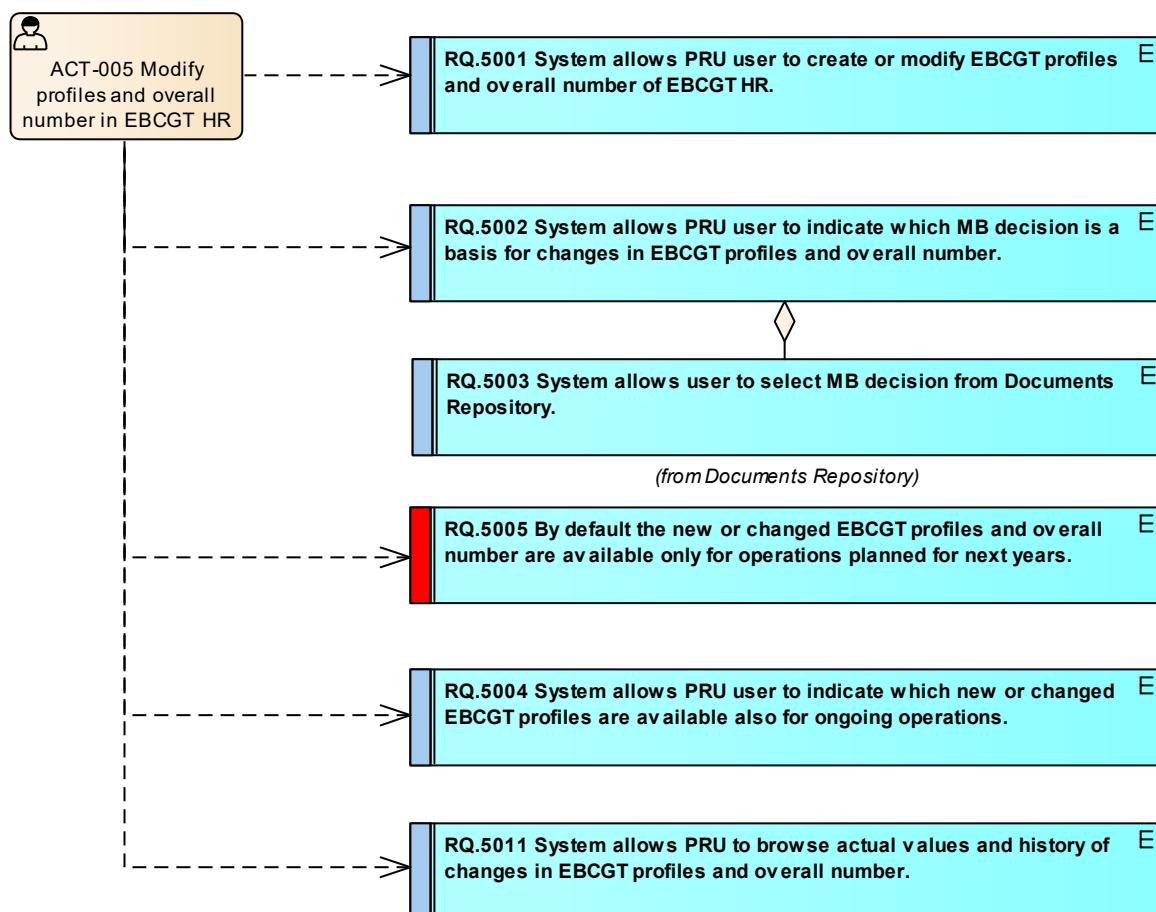


Figure 1: Change profiles and overall number in EBCGT HR

RQ.5001 System allows PRU user to create or modify EBCGT profiles and overall number of EBCGT HR.

Implemented in Opera: Partially

RQ.5002 System allows PRU user to indicate which MB decision is a basis for changes in EBCGT profiles and overall number.

Implemented in Opera: No

RQ.5004 System allows PRU user to indicate which new or changed EBCGT profiles are available also for ongoing operations.

Implemented in Opera: No

RQ.5005 By default the new or changed EBCGT profiles and overall number are available only for operations planned for next years.

Implemented in Opera: No

RQ.5011 System allows PRU to browse actual values and history of changes in EBCGT profiles and overall number.

Implemented in Opera: No

### 3.1.1.2 BP-02 Set up EBCGT HR Rapid Reaction Pool

#### 3.1.1.2.1 Modify MS minimum contribution for EBCGT Rapid Reaction Pool

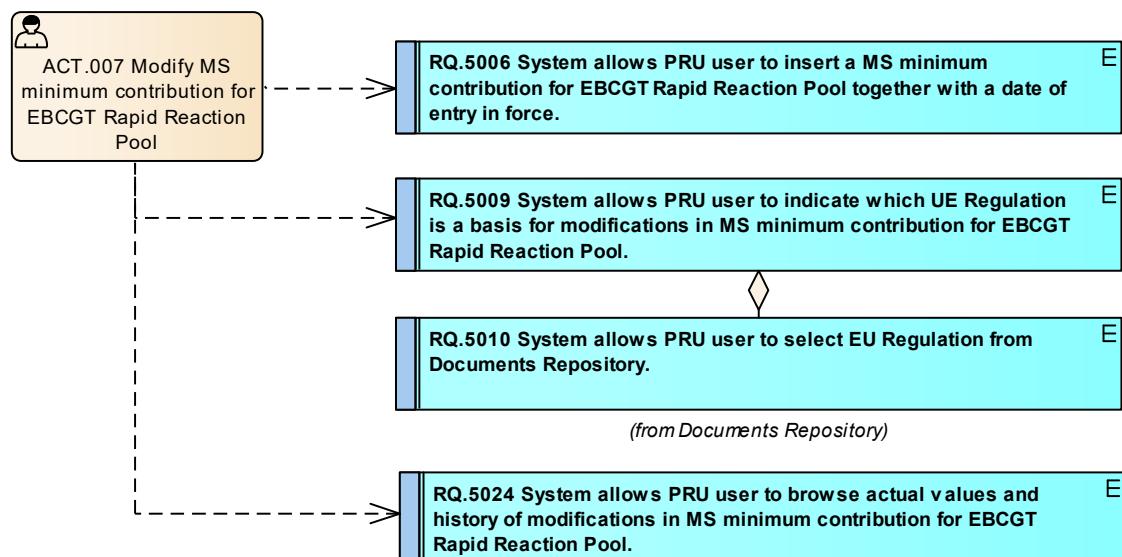


Figure 2: Modify MS minimum contribution for EBCGT Rapid Reaction Pool

RQ.5006 System allows PRU user to insert a MS minimum contribution for EBCGT Rapid Reaction Pool together with a date of entry in force.

Implemented in Opera: Partially

RQ.5009 System allows PRU user to indicate which UE Regulation is a basis for modifications in MS minimum contribution for EBCGT Rapid Reaction Pool.

Implemented in Opera: No

RQ.5024 System allows PRU user to browse actual values and history of modifications in MS minimum contribution for EBCGT Rapid Reaction Pool.

Implemented in Opera: Partially

### 3.1.1.2.2 Modify list of EBCGT rapid reaction profiles and minimum numbers in EBCGT Rapid Reaction Pool.

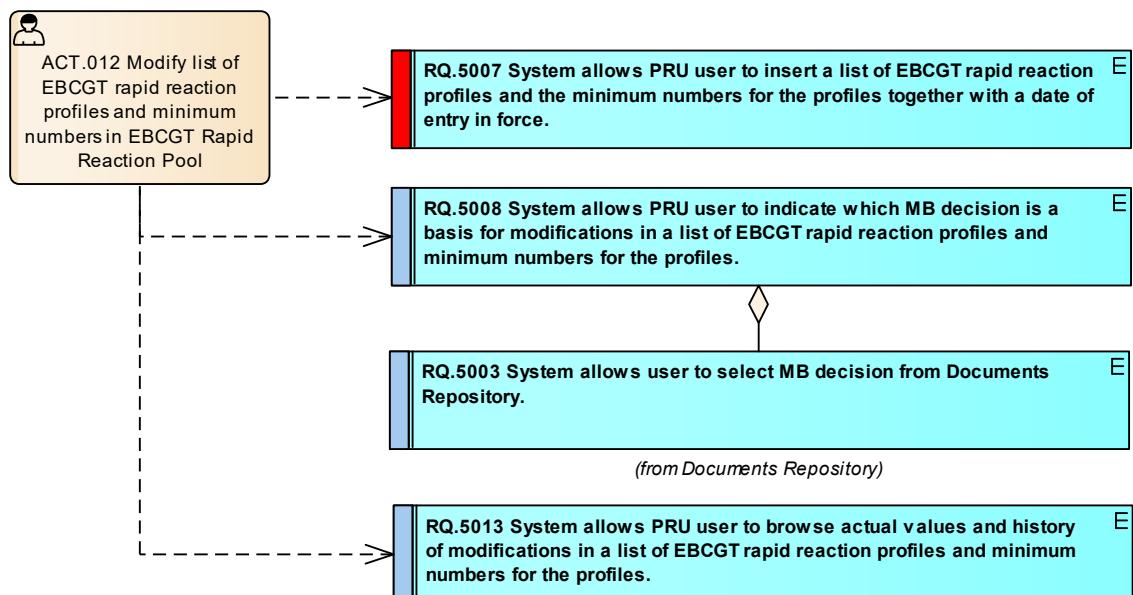


Figure 3: Modify list of EBCGT rapid reaction profiles and minimum numbers in EBCGT Rapid Reaction Pool

RQ.5007 System allows PRU user to insert a list of EBCGT rapid reaction profiles and the minimum numbers for the profiles together with a date of entry in force.

Implemented in Opera: Partially

RQ.5008 System allows PRU user to indicate which MB decision is a basis for modifications in a list of EBCGT rapid reaction profiles and minimum numbers for the profiles.

Implemented in Opera: No

RQ.5013 System allows PRU user to browse actual values and history of modifications in a list of EBCGT rapid reaction profiles and minimum numbers for the profiles.

Implemented in Opera: Partially

### 3.1.1.3 BP-03 Set up Return HR Pools

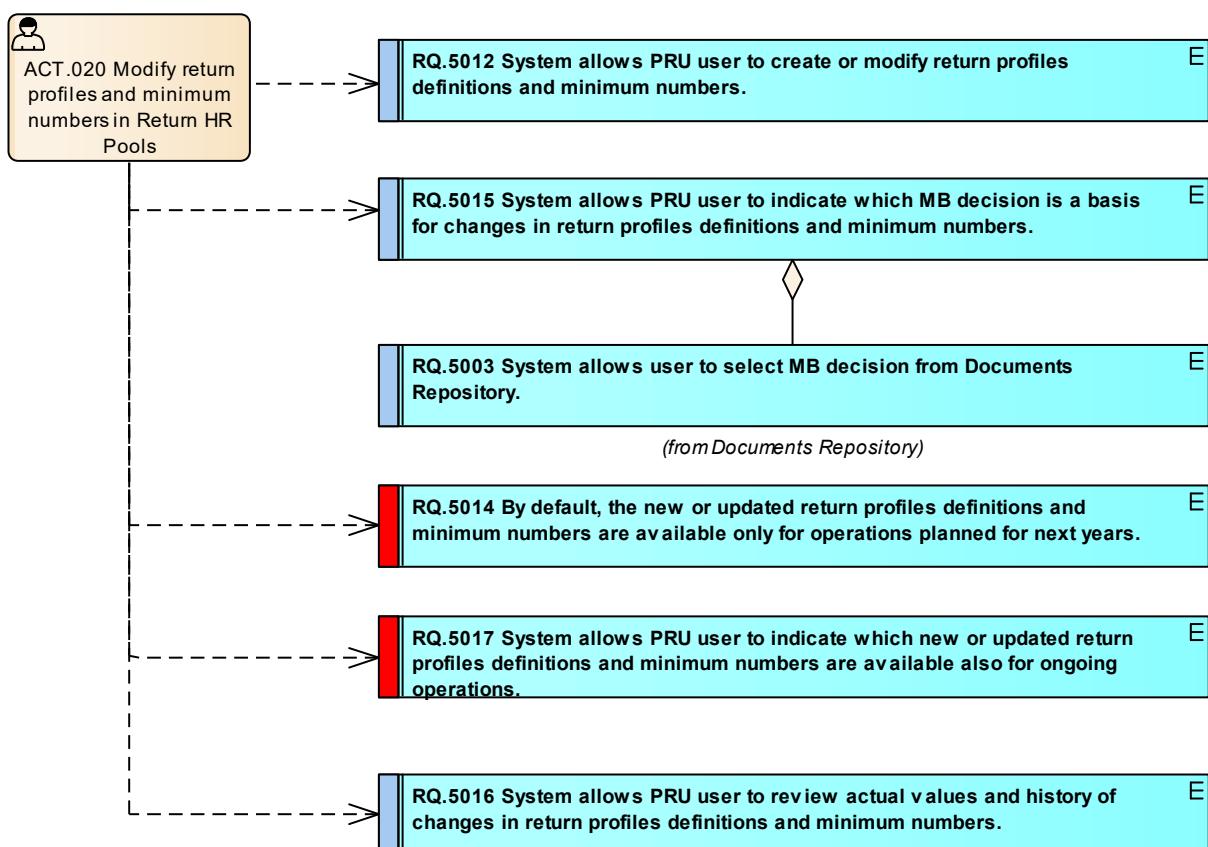


Figure 4: BP-03 Set up Return HR Pools

RQ.5012 System allows PRU user to create or modify return profiles definitions and minimum numbers.

Implemented in Opera: Partially

RQ.5014 By default, the new or updated return profiles definitions and minimum numbers are available only for operations planned for next years.

Implemented in Opera: No

RQ.5015 System allows PRU user to indicate which MB decision is a basis for changes in return profiles definitions and minimum numbers.

Implemented in Opera: No

RQ.5016 System allows PRU user to review actual values and history of changes in return profiles definitions and minimum numbers.

Implemented in Opera: Partially

RQ.5017 System allows PRU user to indicate which new or updated return profiles definitions and minimum numbers are available also for ongoing operations.

Implemented in Opera: No

### 3.1.1.4 BP-07 Set up TE Pool and TE Rapid Reaction Pool

#### 3.1.1.4.1 Modify OMNTE types and overall minimum numbers

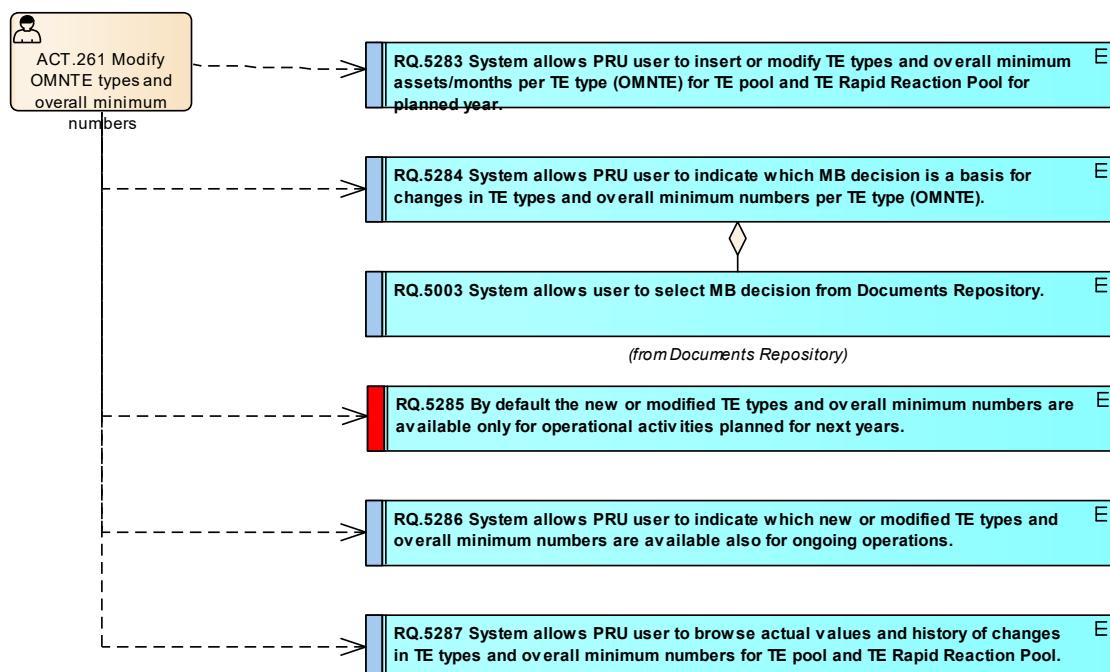


Figure 5: Modify OMNTE types and overall minimum numbers

RQ.5283 System allows PRU user to insert or modify TE types and overall minimum assets/months per TE type (OMNTE) for TE pool and TE Rapid Reaction Pool for planned year.

Implemented in Opera: Yes

RQ.5284 System allows PRU user to indicate which MB decision is a basis for changes in TE types and overall minimum numbers per TE type (OMNTE).

Implemented in Opera: No

RQ.5285 By default the new or modified TE types and overall minimum numbers are available only for operational activities planned for next years.

Implemented in Opera: No

RQ.5286 System allows PRU user to indicate which new or modified TE types and overall minimum numbers are available also for ongoing operations.

Implemented in Opera: No

RQ.5287 System allows PRU user to browse actual values and history of changes in TE types and overall minimum numbers for TE pool and TE Rapid Reaction Pool.

Implemented in Opera: Partially

### 3.1.1.4.2 Prepare input for OMNTE types and overall minimum numbers

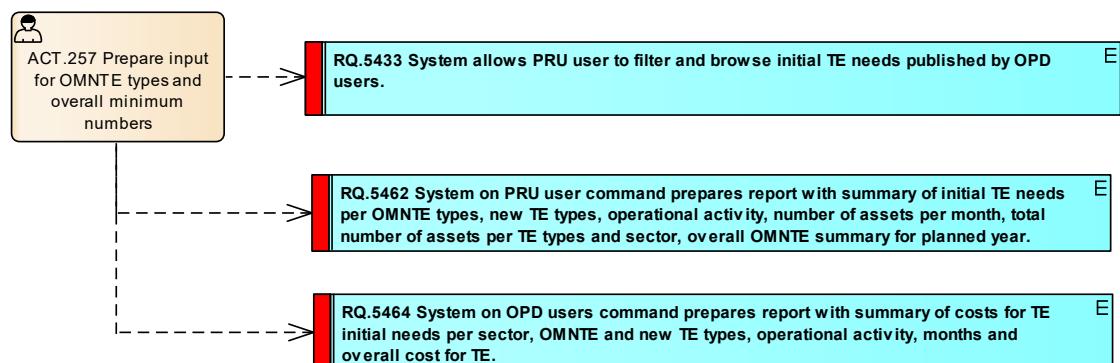


Figure 6: Prepare input for OMNTE types and overall minimum numbers

RQ.5433 System allows PRU user to filter and browse initial TE needs published by OPD users.

Implemented in Opera: No

RQ.5462 System on PRU user command prepares report with summary of initial TE needs per OMNTE types, new TE types, operational activity, number of assets per month, total number of assets per TE types and sector, overall OMNTE summary for planned year.

Implemented in Opera: No

RQ.5464 System on OPD users command prepares report with summary of costs for TE initial needs per sector, OMNTE and new TE types, operational activity, months and overall cost for TE.

Implemented in Opera: No

### 3.1.1.5 BP-08 Set up Additional HR

#### 3.1.1.5.1 Modify Additional HR functions

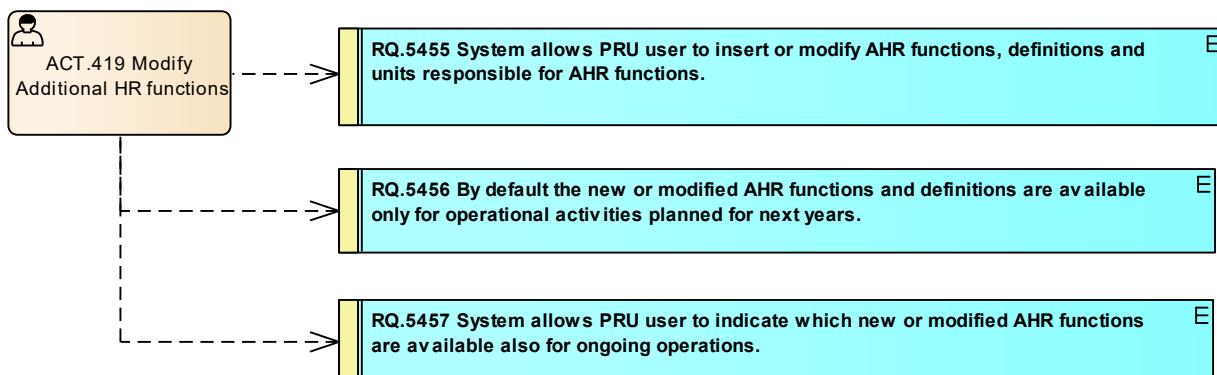


Figure 7: Modify Additional HR functions

RQ.5455 System allows PRU user to insert or modify AHR functions, definitions and units responsible for AHR functions.

Implemented in Opera: No

RQ.5456 By default the new or modified AHR functions and definitions are available only for operational activities planned for next years.

Implemented in Opera: No

RQ.5457 System allows PRU user to indicate which new or modified AHR functions are available also for ongoing operations.

Implemented in Opera: No

### 3.1.1.6 BP-04 Set up SE inventory

#### 3.1.1.6.1 Manage the inventory of SE

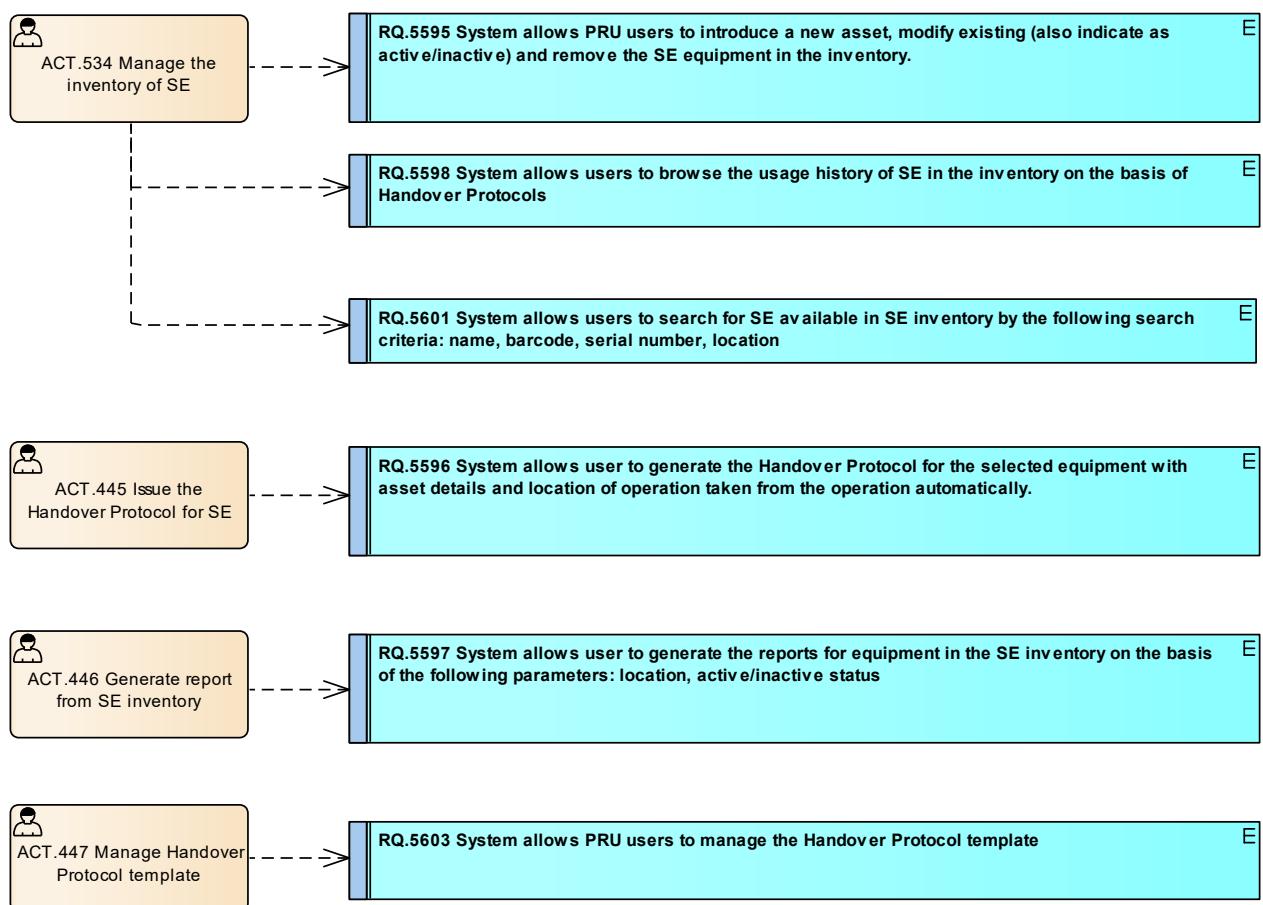


Figure 8: Manage the inventory of SE

RQ.5595 System allows PRU users to introduce a new asset, modify existing (also indicate as active/inactive) and remove the SE equipment in the inventory.

Implemented in Opera: No

RQ.5596 System allows user to generate the Handover Protocol for the selected equipment with asset details and location of operation taken from the operation automatically.

Implemented in Opera: No

RQ.5597 System allows user to generate the reports for equipment in the SE inventory on the basis of the following parameters: location, active/inactive status

Implemented in Opera: No

RQ.5598 System allows users to browse the usage history of SE in the inventory on the basis of Handover Protocols

Implemented in Opera: No

RQ.5601 System allows users to search for SE available in SE inventory by the following search criteria: name, barcode, serial number, location

Implemented in Opera: No

RQ.5603 System allows PRU users to manage the Handover Protocol template

Implemented in Opera: No

### 3.1.1.6.2 Modify SE categories and responsibilities

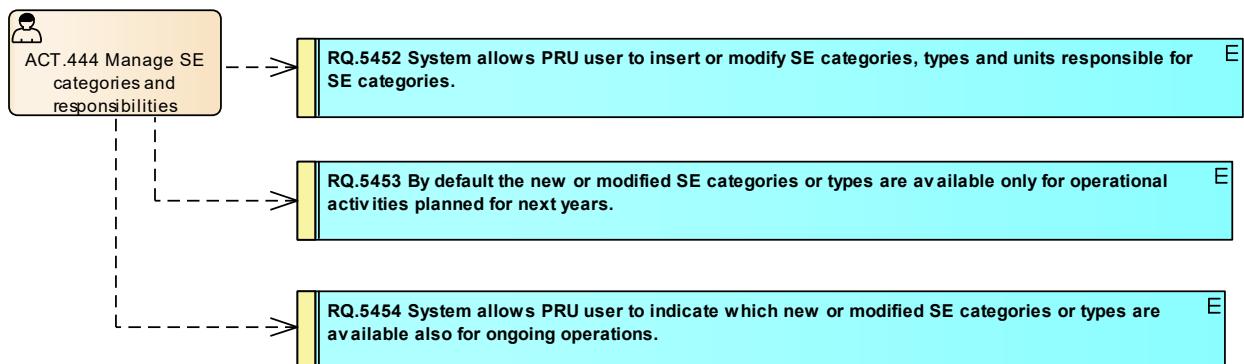


Figure 9: Modify SE categories and responsibilities

RQ.5452 System allows PRU user to insert or modify SE categories, types and units responsible for SE categories.

Implemented in Opera: No

RQ.5453 By default the new or modified SE categories or types are available only for operational activities planned for next years.

Implemented in Opera: No

RQ.5454 System allows PRU user to indicate which new or modified SE categories or types are available also for ongoing operations.

Implemented in Opera: No

### 3.1.1.7 BP-06 Complement resources for deployment plan

### 3.1.1.7.1 Prepare additional HR/AHR/TE/SE needs

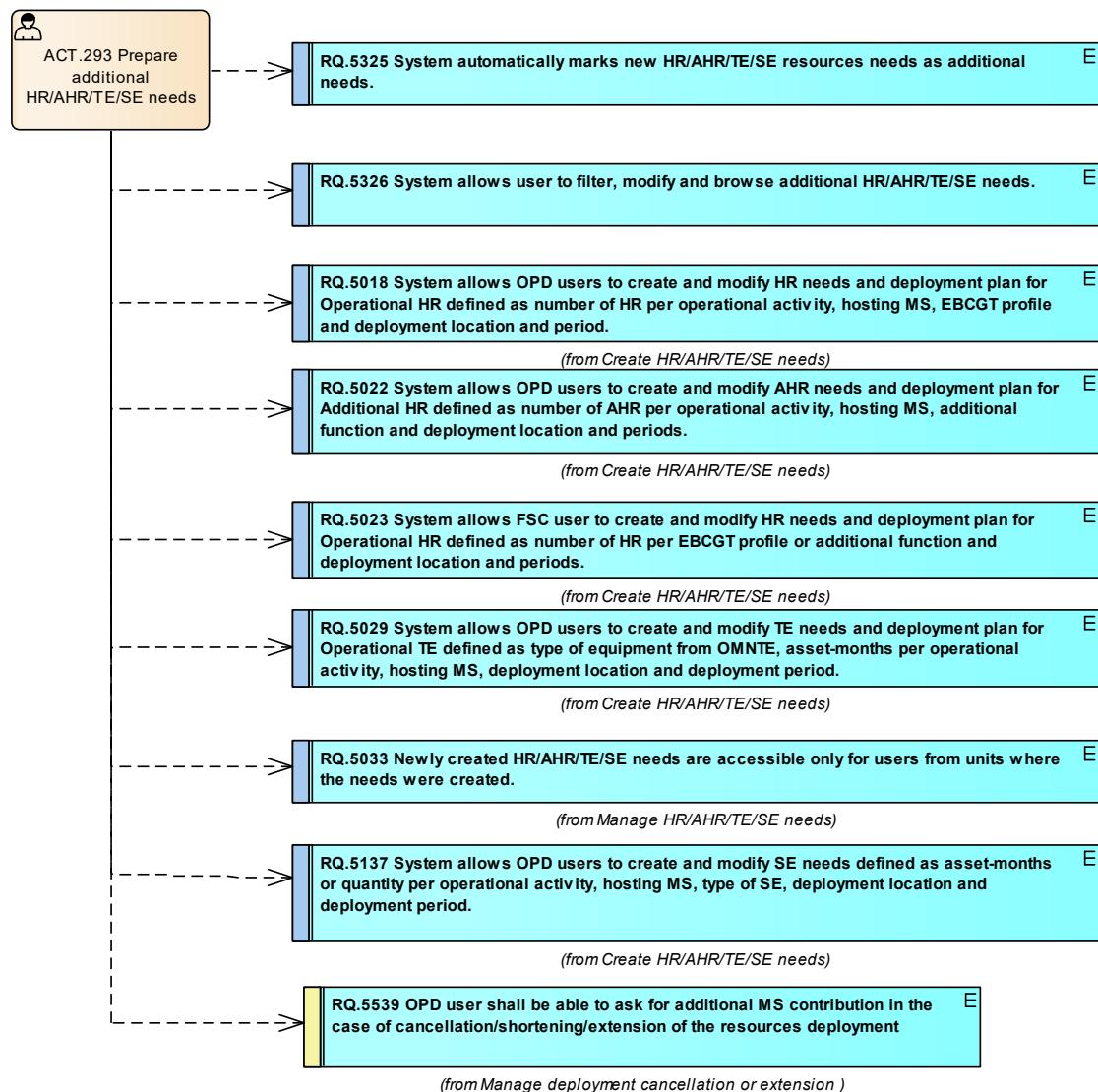


Figure 10: Prepare additional HR/AHR/TE/SE needs

RQ.5325 System automatically marks new HR/AHR/TE/SE resources needs as additional needs.

Implemented in Opera: No

RQ.5326 System allows user to filter, modify and browse additional HR/AHR/TE/SE needs.

Implemented in Opera: No

### 3.1.1.7.2 Send reminder to MS/SAC for proposals to complement gaps in deployment plan

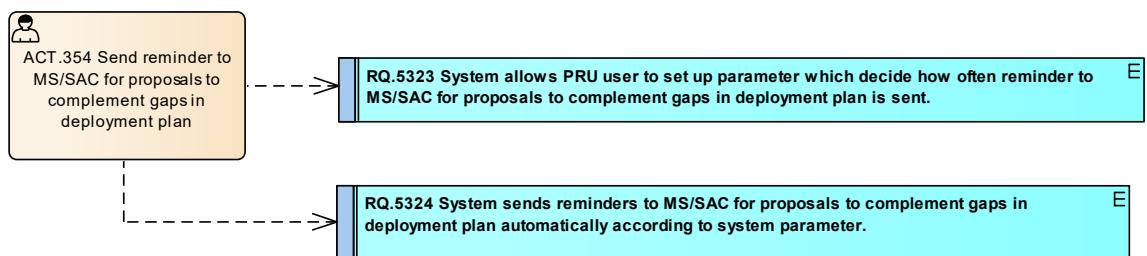


Figure 11: Send reminder to MS/SAC for proposals to complement gaps in deployment plan

RQ.5323 System allows PRU user to set up parameter which decide how often reminder to MS/SAC for proposals to complement gaps in deployment plan is sent.

Implemented in Opera: No

RQ.5324 System sends reminders to MS/SAC for proposals to complement gaps in deployment plan automatically according to system parameter.

Implemented in Opera: No

### 3.1.1.7.3 Publish additional HR/AHR/TE/SE needs to PRU

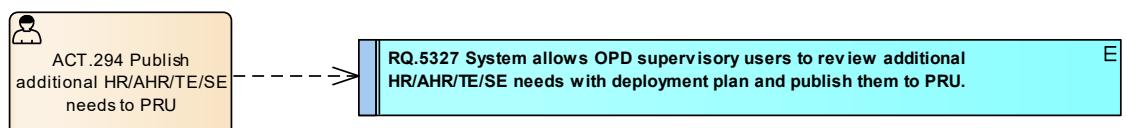


Figure 12: Publish additional HR/AHR/TE/SE needs to PRU

RQ.5327 System allows OPD supervisory users to review additional HR/AHR/TE/SE needs with deployment plan and publish them to PRU.

Implemented in Opera: No

### 3.1.1.7.4 Publish to MS/SAC additional call for HR/AHR/TE/SE needs

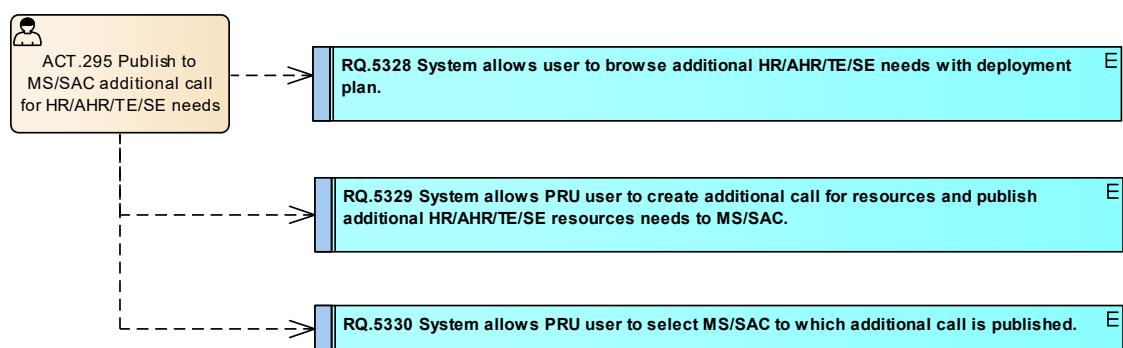


Figure 13: Publish to MS/SAC additional call for HR/AHR/TE/SE needs

RQ.5328 System allows user to browse additional HR/AHR/TE/SE needs with deployment plan.

Implemented in Opera: No

RQ.5329 System allows PRU user to create additional call for resources and publish additional HR/AHR/TE/SE resources needs to MS/SAC.

Implemented in Opera: No

RQ.5330 System allows PRU user to select MS/SAC to which additional call is published.

Implemented in Opera: No

### 3.1.1.7.5 Review and select HR/AHR/TE/SE resources proposed by MS/SAC

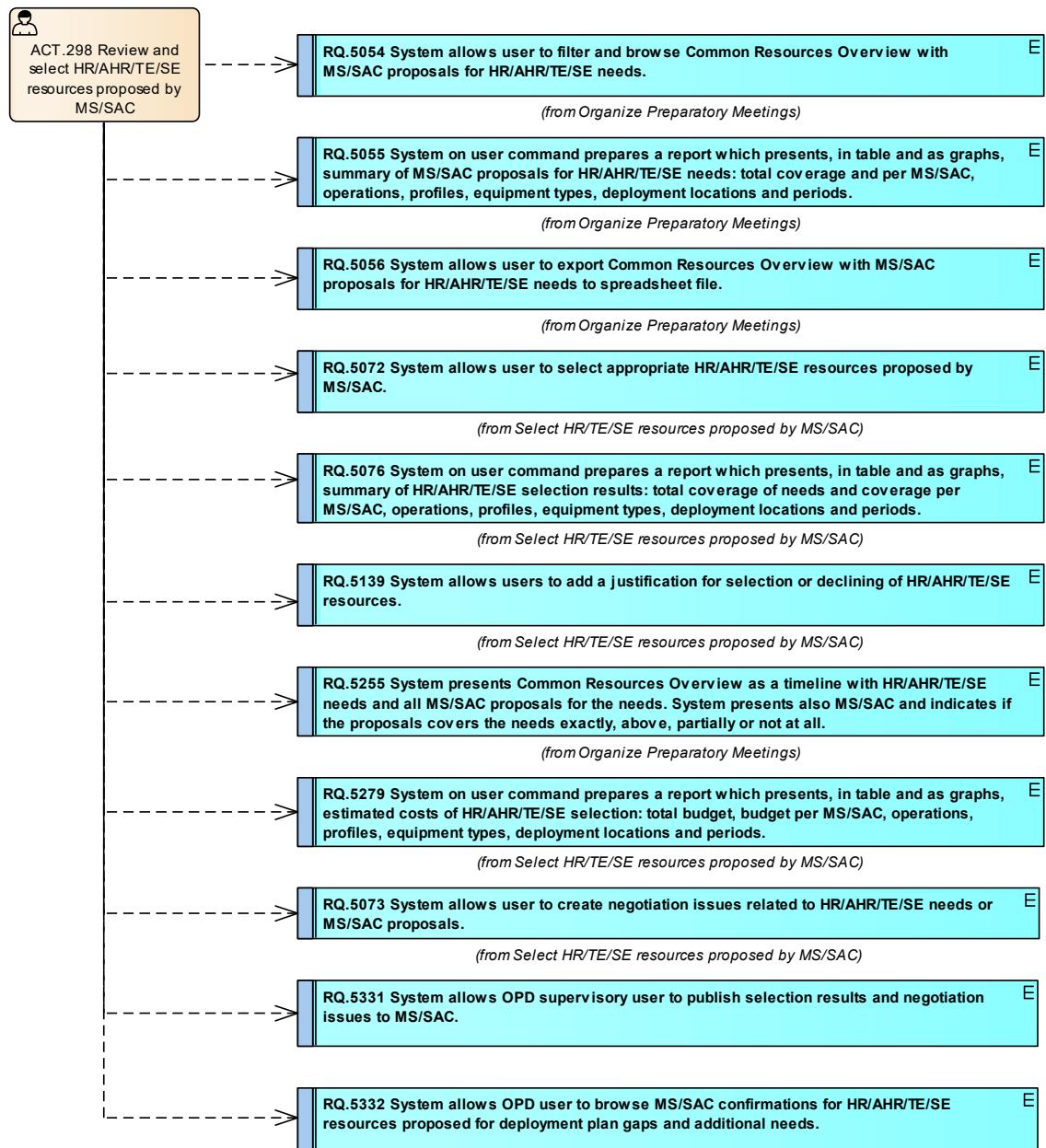


Figure 14: Review and select HR/AHR/TE/SE resources proposed by MS/SAC

RQ.5331 System allows OPD supervisory user to publish selection results and negotiation issues to MS/SAC.	Implemented in Opera: No
RQ.5332 System allows OPD user to browse MS/SAC confirmations for HR/AHR/TE/SE resources proposed for deployment plan gaps and additional needs.	Implemented in Opera: No

### 3.1.1.7.6 Import proposals on behalf of MS/SAC

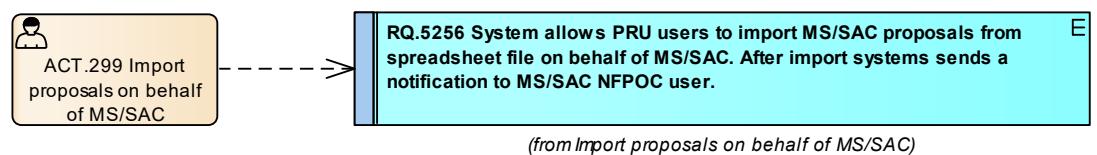


Figure 15: Import proposals on behalf of MS/SAC

### 3.1.1.7.7 Prepare proposals for HR/AHR/TE/SE needs

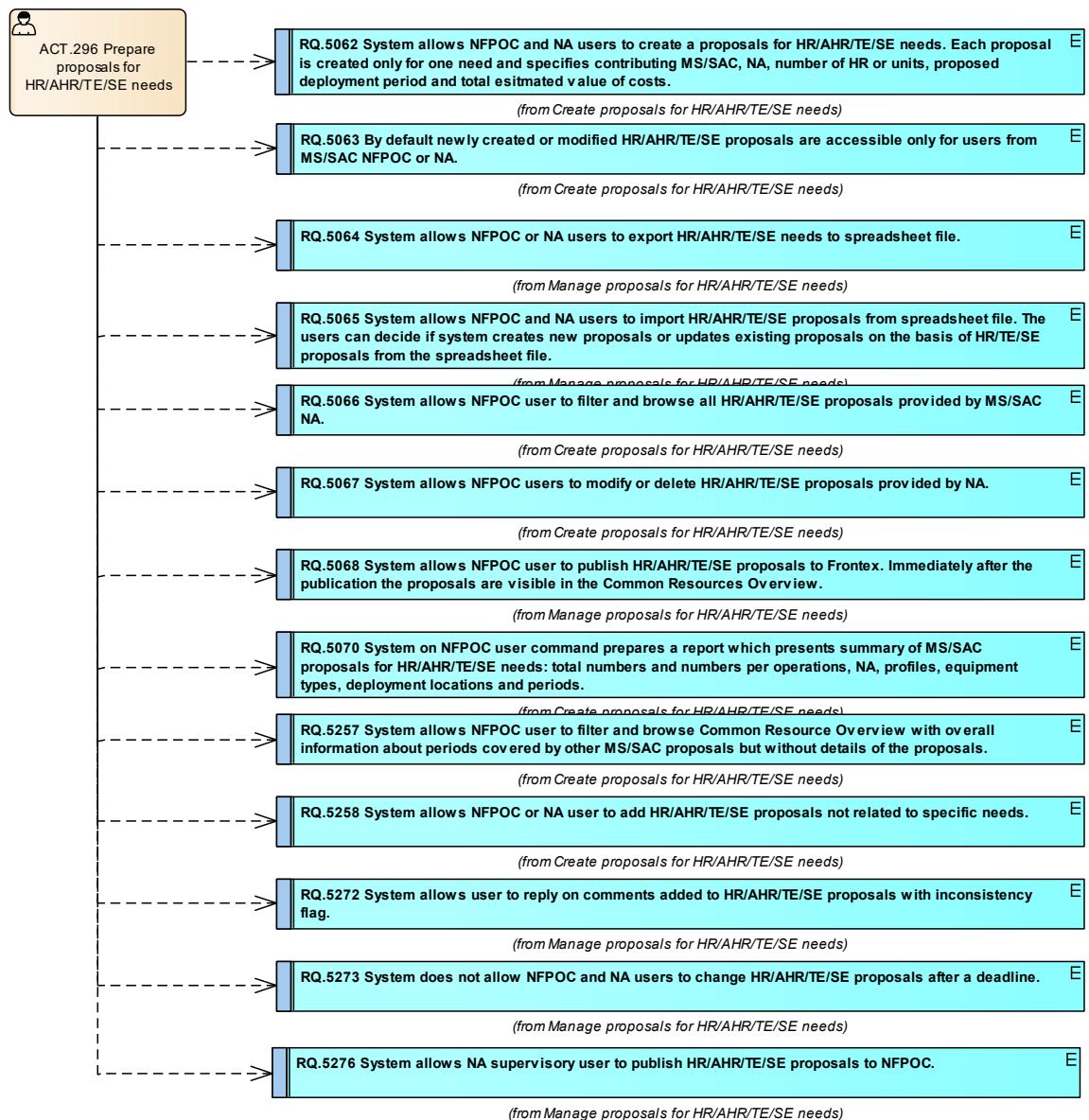


Figure 16: Prepare proposals for HR/AHR/TE/SE needs

### 3.1.1.7.8 Confirm proposals for HR/AHR/TE/SE needs

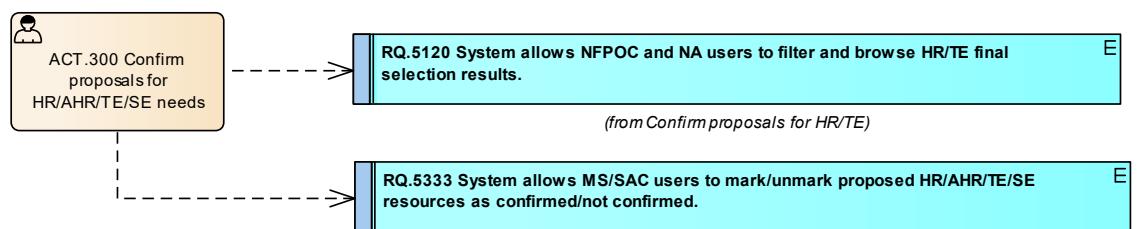


Figure 17: Confirm proposals for HR/AHR/TE/SE needs

RQ.5333 System allows MS/SAC users to mark/unmark proposed HR/AHR/TE/SE resources as confirmed/not confirmed.

Implemented in Opera: No

### 3.1.1.8 BP-19 Provide training for HR/AHR

#### 3.1.1.8.1 Check trainings provided for HR/AHR

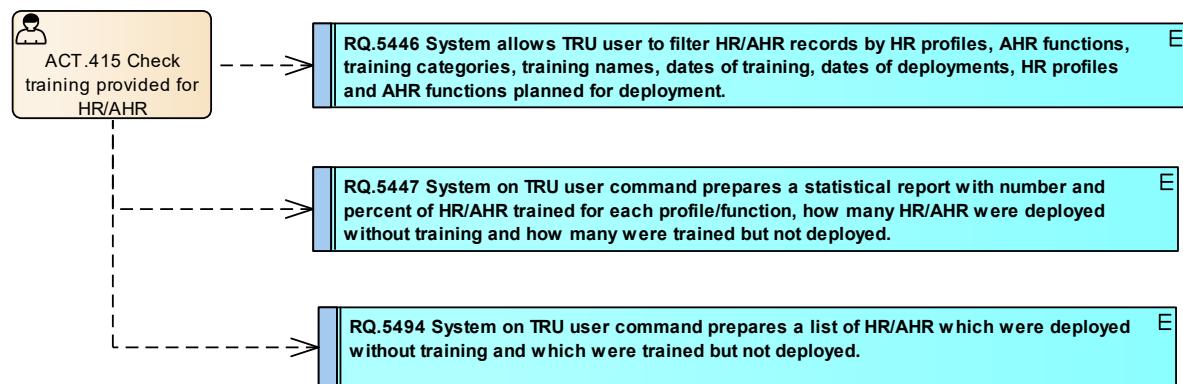


Figure 18: Check trainings provided for HR/AHR

RQ.5446 System allows TRU user to filter HR/AHR records by HR profiles, AHR functions, training categories, training names, dates of training, dates of deployments, HR profiles and AHR functions planned for deployment.

Implemented in Opera: No

RQ.5447 System on TRU user command prepares a statistical report with number and percent of HR/AHR trained for each profile/function, how many HR/AHR were deployed without training and how many were trained but not deployed.

Implemented in Opera: No

RQ.5494 System on TRU user command prepares a list of HR/AHR which were deployed without training and which were trained but not deployed.

Implemented in Opera: No

#### 3.1.1.8.2 Send request to MS/SAC for HR/AHR nominations to training

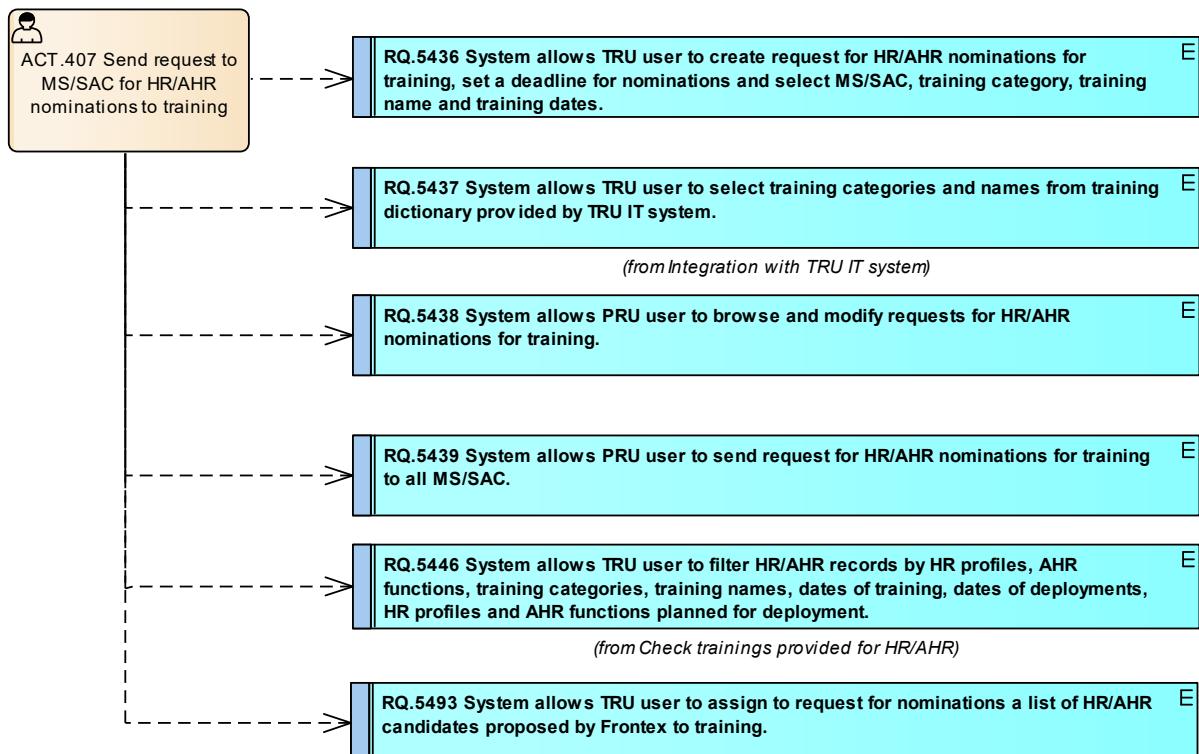


Figure 19: Send request to MS/SAC for HR/AHR nominations to training

RQ.5436 System allows TRU user to create request for HR/AHR nominations for training, set a deadline for nominations and select MS/SAC, training category, training name and training dates.

Implemented in Opera: No

RQ.5438 System allows PRU user to browse and modify requests for HR/AHR nominations for training.

Implemented in Opera: No

RQ.5439 System allows PRU user to send request for HR/AHR nominations for training to all MS/SAC.

Implemented in Opera: No

RQ.5493 System allows TRU user to assign to request for nominations a list of HR/AHR candidates proposed by Frontex to training.

Implemented in Opera: No

### 3.1.1.8.3 Nominate HR/AHR for training

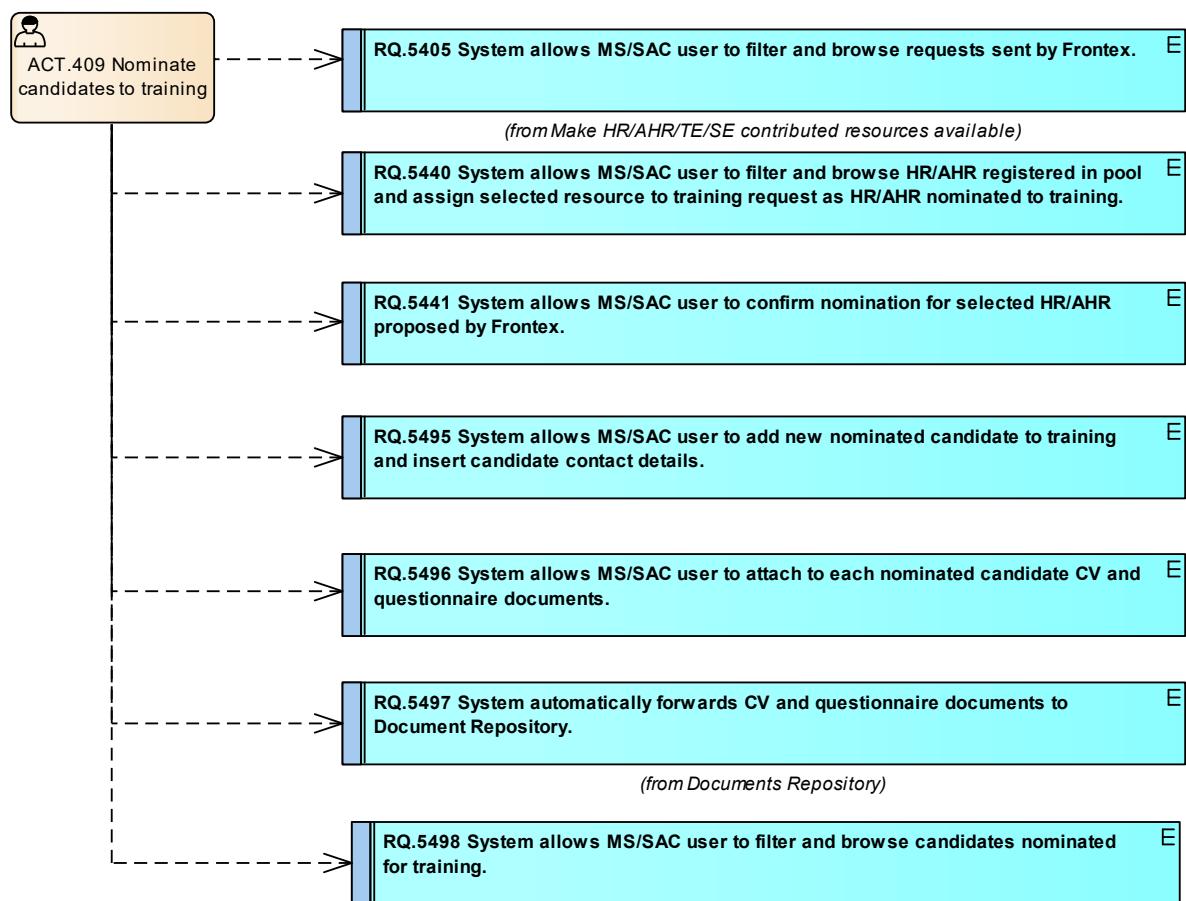


Figure 20: Nominate HR/AHR for training

RQ.5440 System allows MS/SAC user to filter and browse HR/AHR registered in pool and assign selected resource to training request as HR/AHR nominated to training.

Implemented in Opera: No

RQ.5441 System allows MS/SAC user to confirm nomination for selected HR/AHR proposed by Frontex.

Implemented in Opera: No

RQ.5495 System allows MS/SAC user to add new nominated candidate to training and insert candidate contact details.

Implemented in Opera: No

RQ.5496 System allows MS/SAC user to attach to each nominated candidate CV and questionnaire documents.

Implemented in Opera: No

RQ.5498 System allows MS/SAC user to filter and browse candidates nominated for training.

Implemented in Opera: No

### 3.1.1.8.4 Browse candidates nominated to trainings

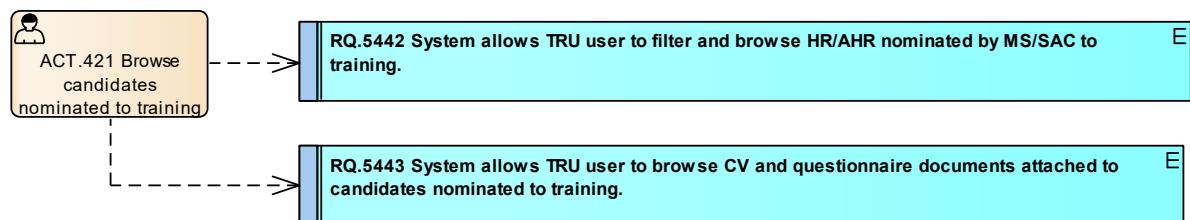


Figure 21: Browse candidates nominated to trainings

RQ.5442 System allows TRU user to filter and browse HR/AHR nominated by MS/SAC to training.

Implemented in Opera: No

RQ.5443 System allows TRU user to browse CV and questionnaire documents attached to candidates nominated to training.

Implemented in Opera: No

### 3.1.1.8.5 Select candidates for training

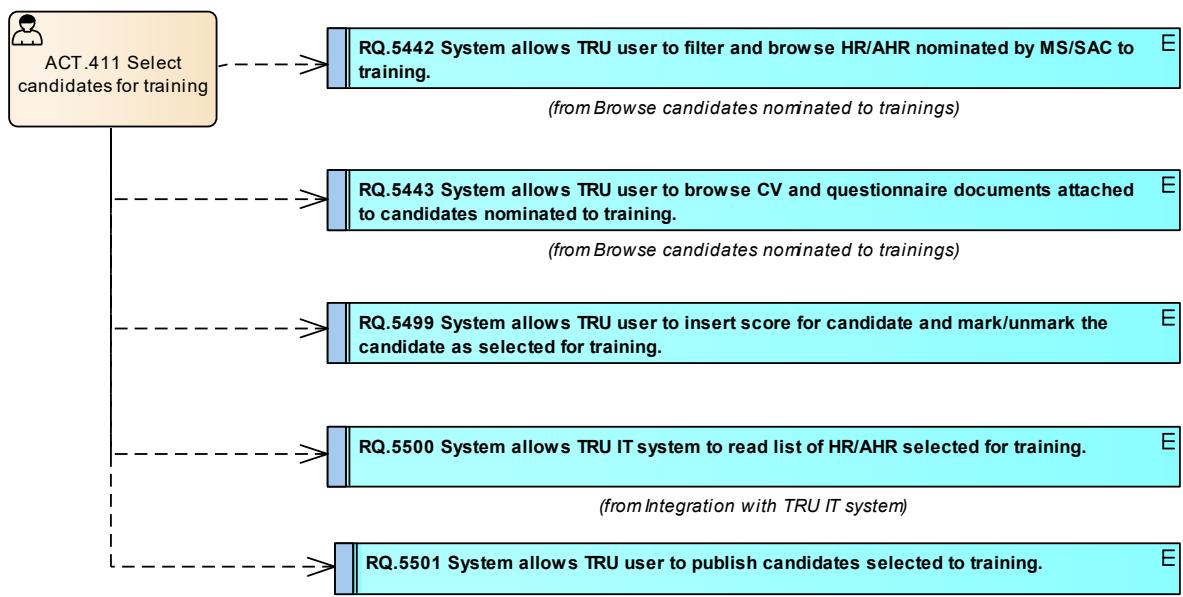


Figure 22: Select candidates for training

RQ.5499 System allows TRU user to insert score for candidate and mark/unmark the candidate as selected for training.

Implemented in Opera: No

RQ.5501 System allows TRU user to publish candidates selected to training.

Implemented in Opera: No

### 3.1.1.8.6 Browse candidates selected to training

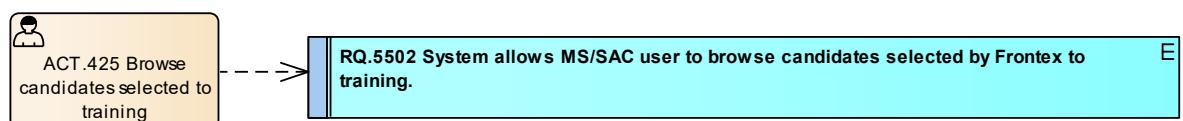


Figure 23: Browse candidates selected to training

RQ.5502 System allows MS/SAC user to browse candidates selected by Frontex to training.

Implemented in Opera: No

### 3.1.1.8.7 Register new candidates in HR/AHR pool

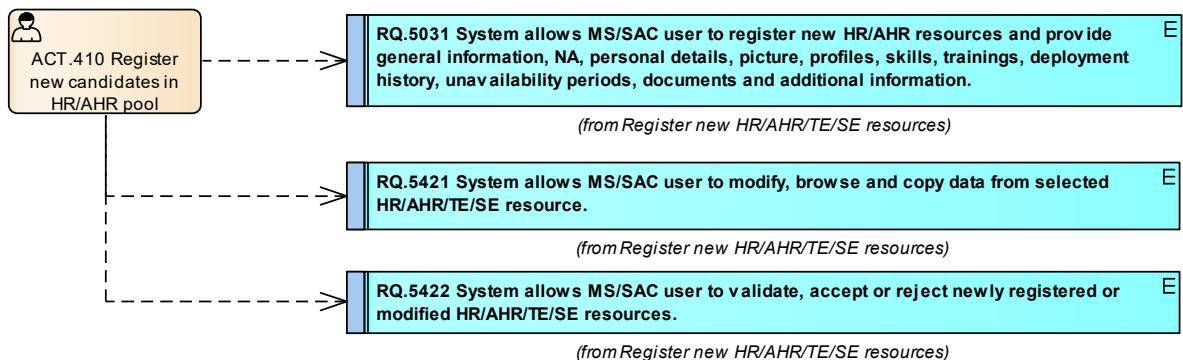


Figure 24: Register new candidates in HR/AHR pool

### 3.1.1.8.8 Browse training results for HR/AHR

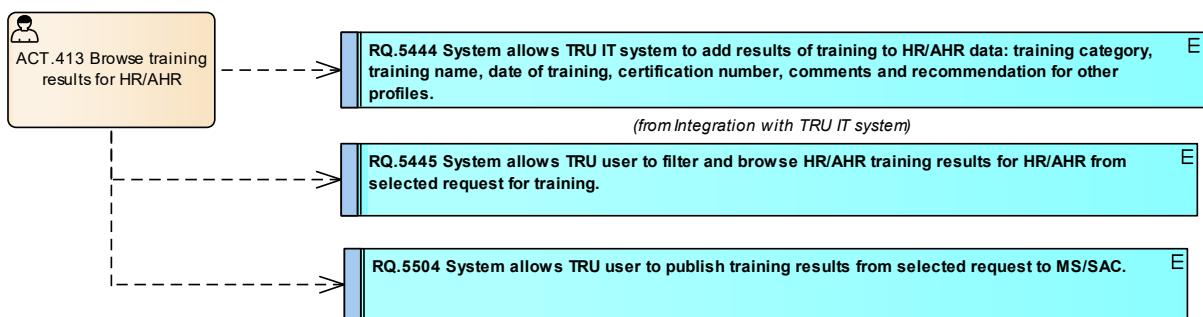


Figure 25: Browse training results for HR/AHR

RQ.5445 System allows TRU user to filter and browse HR/AHR training results for HR/AHR from selected request for training.

Implemented in Opera: No

RQ.5504 System allows TRU user to publish training results from selected request to MS/SAC.

Implemented in Opera: No

### 3.1.1.8.9 Browse training results for HR/AHR

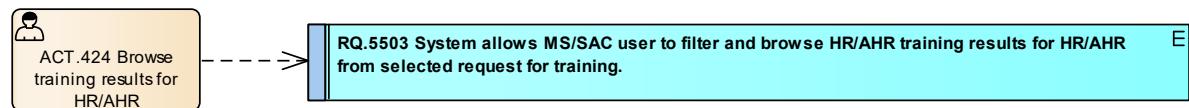


Figure 26: Browse training results for HR/AHR

RQ.5503 System allows MS/SAC user to filter and browse HR/AHR training results for HR/AHR from selected request for training.

Implemented in Opera: No

## 3.1.2 Seconded Guest Officers SGO

### 3.1.2.1 BP-09 Recruit SGOs

#### 3.1.2.1.1 Collect SGO needs

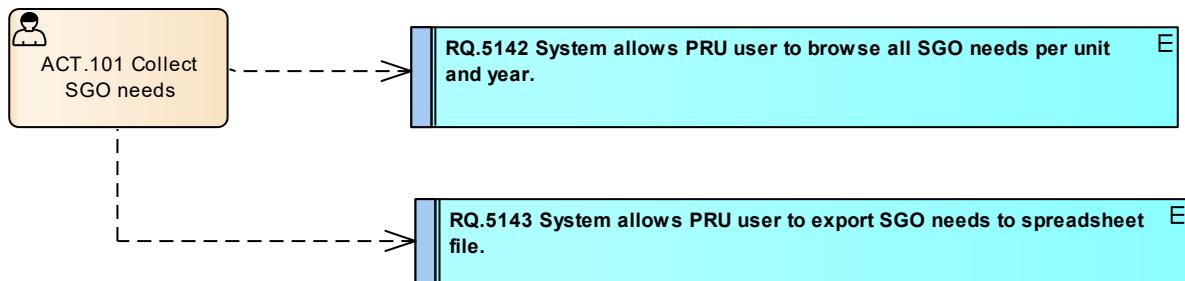


Figure 27: Collect SGO needs

RQ.5142 System allows PRU user to browse all SGO needs per unit and year.

Implemented in Opera: No

RQ.5143 System allows PRU user to export SGO needs to spreadsheet file.

Implemented in Opera: No

### 3.1.2.1.2 Launch SGO Call

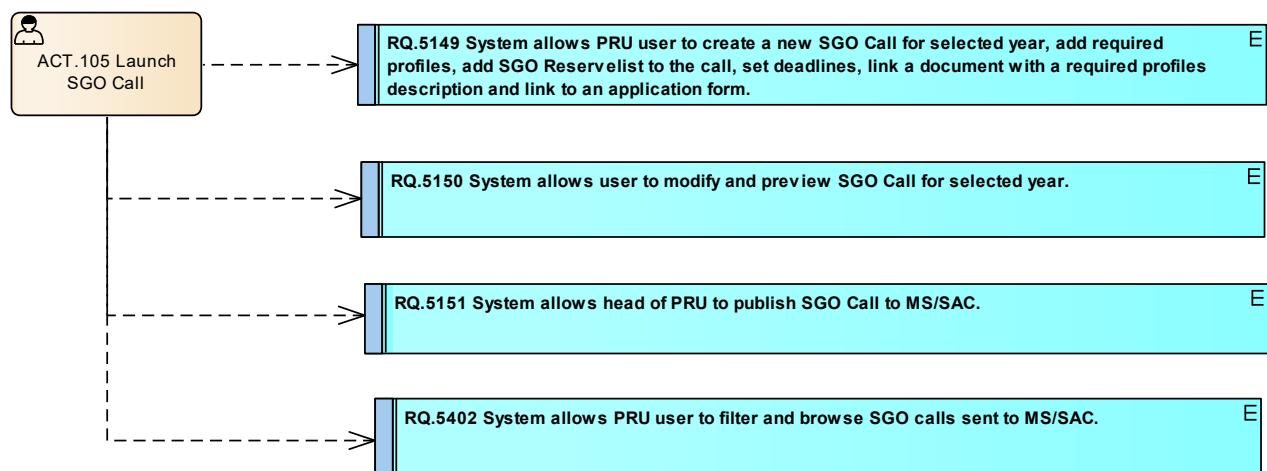


Figure 28: Launch SGO Call

RQ.5149 System allows PRU user to create a new SGO Call for selected year, add required profiles, add SGO Reservelist to the call, set deadlines, link a document with a required profiles description and link to an application form.

Implemented in Opera: No

RQ.5150 System allows user to modify and preview SGO Call for selected year.

Implemented in Opera: No

RQ.5151 System allows head of PRU to publish SGO Call to MS/SAC.

Implemented in Opera: No

RQ.5402 System allows PRU user to filter and browse SGO calls sent to MS/SAC.

Implemented in Opera: No

### 3.1.2.1.3 Prepare SGO Reservelist

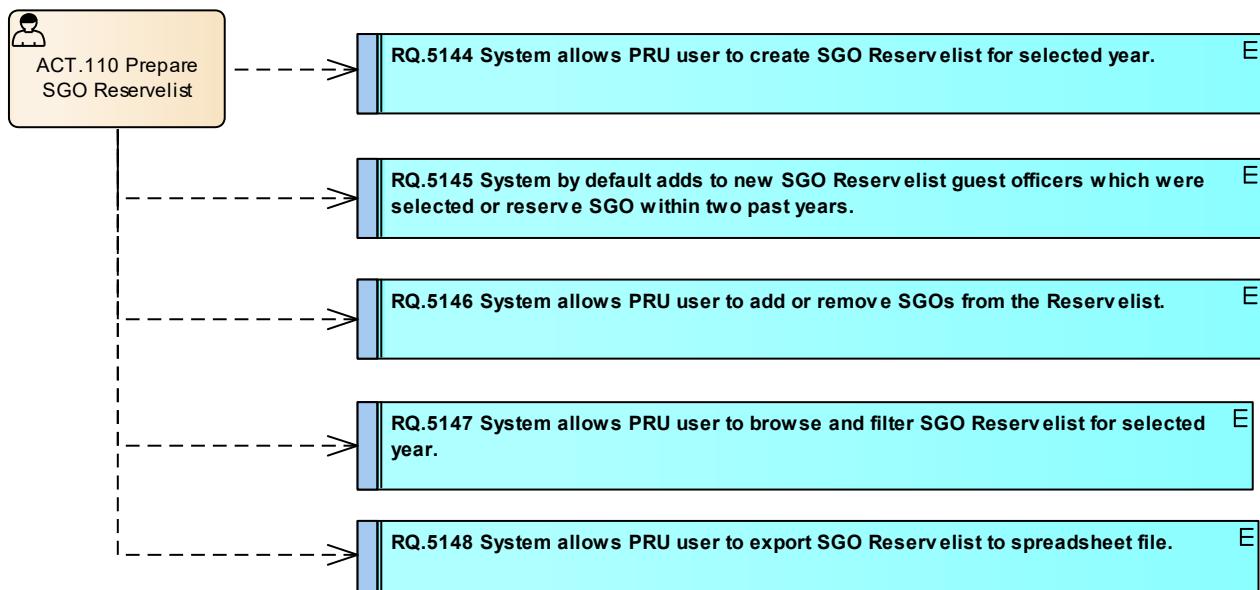


Figure 29: Prepare SGO Reservelist

RQ.5144 System allows PRU user to create SGO Reservelist for selected year.

Implemented in Opera: No

RQ.5145 System by default adds to new SGO Reservelist guest officers which were selected or reserve SGO within two past years.

Implemented in Opera: No

RQ.5146 System allows PRU user to add or remove SGOs from the Reservelist.

Implemented in Opera: No

RQ.5147 System allows PRU user to browse and filter SGO Reservelist for selected year.

Implemented in Opera: No

RQ.5148 System allows PRU user to export SGO Reservelist to spreadsheet file.

Implemented in Opera: No

### 3.1.2.1.4 Confirm SGOs availability for next year

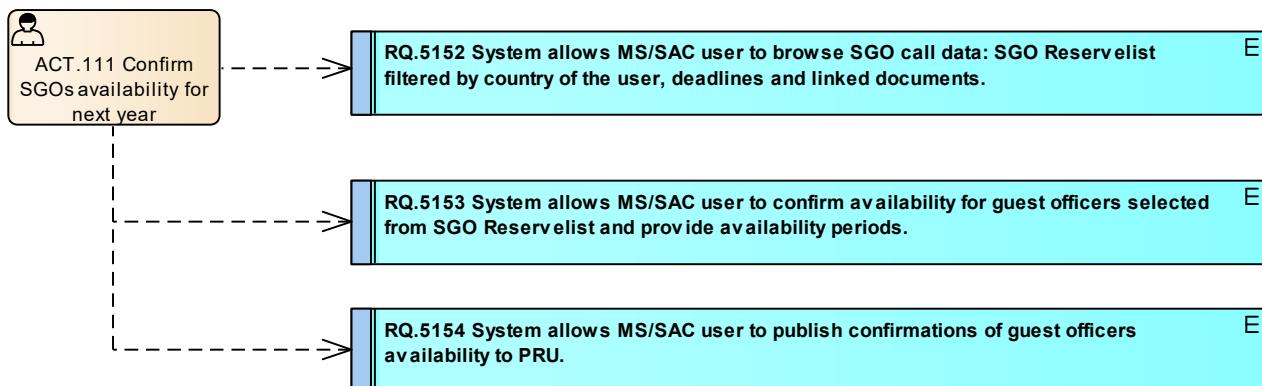


Figure 30: Confirm SGOs availability for next year

RQ.5152 System allows MS/SAC user to browse SGO call data: SGO Reservelist filtered by country of the user, deadlines and linked documents.

Implemented in Opera: No

RQ.5153 System allows MS/SAC user to confirm availability for guest officers selected from SGO Reservelist and provide availability periods.

Implemented in Opera: No

RQ.5154 System allows MS/SAC user to publish confirmations of guest officers availability to PRU.

Implemented in Opera: No

### 3.1.2.1.5 Provide filled application forms for SGO posts

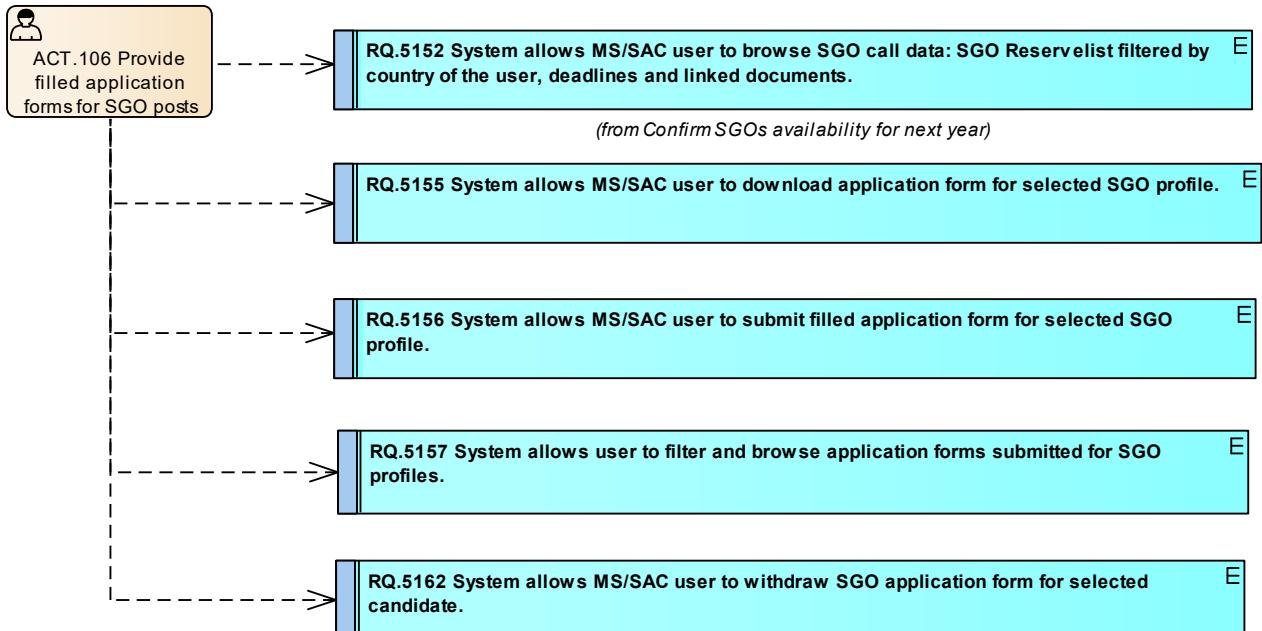


Figure 31: Provide filled application forms for SGO posts

RQ.5155 System allows MS/SAC user to download application form for selected SGO profile.

	Implemented in Opera: No
RQ.5156 System allows MS/SAC user to submit filled application form for selected SGO profile.	Implemented in Opera: No
RQ.5157 System allows user to filter and browse application forms submitted for SGO profiles.	Implemented in Opera: No
RQ.5162 System allows MS/SAC user to withdraw SGO application form for selected candidate.	Implemented in Opera: No

### 3.1.2.1.6 Publish SGO ReserveList

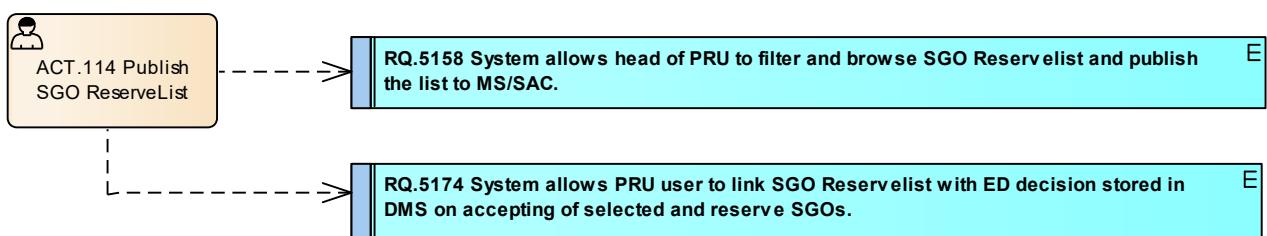


Figure 32: Publish SGO ReserveList

RQ.5158 System allows head of PRU to filter and browse SGO Reservelist and publish the list to MS/SAC.	Implemented in Opera: No
RQ.5174 System allows PRU user to link SGO Reservelist with ED decision stored in DMS on accepting of selected and reserve SGOs.	Implemented in Opera: No

### 3.1.2.1.7 Browse SGO Reservelist

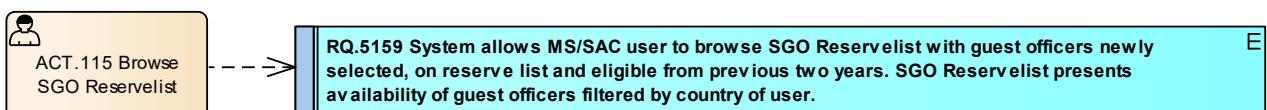


Figure 33: Browse SGO Reservelist

RQ.5159 System allows MS/SAC user to browse SGO Reservelist with guest officers newly selected, on reserve list and eligible from previous two years. SGO Reservelist presents availability of guest officers filtered by country of user.	Implemented in Opera: No
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## 3.1.2.2 BP-10 Manage SGO deployments

### 3.1.2.2.1 Create intial SGO deployment plan

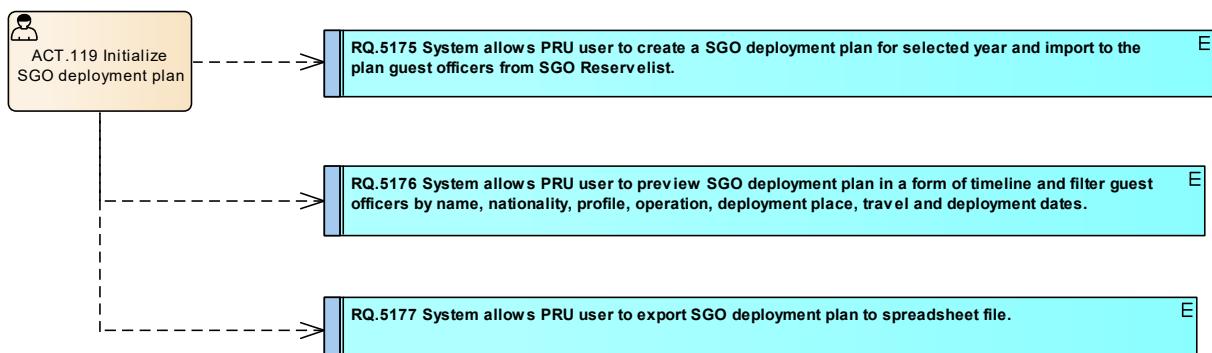


Figure 34: Create intial SGO deployment plan

RQ.5175 System allows PRU user to create a SGO deployment plan for selected year and import to the plan guest officers from SGO Reservelist.

Implemented in Opera: No

RQ.5176 System allows PRU user to preview SGO deployment plan in a form of timeline and filter guest officers by name, nationality, profile, operation, deployment place, travel and deployment dates.

Implemented in Opera: No

RQ.5177 System allows PRU user to export SGO deployment plan to spreadsheet file.

Implemented in Opera: No

### 3.1.2.2.2 Prepare individual SGO deployment proposals

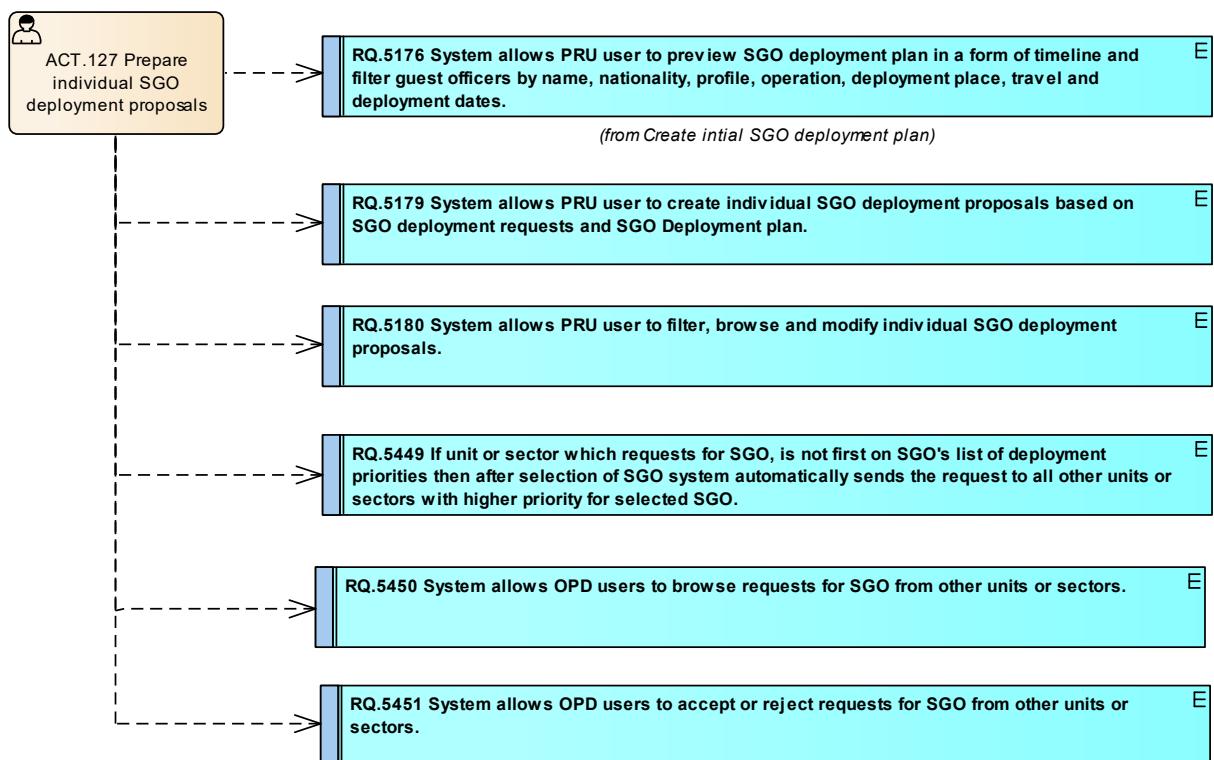


Figure 35: Prepare individual SGO deployment proposals

RQ.5179 System allows PRU user to create individual SGO deployment proposals based on SGO deployment requests and SGO Deployment plan.

Implemented in Opera: No

RQ.5180 System allows PRU user to filter, browse and modify individual SGO deployment proposals.

Implemented in Opera: No

RQ.5449 If unit or sector which requests for SGO, is not first on SGO's list of deployment priorities then after selection of SGO system automatically sends the request to all other units or sectors with higher priority for selected SGO.

Implemented in Opera: No

RQ.5450 System allows OPD users to browse requests for SGO from other units or sectors.

Implemented in Opera: No

RQ.5451 System allows OPD users to accept or reject requests for SGO from other units or sectors.

Implemented in Opera: No

### 3.1.2.2.3 Publish individual SGO deployment proposals to MS/SAC

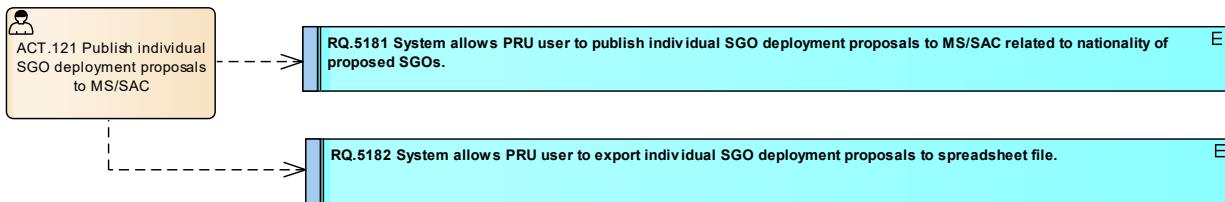


Figure 36: Publish individual SGO deployment proposals to MS/SAC

RQ.5181 System allows PRU user to publish individual SGO deployment proposals to MS/SAC related to nationality of proposed SGOs.

Implemented in Opera: No

RQ.5182 System allows PRU user to export individual SGO deployment proposals to spreadsheet file.

Implemented in Opera: No

### 3.1.2.2.4 Negotiate individual SGO deployments

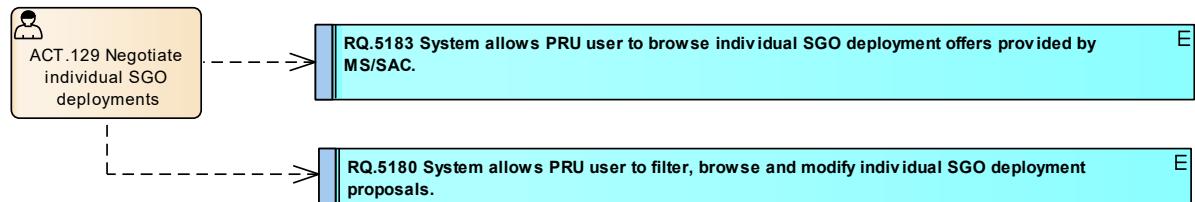


Figure 37: Negotiate individual SGO deployments

RQ.5183 System allows PRU user to browse individual SGO deployment offers provided by MS/SAC.

Implemented in Opera: No

### 3.1.2.2.5 Consider Additional Call for SGOs

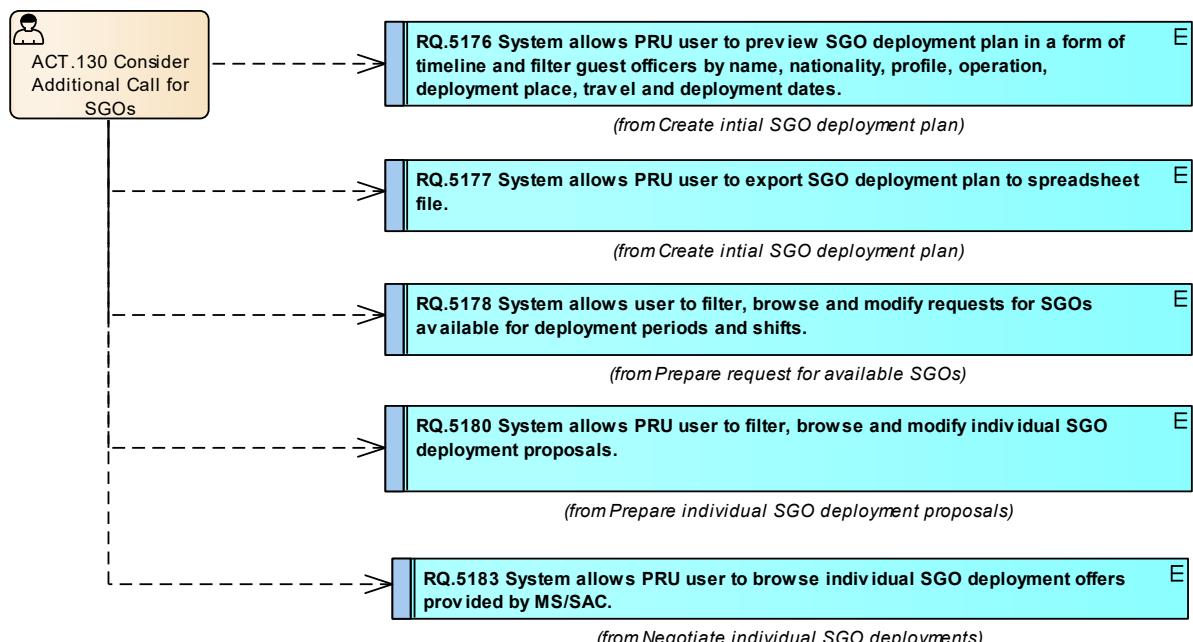


Figure 38: Consider Additional Call for SGOs

### 3.1.2.2.6 Assign SGOs to deployment needs

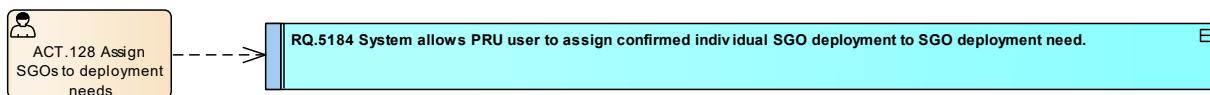


Figure 39: Assign SGOs to deployment needs

RQ.5184 System allows PRU user to assign confirmed individual SGO deployment to SGO deployment need.

Implemented in Opera: No

### 3.1.2.2.7 Update SGO availability in SGO Reservelist

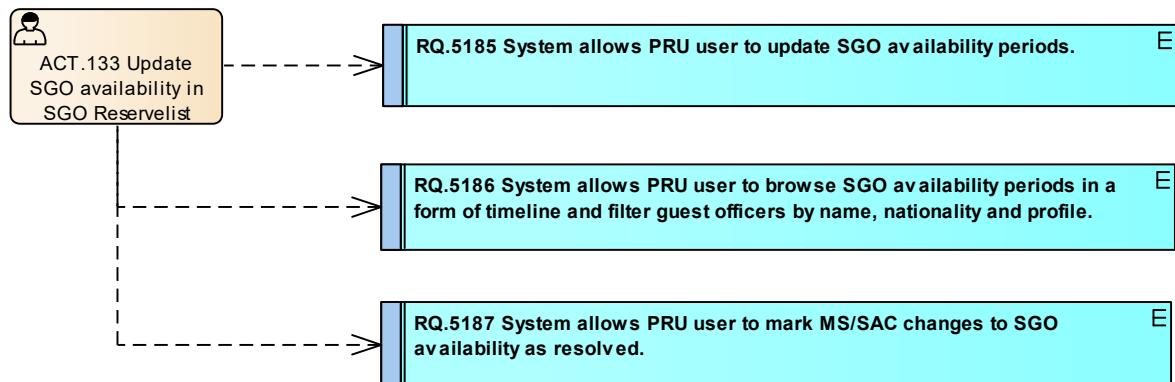


Figure 40: Update SGO availability in SGO Reservelist

RQ.5185 System allows PRU user to update SGO availability periods.

Implemented in Opera: No

RQ.5186 System allows PRU user to browse SGO availability periods in a form of timeline and filter guest officers by name, nationality and profile.

Implemented in Opera: No

RQ.5187 System allows PRU user to mark MS/SAC changes to SGO availability as resolved.

Implemented in Opera: No

### 3.1.2.2.8 Prepare individual SGO deployment offers

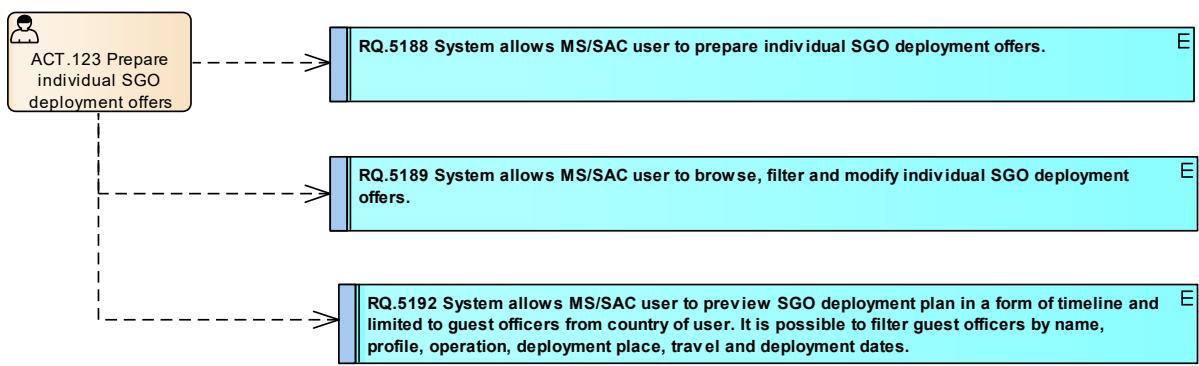


Figure 41: Prepare individual SGO deployment offers

RQ.5188 System allows MS/SAC user to prepare individual SGO deployment offers.

Implemented in Opera: No

RQ.5189 System allows MS/SAC user to browse, filter and modify individual SGO deployment offers.

Implemented in Opera: No

### 3.1.2.2.9 Confirm individual SGO deployments

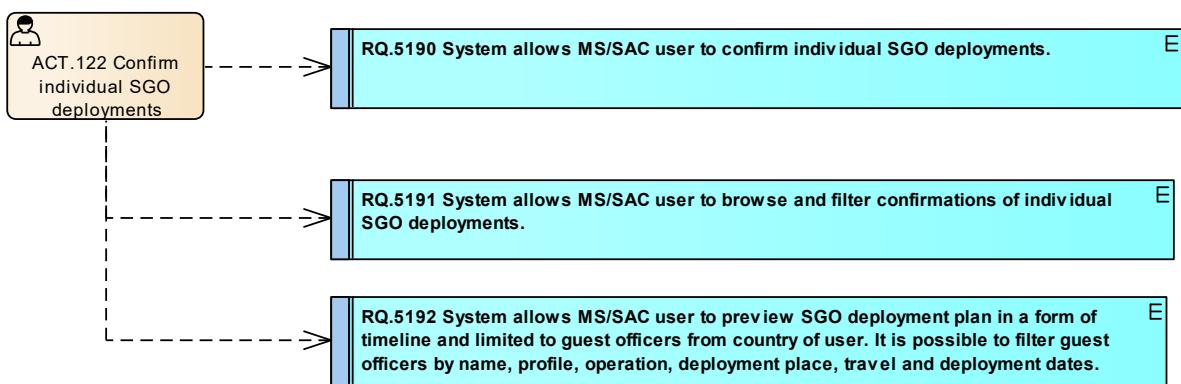


Figure 42: Confirm individual SGO deployments

RQ.5190 System allows MS/SAC user to confirm individual SGO deployments.

Implemented in Opera: No

RQ.5191 System allows MS/SAC user to browse and filter confirmations of individual SGO deployments.

Implemented in Opera: No

RQ.5192 System allows MS/SAC user to preview SGO deployment plan in a form of timeline and limited to guest officers from country of user. It is possible to filter guest officers by name, profile, operation, deployment place, travel and deployment dates.

Implemented in Opera: No

### 3.1.2.2.10 Create changes to SGOs availability

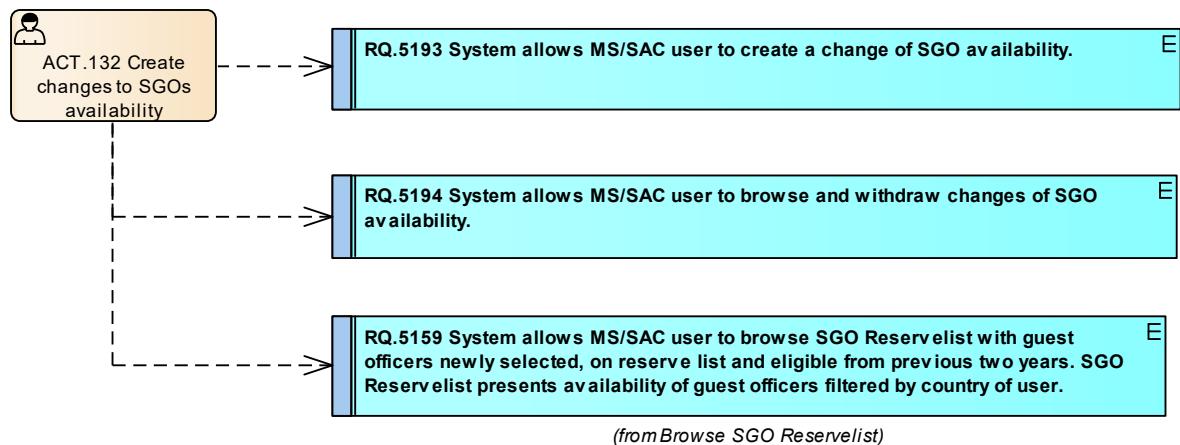


Figure 43: Create changes to SGOs availability

RQ.5193 System allows MS/SAC user to create a change of SGO availability.

Implemented in Opera: No

RQ.5194 System allows MS/SAC user to browse and withdraw changes of SGO availability.

Implemented in Opera: No

### 3.1.2.3 BP-11 Select SGOs

#### 3.1.2.3.1 Check eligibility of SGO applications

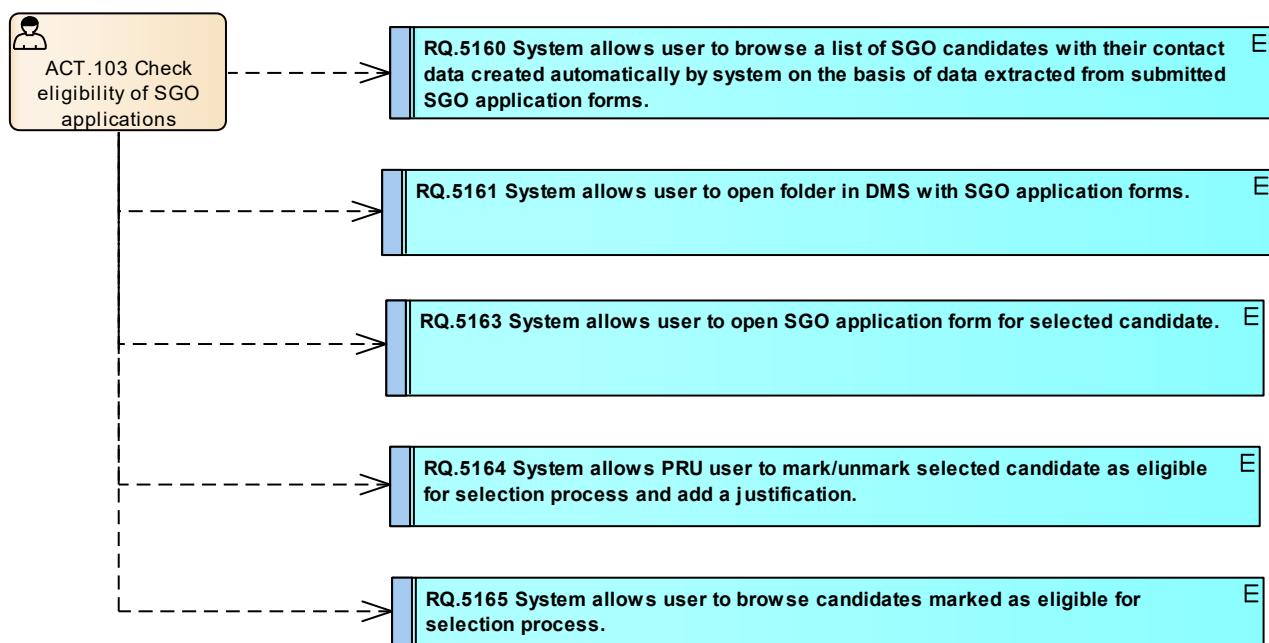


Figure 44: Check eligibility of SGO applications

RQ.5160 System allows user to browse a list of SGO candidates with their contact data created automatically by system on the basis of data extracted from submitted SGO application forms.

Implemented in Opera: No

RQ.5161 System allows user to open folder in DMS with SGO application forms.

Implemented in Opera: No

RQ.5163 System allows user to open SGO application form for selected candidate.

Implemented in Opera: No

RQ.5164 System allows PRU user to mark/unmark selected candidate as eligible for selection process and add a justification.

Implemented in Opera: No

RQ.5165 System allows user to browse candidates marked as eligible for selection process.

Implemented in Opera: No

### 3.1.2.3.2 Select candidates for screening and interviewing

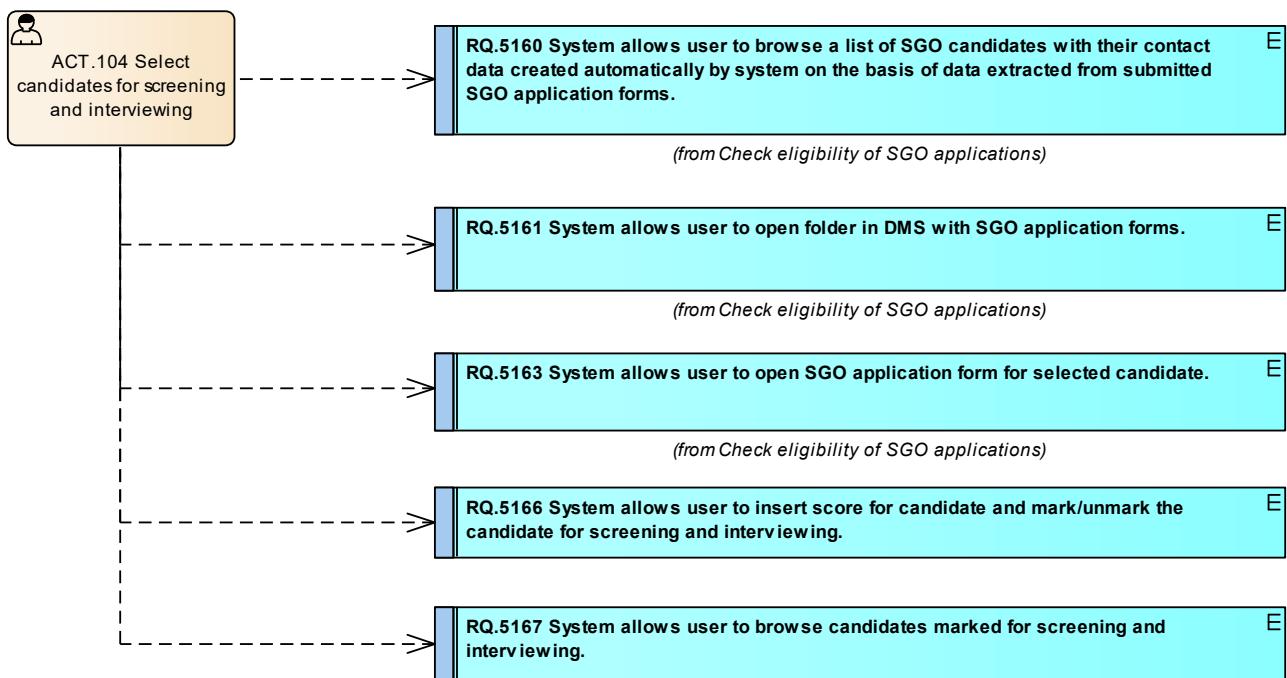


Figure 45: Select candidates for screening and interviewing

RQ.5166 System allows user to insert score for candidate and mark/unmark the candidate for screening and interviewing.

Implemented in Opera: No

RQ.5167 System allows user to browse candidates marked for screening and interviewing.

Implemented in Opera: No

### 3.1.2.3.3 Schedule and organize interviews

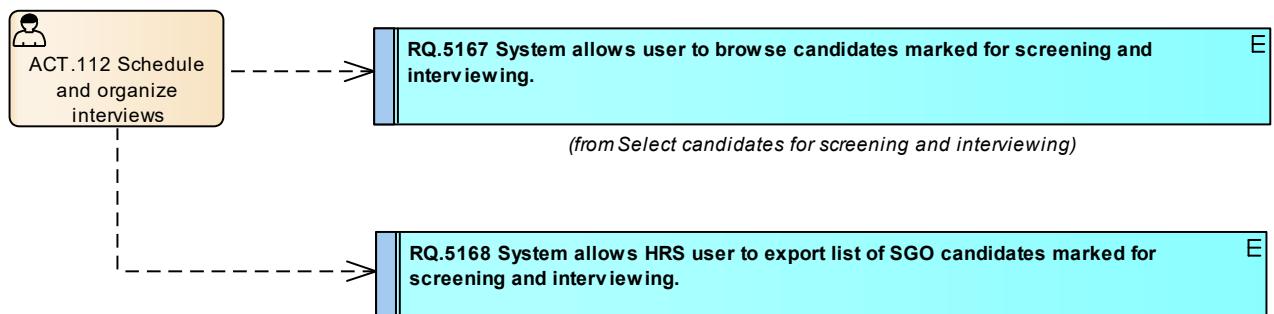


Figure 46: Schedule and organize interviews

RQ.5168 System allows HRS user to export list of SGO candidates marked for screening and interviewing.

Implemented in Opera: No

### 3.1.2.3.4 Select SGOs

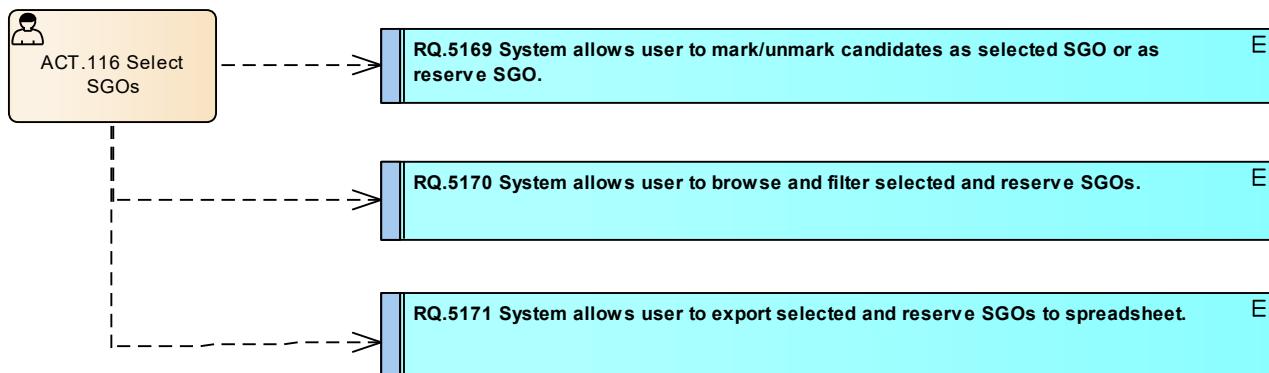


Figure 47: Select SGOs

RQ.5169 System allows user to mark/unmark candidates as selected SGO or as reserve SGO.

Implemented in Opera: No

RQ.5170 System allows user to browse and filter selected and reserve SGOs.

Implemented in Opera: No

RQ.5171 System allows user to export selected and reserve SGOs to spreadsheet.

Implemented in Opera: No

### 3.1.2.3.5 Update SGO Reservelist

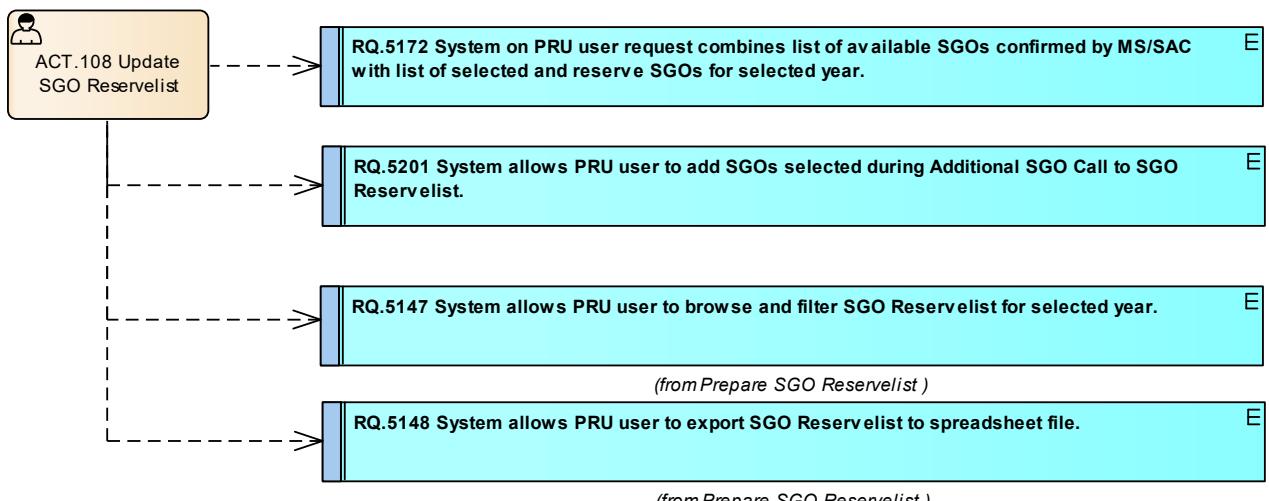


Figure 48: Update SGO Reservelist

RQ.5172 System on PRU user request combines list of available SGOs confirmed by MS/SAC with list of selected and reserve SGOs for selected year.

Implemented in Opera: No

RQ.5201 System allows PRU user to add SGOs selected during Additional SGO Call to SGO Reservelist.

Implemented in Opera: No

### 3.1.2.3.6 Prepare outcome for SGO selection

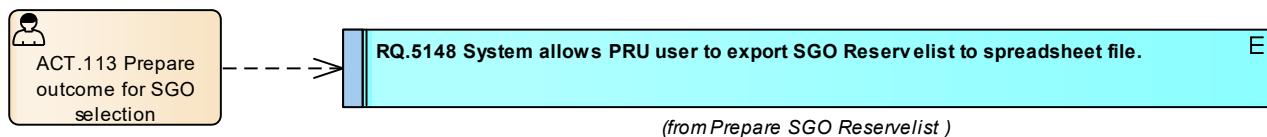


Figure 49: Prepare outcome for SGO selection

## 3.1.2.4 BSP-12 Recruit SGOs via Additional Call

### 3.1.2.4.1 Publish updated SGO Reservelist

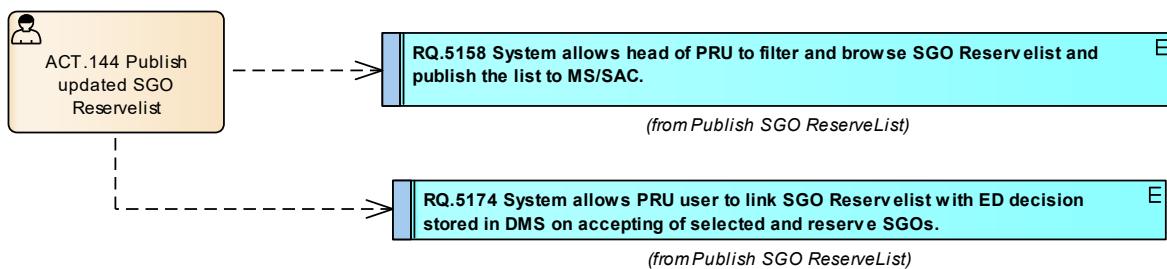


Figure 50: Publish updated SGO Reservelist

### 3.1.2.4.2 Launch Additional SGO Call

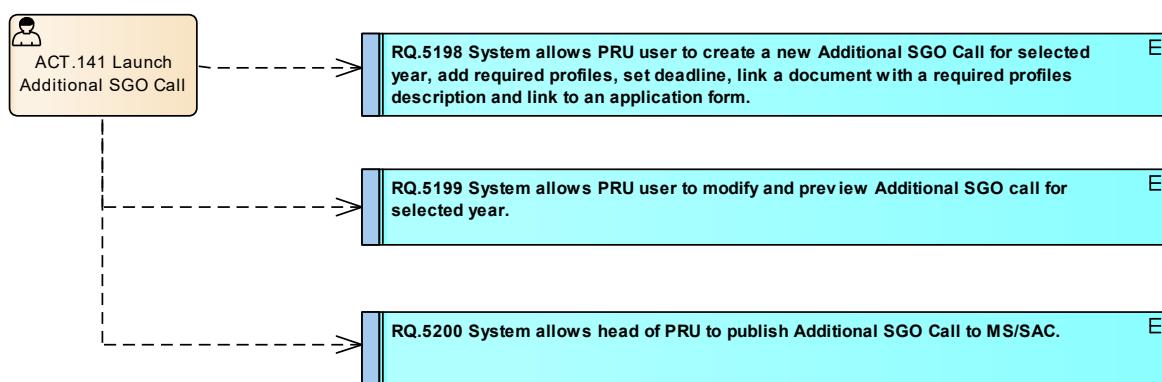


Figure 51: Launch Additional SGO Call

RQ.5198 System allows PRU user to create a new Additional SGO Call for selected year, add required profiles, set deadline, link a document with a required profiles description and link to an application form.

Implemented in Opera: No

RQ.5199 System allows PRU user to modify and preview Additional SGO call for selected year.

Implemented in Opera: No

RQ.5200 System allows head of PRU to publish Additional SGO Call to MS/SAC.

Implemented in Opera: No

### 3.1.2.4.3 Prepare additional needs for SGOs



Figure 52: Prepare additional needs for SGOs

RQ.5195 System allows JOU, RSU, RAU, FSC, PRU and Press Office users to select EBCGT profiles required for SGOs per selected year and add a required number of guest officers.

Implemented in Opera: No

### 3.1.2.4.4 Collect additional SGO needs

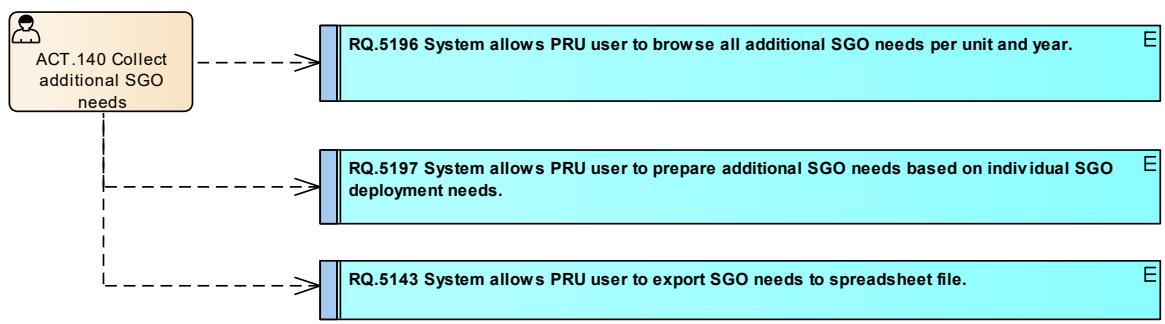


Figure 53: Collect additional SGO needs

RQ.5196 System allows PRU user to browse all additional SGO needs per unit and year.

Implemented in Opera: No

RQ.5197 System allows PRU user to prepare additional SGO needs based on individual SGO deployment needs.

Implemented in Opera: No

### 3.1.2.4.5 Provide filled application forms for SGO additional posts

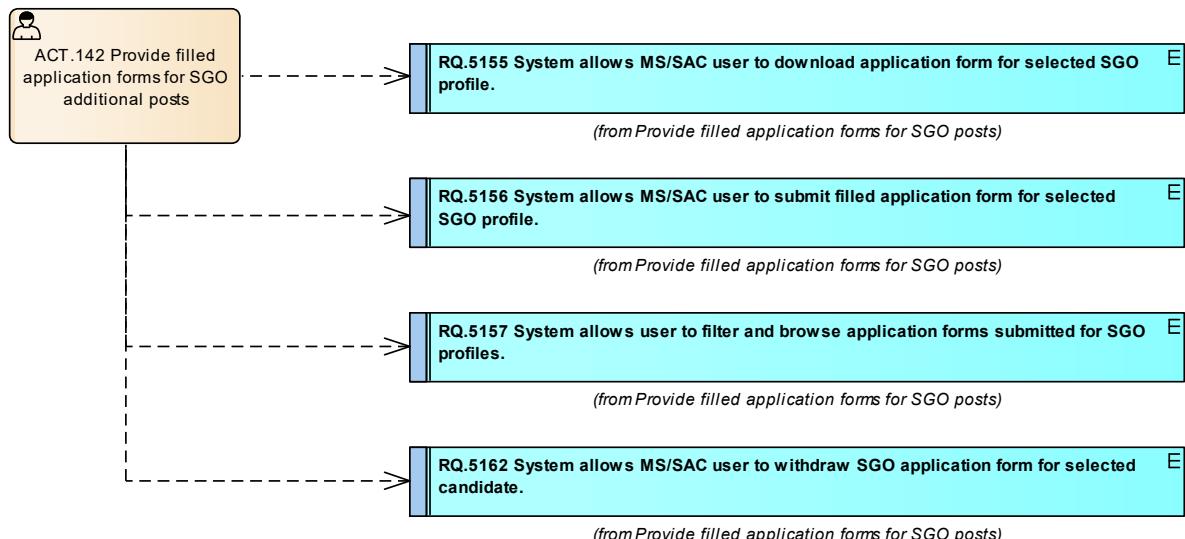


Figure 54: Provide filled application forms for SGO additional posts

### 3.1.3 Annual Bilateral Negotiations ABN

#### 3.1.3.1 BSP-15 Inform MS/SAC about HR/TE needs

##### 3.1.3.1.1 Configure system based on ABN schedule

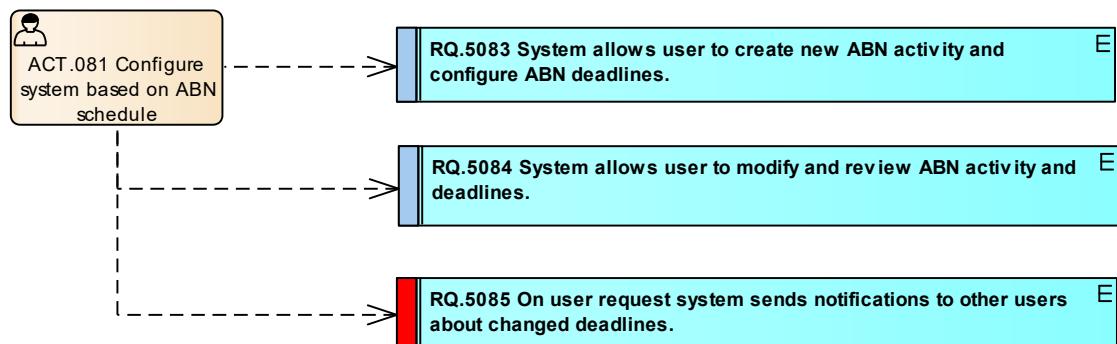


Figure 55: Configure system based on ABN schedule

RQ.5083 System allows user to create new ABN activity and configure ABN deadlines.

Implemented in Opera: No

RQ.5084 System allows user to modify and review ABN activity and deadlines.

Implemented in Opera: No

RQ.5085 On user request system sends notifications to other users about changed deadlines.

Implemented in Opera: No

### 3.1.3.1.2 Compile and verify data quality of HR/TE needs

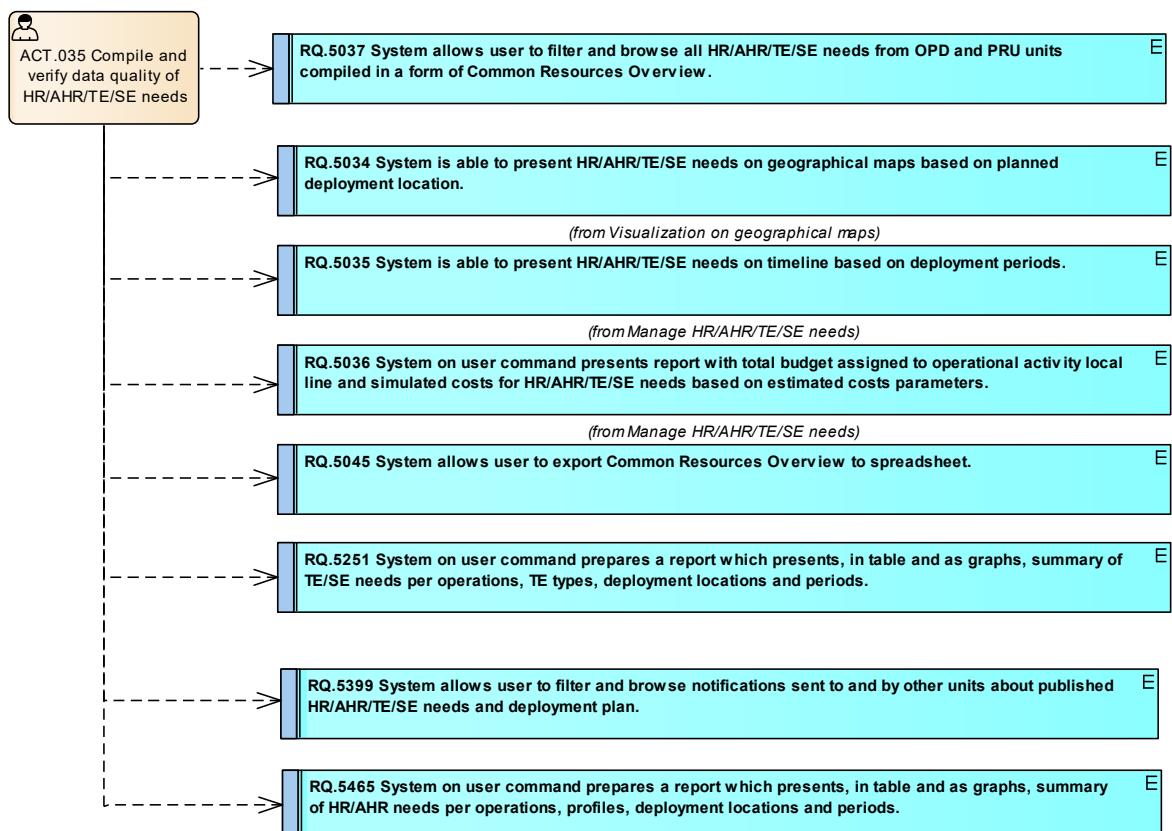


Figure 56: Compile and verify data quality of HR/TE needs

RQ.5037 System allows user to filter and browse all HR/AHR/TE/SE needs from OPD and PRU units compiled in a form of Common Resources Overview.

Implemented in Opera: No

RQ.5045 System allows user to export Common Resources Overview to spreadsheet.

Implemented in Opera: No

RQ.5251 System on user command prepares a report which presents, in table and as graphs, summary of TE/SE needs per operations, TE types, deployment locations and periods.

Implemented in Opera: No

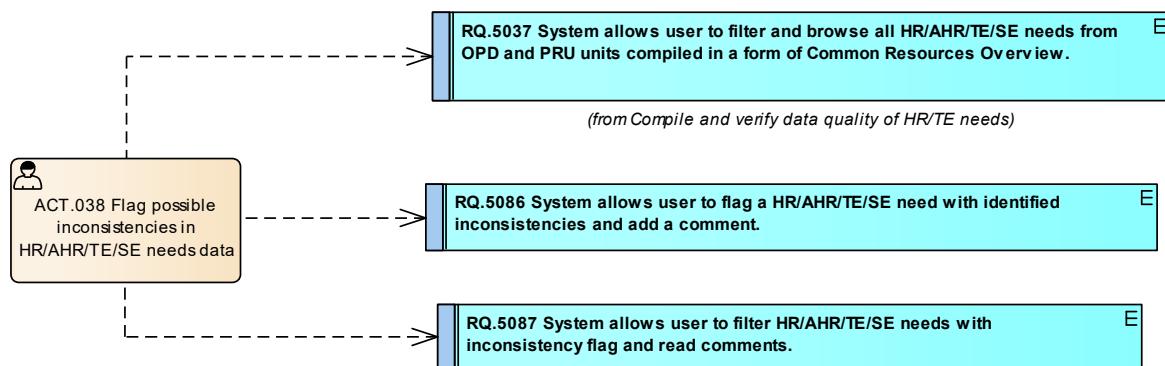
RQ.5399 System allows user to filter and browse notifications sent to and by other units about published HR/AHR/TE/SE needs and deployment plan.

Implemented in Opera: No

RQ.5465 System on user command prepares a report which presents, in table and as graphs, summary of HR/AHR needs per operations, profiles, deployment locations and periods.

Implemented in Opera: No

### 3.1.3.1.3 Flag possible inconsistencies in HR/TE/SE needs data



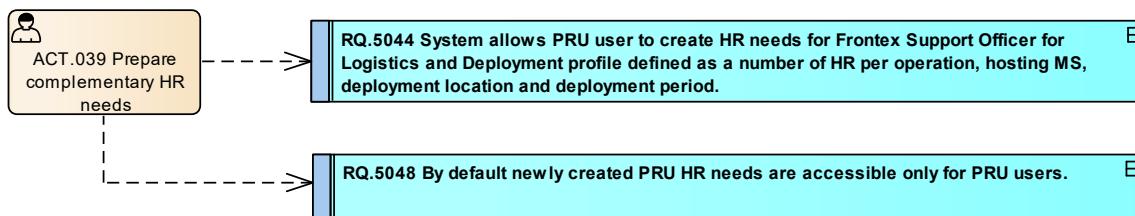
RQ.5086 System allows user to flag a HR/AHR/TE/SE need with identified inconsistencies and add a comment.

Implemented in Opera: No

RQ.5087 System allows user to filter HR/AHR/TE/SE needs with inconsistency flag and read comments.

Implemented in Opera: No

### 3.1.3.1.4 Prepare complementary HR needs



RQ.5044 System allows PRU user to create HR needs for Frontex Support Officer for Logistics and Deployment profile defined as a number of HR per operation, hosting MS, deployment location and deployment period.

Implemented in Opera: No

RQ.5048 By default newly created PRU HR needs are accessible only for PRU users.

Implemented in Opera: No

### 3.1.3.1.5 Publish overview of HR/TE/SE needs

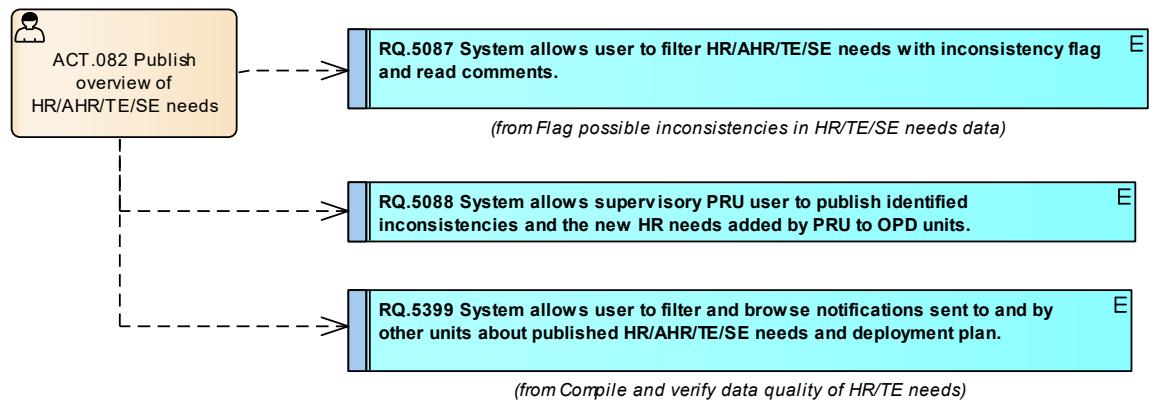


Figure 59: Publish overview of HR/TE/SE needs

RQ.5088 System allows supervisory PRU user to publish identified inconsistencies and the new HR needs added by PRU to OPD units.

Implemented in Opera: No

### 3.1.3.1.6 Update and confirm HR/TE needs

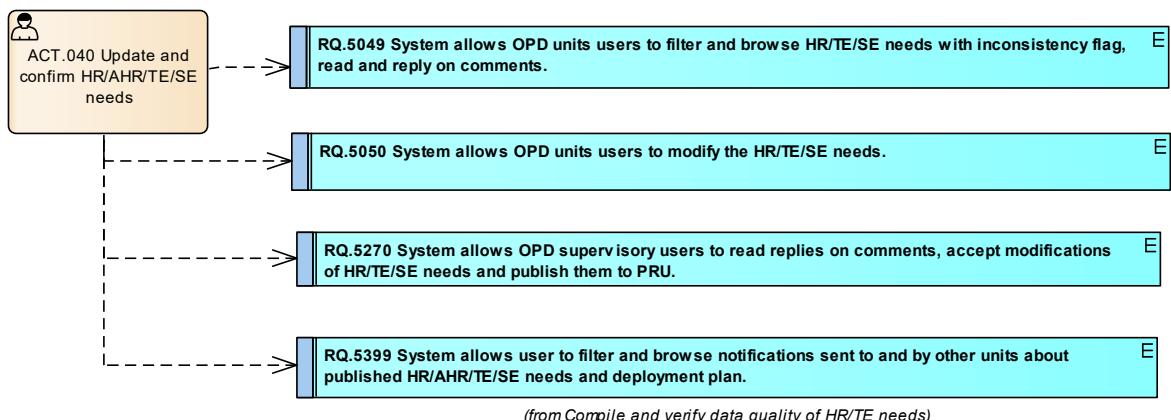


Figure 60: Update and confirm HR/TE needs

RQ.5049 System allows OPD units users to filter and browse HR/TE/SE needs with inconsistency flag, read and reply on comments.

Implemented in Opera: No

RQ.5050 System allows OPD units users to modify the HR/TE/SE needs.

Implemented in Opera: No

RQ.5270 System allows OPD supervisory users to read replies on comments, accept modifications of HR/TE/SE needs and publish them to PRU.

Implemented in Opera: No

### 3.1.3.1.7 Publish HR/TE needs to MS/SAC

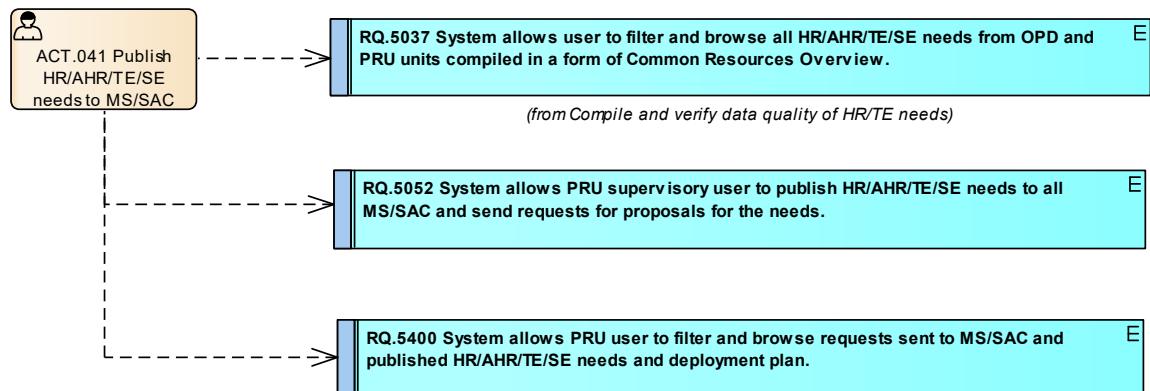


Figure 61: Publish HR/TE needs to MS/SAC

RQ.5052 System allows PRU supervisory user to publish HR/AHR/TE/SE needs to all MS/SAC and send requests for proposals for the needs.

Implemented in Opera: No

RQ.5400 System allows PRU user to filter and browse requests sent to MS/SAC and published HR/AHR/TE/SE needs and deployment plan.

Implemented in Opera: No

### 3.1.3.2 BSP-16 Select HR/TE resources offered by MS/SAC

#### 3.1.3.2.1 Organize Preparatory Meetings

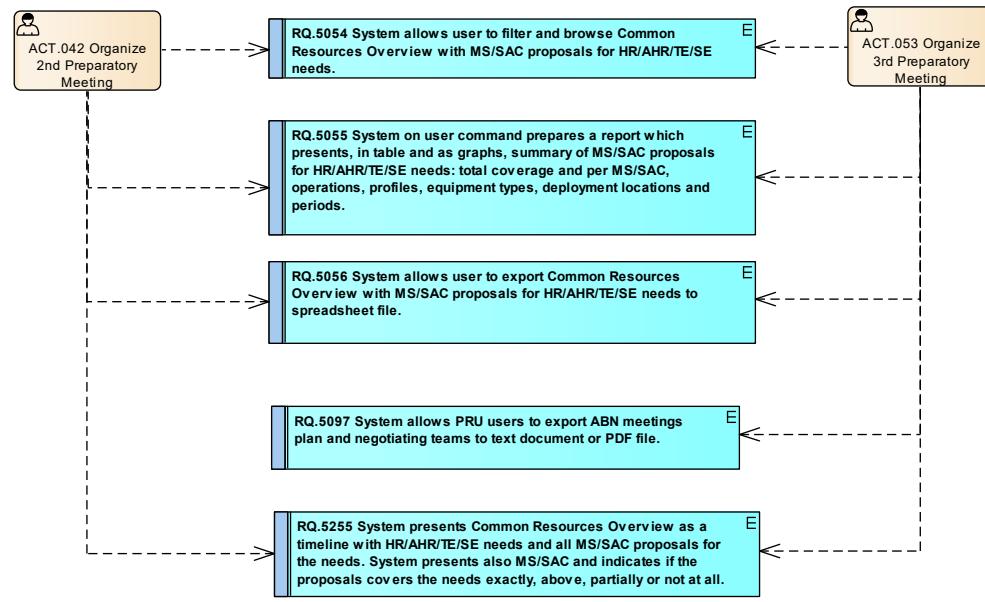


Figure 62: Organize Preparatory Meetings

RQ.5054 System allows user to filter and browse Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs.

	Implemented in Opera: No
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RQ.5055 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC proposals for HR/AHR/TE/SE needs: total coverage and per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

Implemented in Opera: No
--------------------------

RQ.5056 System allows user to export Common Resources Overview with MS/SAC proposals for HR/AHR/TE/SE needs to spreadsheet file.

Implemented in Opera: No
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RQ.5097 System allows PRU users to export ABN meetings plan and negotiating teams to text document or PDF file.

Implemented in Opera: No
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RQ.5255 System presents Common Resources Overview as a timeline with HR/AHR/TE/SE needs and all MS/SAC proposals for the needs. System presents also MS/SAC and indicates if the proposals covers the needs exactly, above, partially or not at all.

Implemented in Opera: No
--------------------------

### 3.1.3.2.2 Prepare plan for ABN meetings with MS/SAC

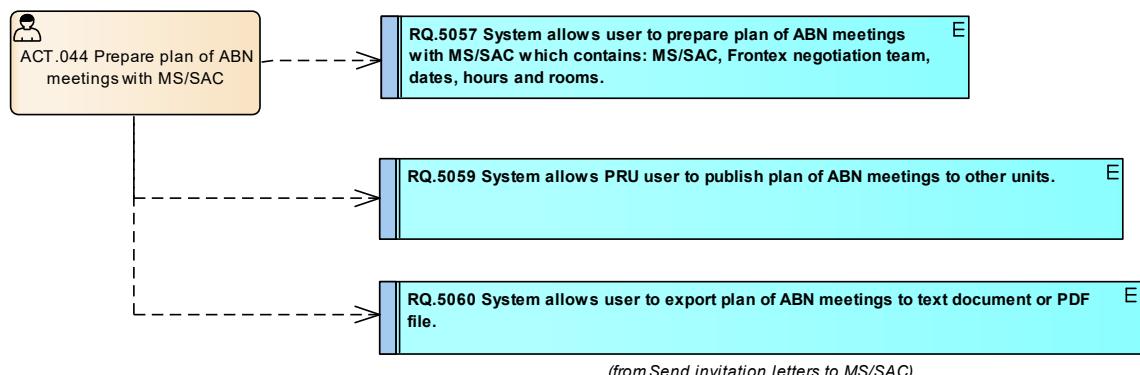


Figure 63: Prepare plan for ABN meetings with MS/SAC

RQ.5057 System allows user to prepare plan of ABN meetings with MS/SAC which contains: MS/SAC, Frontex negotiation team, dates, hours and rooms.

Implemented in Opera: No
--------------------------

RQ.5059 System allows PRU user to publish plan of ABN meetings to other units.

Implemented in Opera: No
--------------------------

### 3.1.3.2.3 Prepare proposals for HR/AHR/TE/SE needs

#### 3.1.3.2.3.1 Create proposals for HR/AHR/TE/SE needs

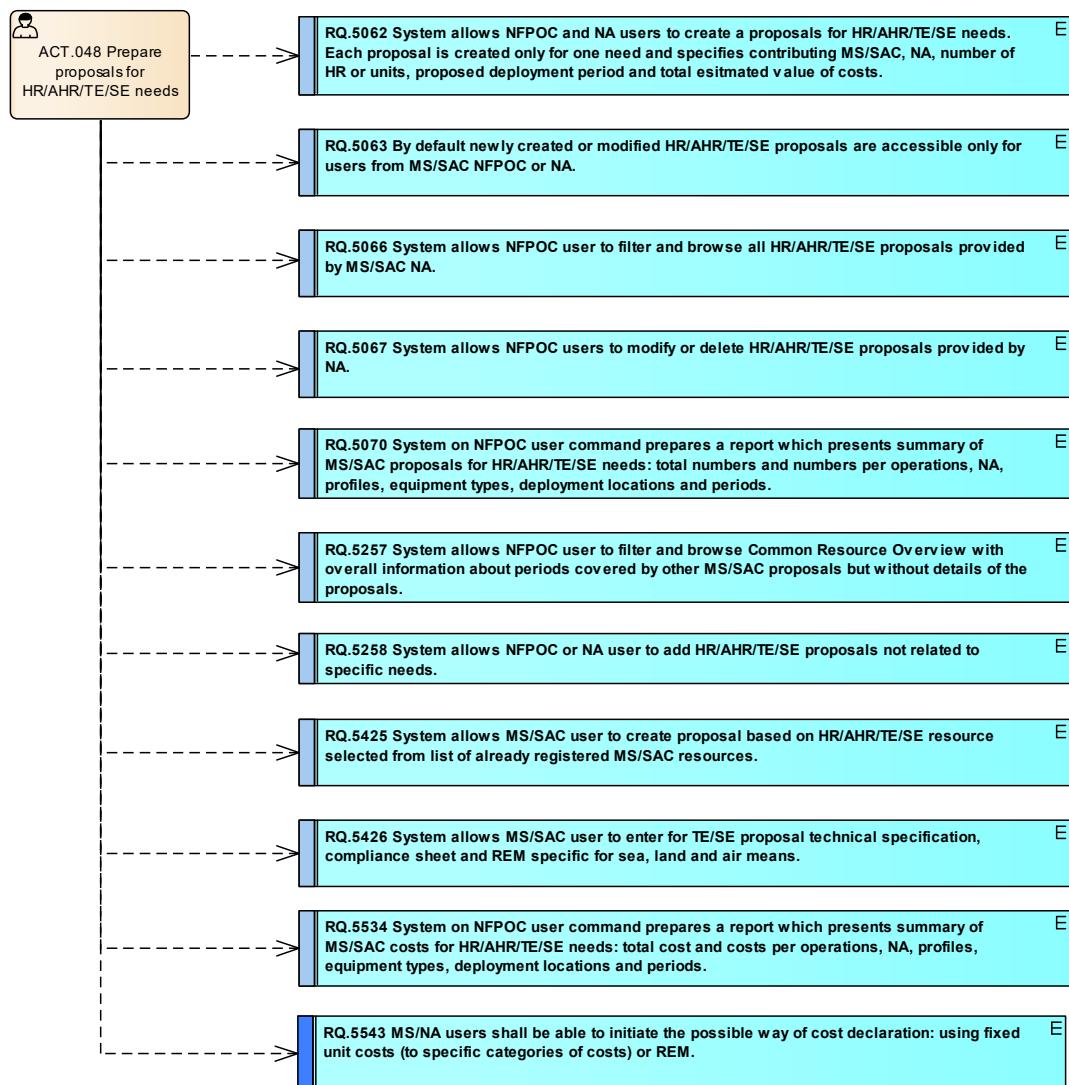


Figure 64: Prepare proposals for HR/AHR/TE/SE needs

RQ.5062 System allows NFPOC and NA users to create a proposals for HR/AHR/TE/SE needs. Each proposal is created only for one need and specifies contributing MS/SAC, NA, number of HR or units, proposed deployment period and total estimated value of costs.

Implemented in Opera: No

RQ.5063 By default newly created or modified HR/AHR/TE/SE proposals are accessible only for users from MS/SAC NFPOC or NA.

Implemented in Opera: No

RQ.5066 System allows NFPOC user to filter and browse all HR/AHR/TE/SE proposals provided by MS/SAC NA.

	Implemented in Opera: No
RQ.5067 System allows NFPOC users to modify or delete HR/AHR/TE/SE proposals provided by NA.	Implemented in Opera: No
RQ.5070 System on NFPOC user command prepares a report which presents summary of MS/SAC proposals for HR/AHR/TE/SE needs: total numbers and numbers per operations, NA, profiles, equipment types, deployment locations and periods.	Implemented in Opera: No
RQ.5257 System allows NFPOC user to filter and browse Common Resource Overview with overall information about periods covered by other MS/SAC proposals but without details of the proposals.	Implemented in Opera: No
RQ.5258 System allows NFPOC or NA user to add HR/AHR/TE/SE proposals not related to specific needs.	Implemented in Opera: No
RQ.5425 System allows MS/SAC user to create proposal based on HR/AHR/TE/SE resource selected from list of already registered MS/SAC resources.	Implemented in Opera: No
RQ.5426 System allows MS/SAC user to enter for TE/SE proposal technical specification, compliance sheet and REM specific for sea, land and air means.	Implemented in Opera: No
RQ.5543 MS/NA users shall be able to initiate the possible way of cost declaration: using fixed unit costs (to specific categories of costs) or REM.	Implemented in Opera: No

### 3.1.3.2.3.2 Manage proposals for HR/AHR/TE/SE needs

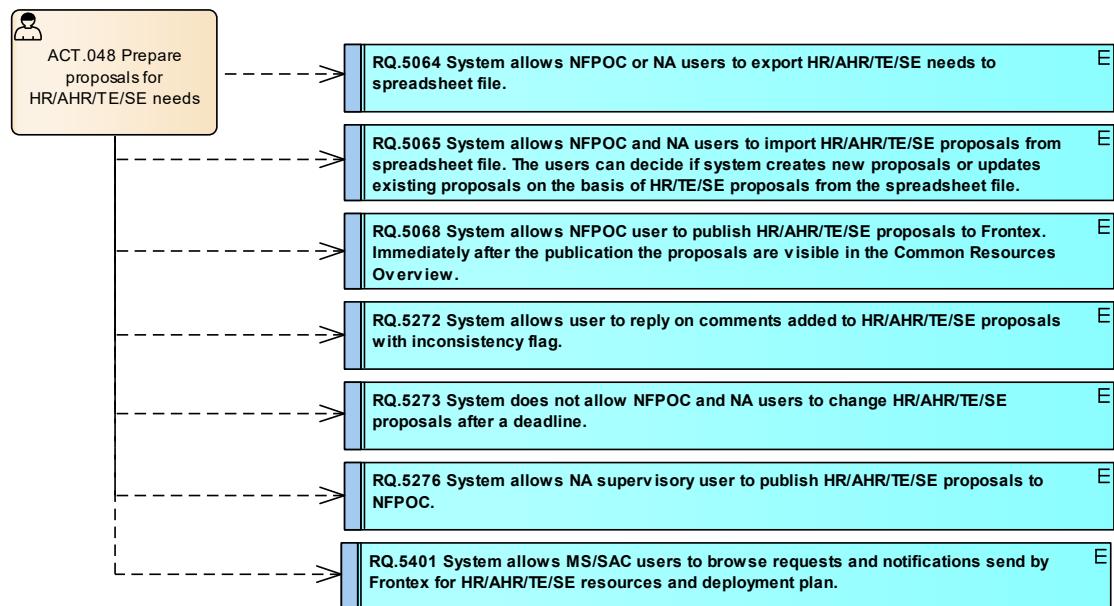


Figure 65: Manage proposals for HR/AHR/TE/SE needs

RQ.5064 System allows NFPOC or NA users to export HR/AHR/TE/SE needs to spreadsheet file.

Implemented in Opera: No

RQ.5065 System allows NFPOC and NA users to import HR/AHR/TE/SE proposals from spreadsheet file. The users can decide if system creates new proposals or updates existing proposals on the basis of HR/TE/SE proposals from the spreadsheet file.

Implemented in Opera: No

RQ.5068 System allows NFPOC user to publish HR/AHR/TE/SE proposals to Frontex. Immediately after the publication the proposals are visible in the Common Resources Overview.

Implemented in Opera: No

RQ.5272 System allows user to reply on comments added to HR/AHR/TE/SE proposals with inconsistency flag.

Implemented in Opera: No

RQ.5273 System does not allow NFPOC and NA users to change HR/AHR/TE/SE proposals after a deadline.

Implemented in Opera: No

RQ.5276 System allows NA supervisory user to publish HR/AHR/TE/SE proposals to NFPOC.

Implemented in Opera: No

RQ.5401 System allows MS/SAC users to browse requests and notifications send by Frontex for HR/AHR/TE/SE resources and deployment plan.

Implemented in Opera: No

### 3.1.3.2.4 Send invitation letters to MS/SAC

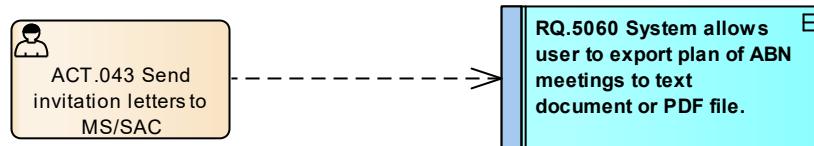


Figure 66: Send invitation letters to MS/SAC

RQ.5060 System allows user to export plan of ABN meetings to text document or PDF file.

Implemented in Opera: No

### 3.1.3.2.5 Import proposals on behalf of MS/SAC



Figure 67: Import proposals on behalf of MS/SAC

RQ.5256 System allows PRU users to import MS/SAC proposals from spreadsheet file on behalf of MS/SAC. After import systems sends a notification to MS/SAC NFPOC user.

Implemented in Opera: No

### 3.1.3.2.6 Review MS/SAC preliminary proposals for HR/TE/SE needs

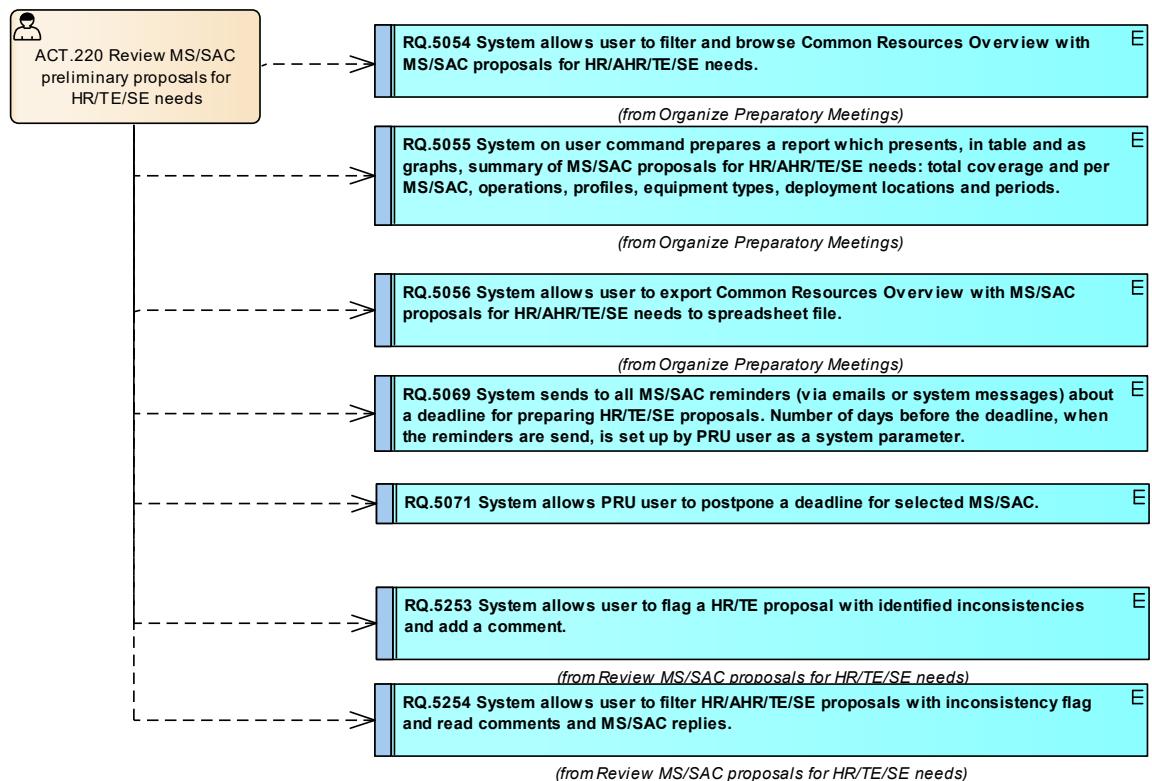


Figure 68: Review MS/SAC preliminary proposals for HR/TE/SE needs

RQ.5069 System sends to all MS/SAC reminders (via emails or system messages) about a deadline for preparing HR/TE/SE proposals. Number of days before the deadline, when the reminders are send, is set up by PRU user as a system parameter.

Implemented in Opera: No

RQ.5071 System allows PRU user to postpone a deadline for selected MS/SAC.

Implemented in Opera: No

### 3.1.3.2.7 Review MS/SAC proposals for HR/TE/SE needs

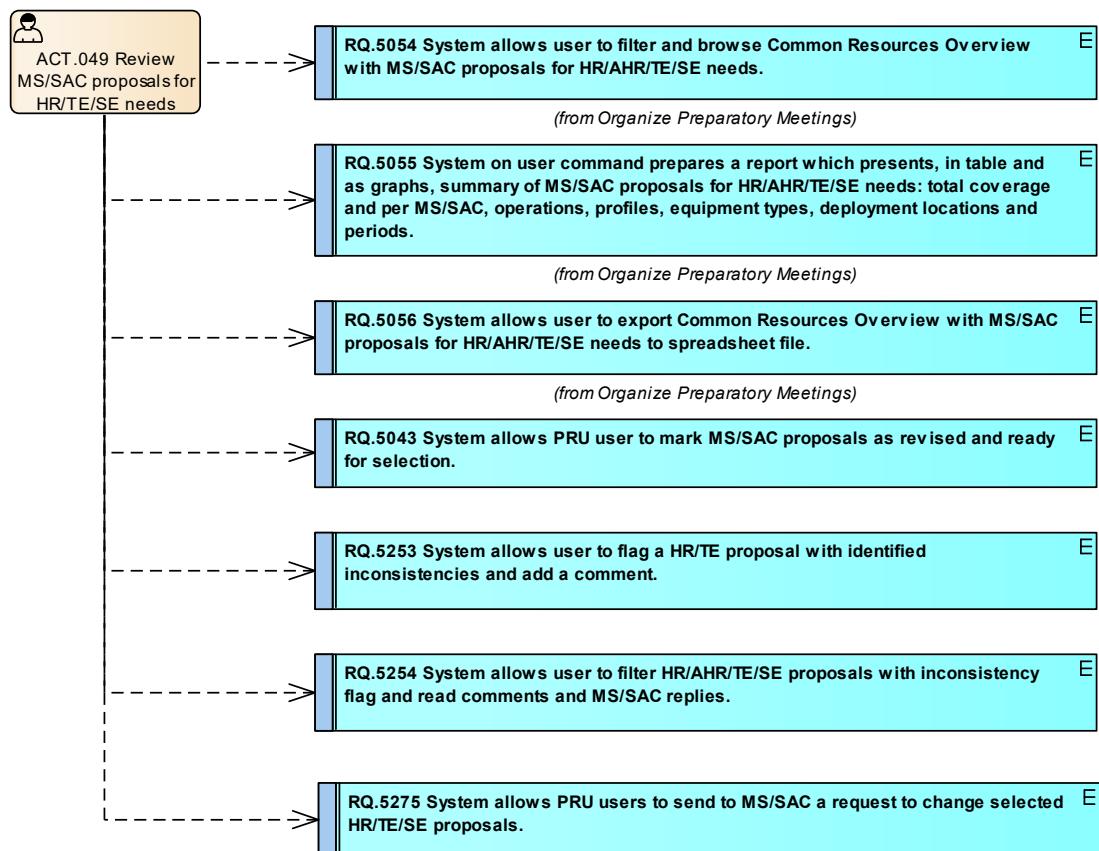


Figure 69: Review MS/SAC proposals for HR/TE/SE needs

RQ.5043 System allows PRU user to mark MS/SAC proposals as revised and ready for selection.

Implemented in Opera: No

RQ.5253 System allows user to flag a HR/TE proposal with identified inconsistencies and add a comment.

Implemented in Opera: No

RQ.5254 System allows user to filter HR/AHR/TE/SE proposals with inconsistency flag and read comments and MS/SAC replies.

Implemented in Opera: No

RQ.5275 System allows PRU users to send to MS/SAC a request to change selected HR/TE/SE proposals.

Implemented in Opera: No

### 3.1.3.2.8 Update proposals for HR/TE/SE needs

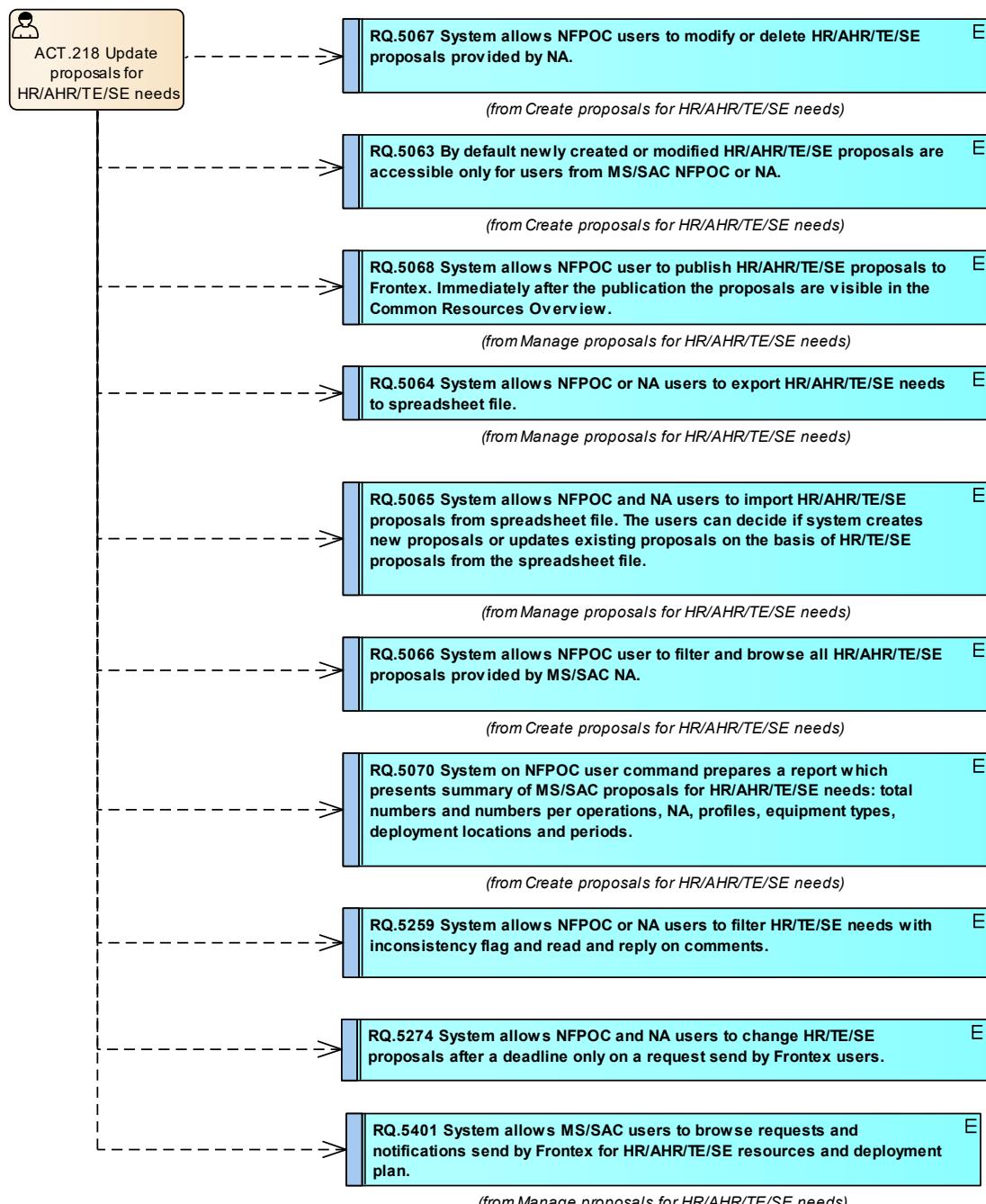


Figure 70: Update proposals for HR/TE/SE needs

RQ.5259 System allows NFPOC or NA users to filter HR/TE/SE needs with inconsistency flag and read and reply on comments.

Implemented in Opera: No

RQ.5274 System allows NFPOC and NA users to change HR/TE/SE proposals after a deadline only on a request send by Frontex users.

Implemented in Opera: No

### 3.1.3.2.9 Select HR/TE/SE resources proposed by MS/SAC

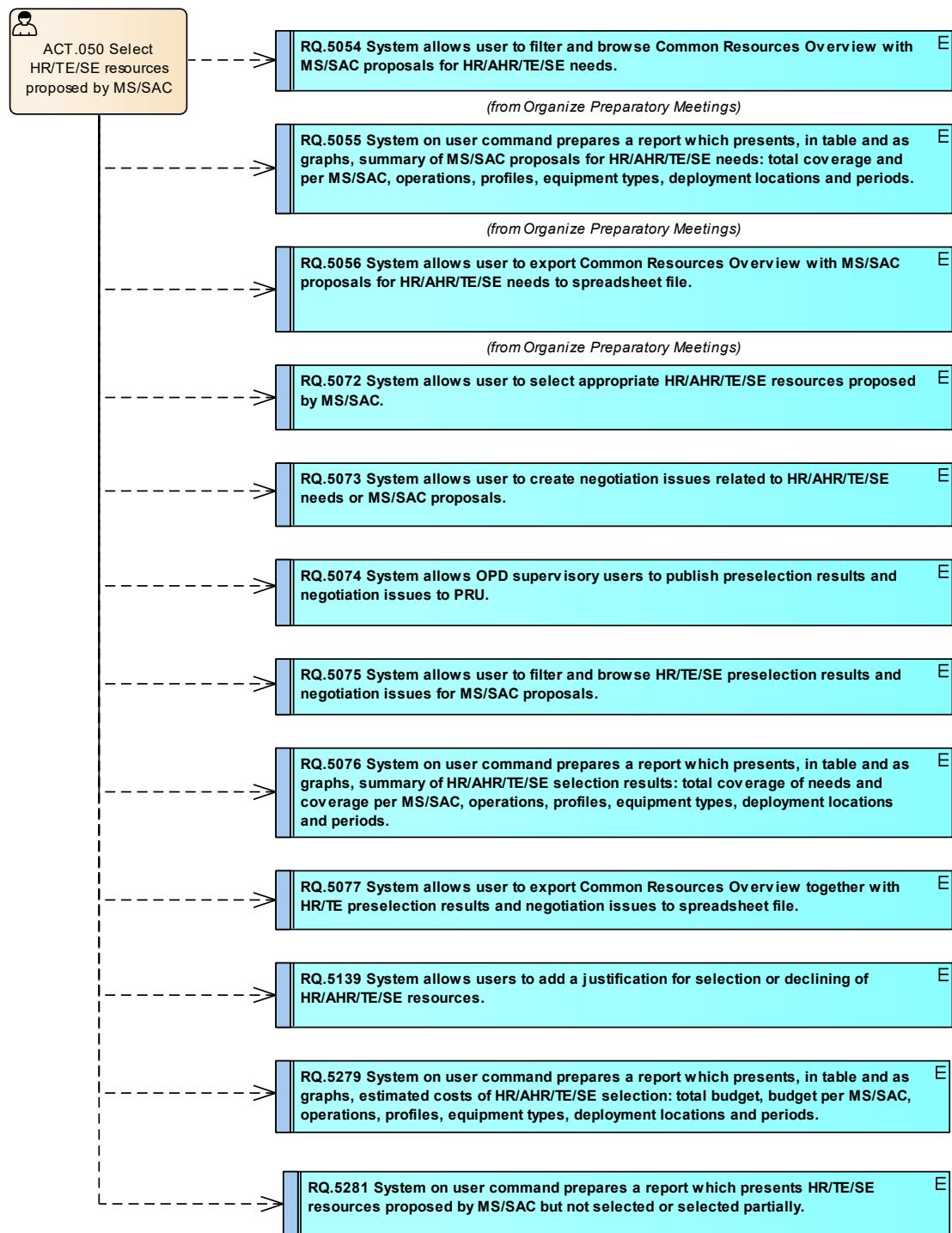


Figure 71: Select HR/TE/SE resources proposed by MS/SAC

RQ.5072 System allows user to select appropriate HR/AHR/TE/SE resources proposed by MS/SAC.

Implemented in Opera: No

RQ.5073 System allows user to create negotiation issues related to HR/AHR/TE/SE needs or MS/SAC proposals.

Implemented in Opera: No

RQ.5074 System allows OPD supervisory users to publish preselection results and negotiation issues to PRU.

Implemented in Opera: No

RQ.5075 System allows user to filter and browse HR/TE/SE preselection results and negotiation issues for MS/SAC proposals.

Implemented in Opera: No

RQ.5076 System on user command prepares a report which presents, in table and as graphs, summary of HR/AHR/TE/SE selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

Implemented in Opera: No

RQ.5077 System allows user to export Common Resources Overview together with HR/TE preselection results and negotiation issues to spreadsheet file.

Implemented in Opera: No

RQ.5139 System allows users to add a justification for selection or declining of HR/AHR/TE/SE resources.

Implemented in Opera: No

RQ.5279 System on user command prepares a report which presents, in table and as graphs, estimated costs of HR/AHR/TE/SE selection: total budget, budget per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

Implemented in Opera: No

RQ.5281 System on user command prepares a report which presents HR/TE/SE resources proposed by MS/SAC but not selected or selected partially.

Implemented in Opera: No

### 3.1.3.2.10 Select complementary HR resources

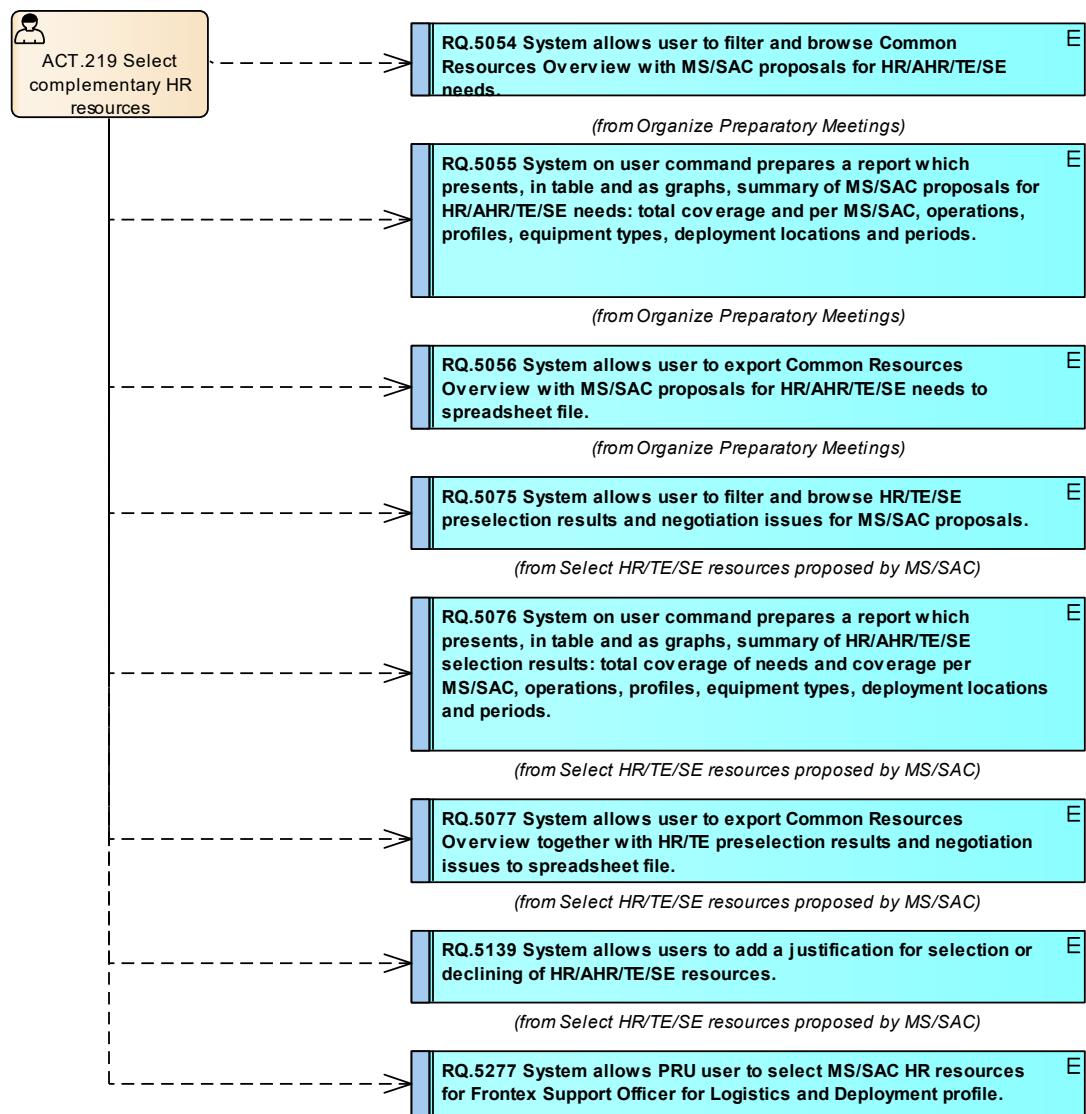


Figure 72: Select complementary HR resources

RQ.5277 System allows PRU user to select MS/SAC HR resources for Frontex Support Officer for Logistics and Deployment profile.

Implemented in Opera: No

### 3.1.3.2.11 Compose negotiation teams

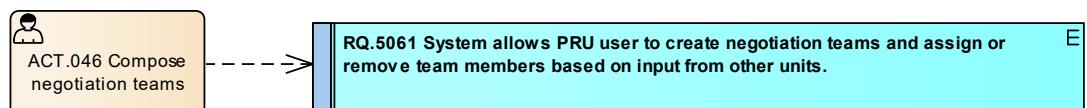


Figure 73: Compose negotiation teams

RQ.5061 System allows PRU user to create negotiation teams and assign or remove team members based on input from other units.

Implemented in Opera: No

### 3.1.3.2.12 Publish preselected HR/TE resources to MS/SAC

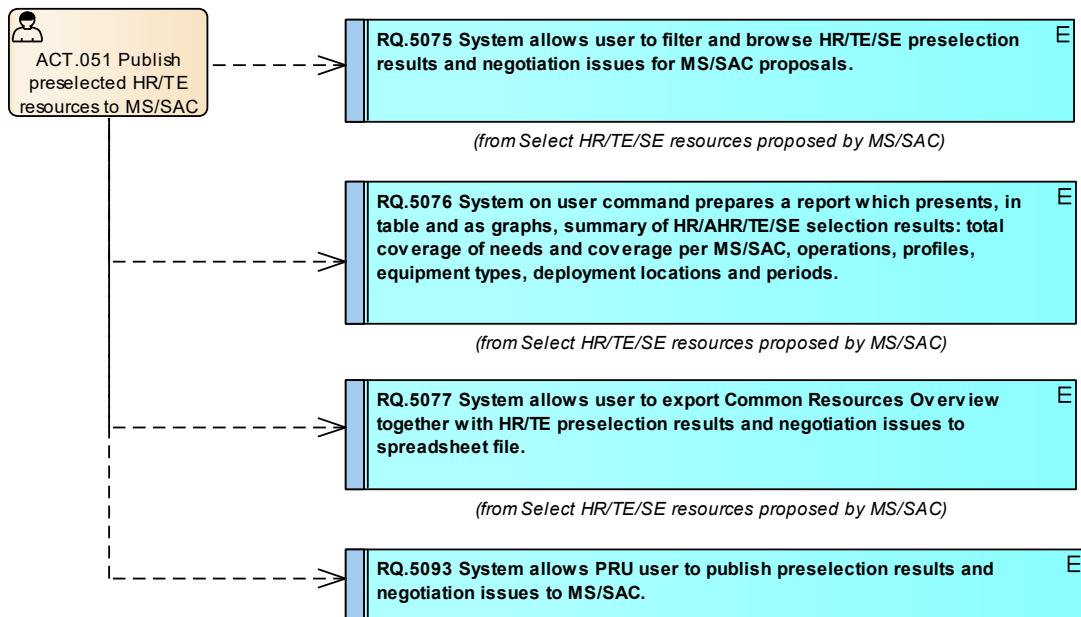


Figure 74: Publish preselected HR/TE resources to MS/SAC

RQ.5093 System allows PRU user to publish preselection results and negotiation issues to MS/SAC.

Implemented in Opera: No

### 3.1.3.2.13 Register MS/SAC participants for ABN meetings

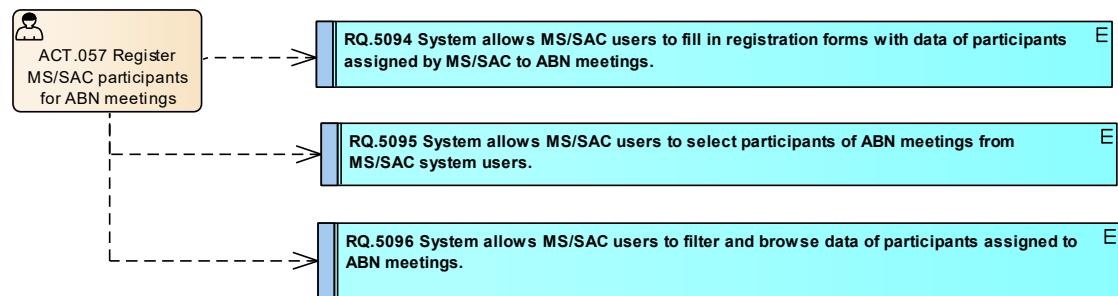


Figure 75: Register MS/SAC participants for ABN meetings

RQ.5094 System allows MS/SAC users to fill in registration forms with data of participants assigned by MS/SAC to ABN meetings.

Implemented in Opera: No

RQ.5095 System allows MS/SAC users to select participants of ABN meetings from MS/SAC system users.

Implemented in Opera: No

RQ.5096 System allows MS/SAC users to filter and browse data of participants assigned to ABN meetings.

Implemented in Opera: No

### 3.1.3.2.14 Review MS/SAC participant registered for ABN meetings

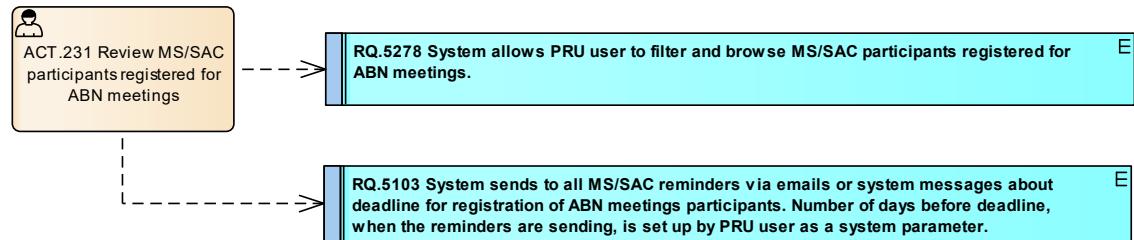


Figure 76: Review MS/SAC participants registered for ABN meetings

RQ.5103 System sends to all MS/SAC reminders via emails or system messages about deadline for registration of ABN meetings participants. Number of days before deadline, when the reminders are sending, is set up by PRU user as a system parameter.

Implemented in Opera: No

RQ.5278 System allows PRU user to filter and browse MS/SAC participants registered for ABN meetings.

Implemented in Opera: No

### 3.1.3.2.15 Confirm ABN negotiating teams

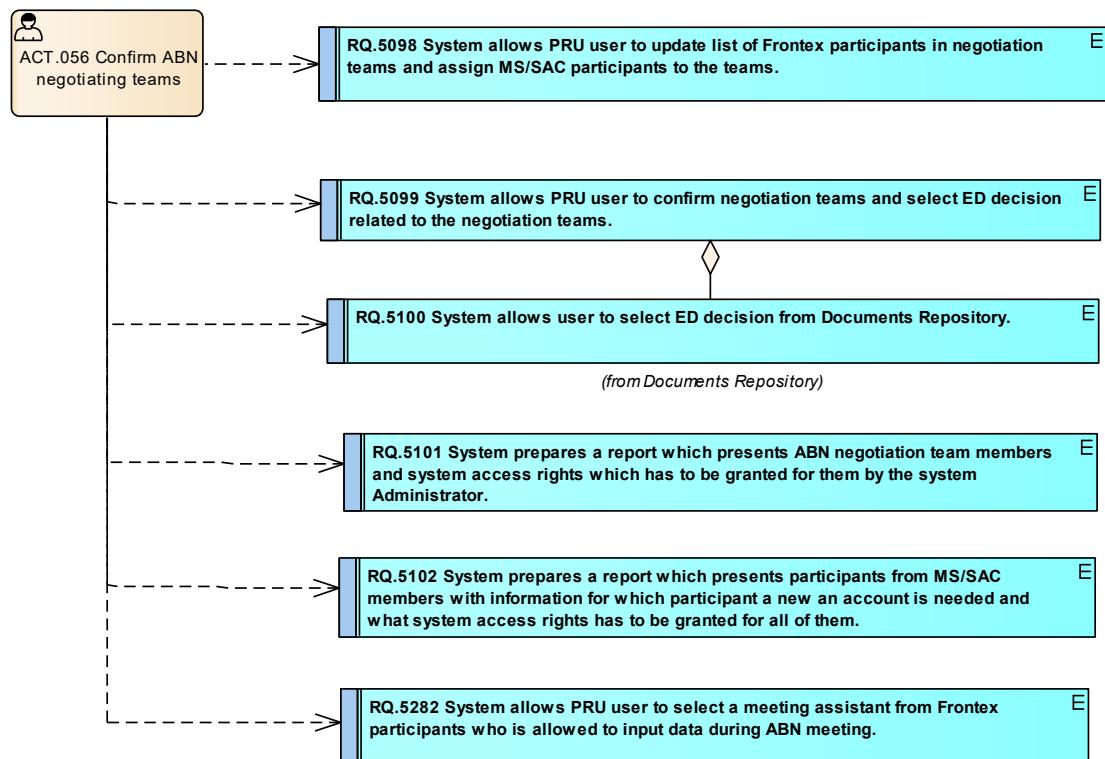


Figure 77: Confirm ABN negotiating teams

RQ.5098 System allows PRU user to update list of Frontex participants in negotiation teams and assign MS/SAC participants to the teams.

Implemented in Opera: No

RQ.5099 System allows PRU user to confirm negotiation teams and select ED decision related to the negotiation teams.

Implemented in Opera: No

RQ.5101 System prepares a report which presents ABN negotiation team members and system access rights which has to be granted for them by the system Administrator.

Implemented in Opera: No

RQ.5102 System prepares a report which presents participants from MS/SAC members with information for which participant a new an account is needed and what system access rights has to be granted for all of them.

Implemented in Opera: No

RQ.5282 System allows PRU user to select a meeting assistant from Frontex participants who is allowed to input data during ABN meeting.

Implemented in Opera: No

### 3.1.3.3 BSP-17 Negotiate final MS/SAC contribution to HR/TE

#### 3.1.3.3.1 Review results of MS/SAC validation for HR/TE/SE resources

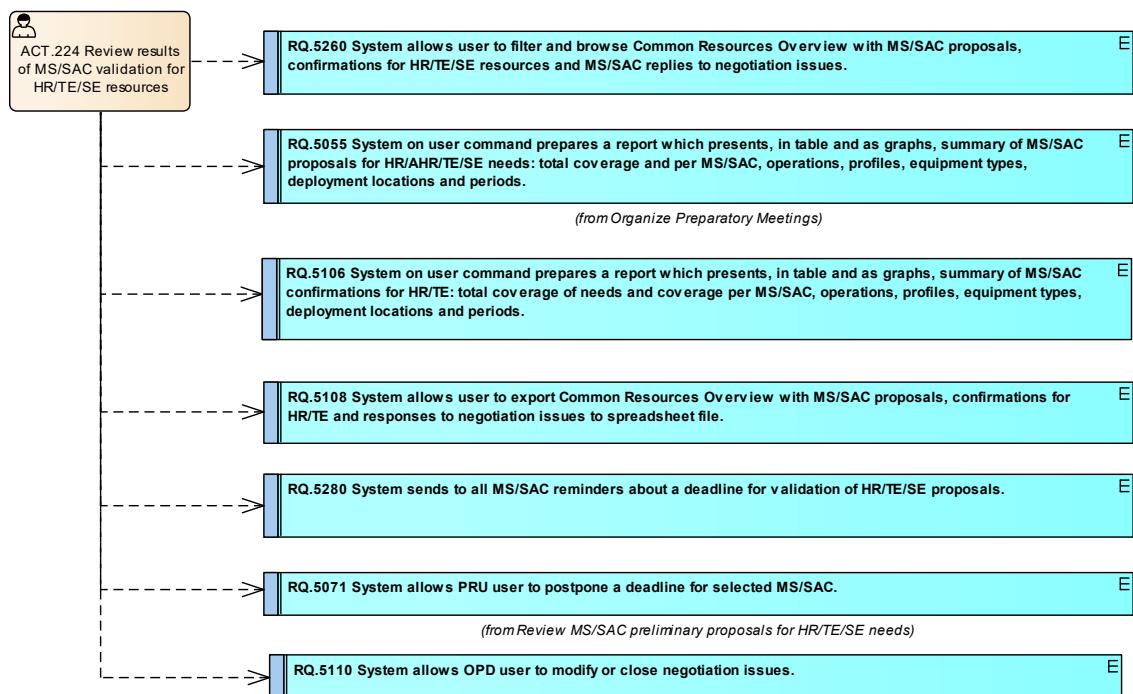


Figure 78: Review results of MS/SAC validation for HR/TE/SE resources

RQ.5106 System on user command prepares a report which presents, in table and as graphs, summary of MS/SAC confirmations for HR/TE: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations and periods.

Implemented in Opera: No

RQ.5108 System allows user to export Common Resources Overview with MS/SAC proposals, confirmations for HR/TE and responses to negotiation issues to spreadsheet file.

Implemented in Opera: No

RQ.5110 System allows OPD user to modify or close negotiation issues.

Implemented in Opera: No

RQ.5260 System allows user to filter and browse Common Resources Overview with MS/SAC proposals, confirmations for HR/TE/SE resources and MS/SAC replies to negotiation issues.

Implemented in Opera: No

RQ.5280 System sends to all MS/SAC reminders about a deadline for validation of HR/TE/SE proposals.

Implemented in Opera: No

### 3.1.3.3.2 Import proposals on behalf of MS/SAC

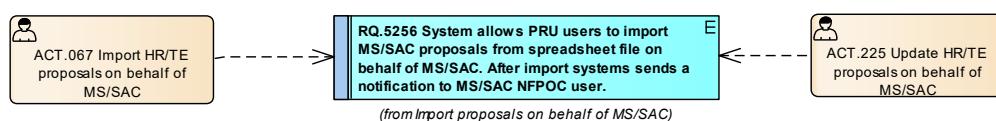


Figure 79: Import proposals on behalf of MS/SAC

### 3.1.3.3.3 Update HR/TE proposals on behalf of MS/SAC

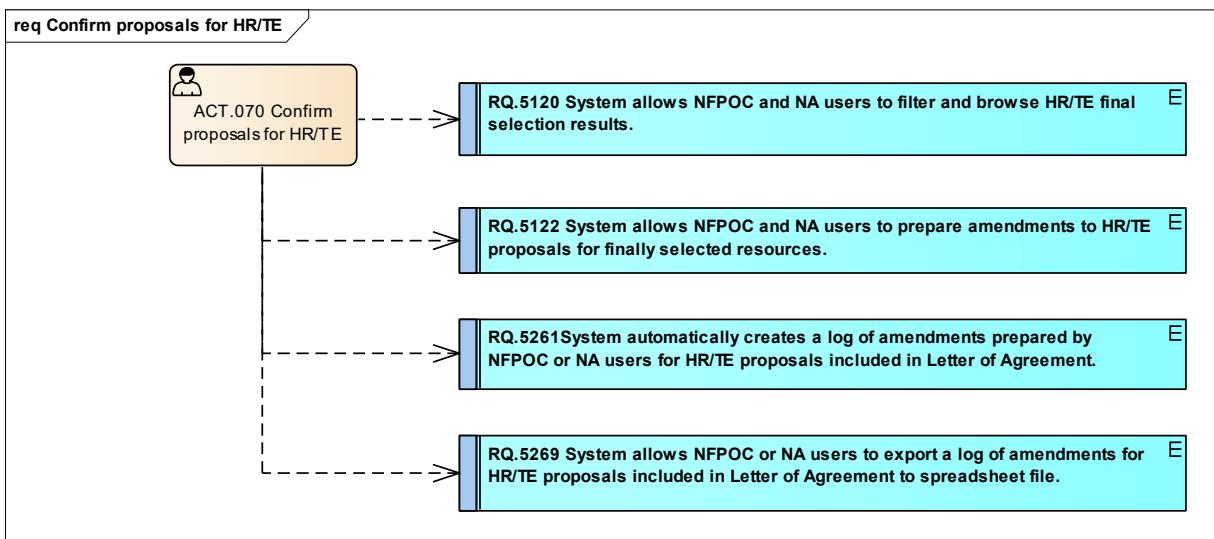


Figure 80: Update HR/TE proposals on behalf of MS/SAC

RQ.5109 System allows PRU user to import spreadsheet file with MS/SAC updates, confirmations for HR/TE resources and responses to negotiation issues on behalf of MS/SAC.

Implemented in Opera: No

RQ.5262 System allows PRU supervisory user to publish MS/SAC, updates, confirmations for HR/TE resources and responses to negotiation issues on behalf of MS/SAC.

Implemented in Opera: No

RQ.5263 System allows PRU user to provide a justification for each import of MS/SAC confirmations for HR/TE resources and responses to negotiation issues on behalf of MS/SAC.

Implemented in Opera: No

RQ.5264 System automatically sends a notification to NFPOC after each publication of HR/TE resources and responses to negotiation issues on behalf of MS/SAC by PRU user.

Implemented in Opera: No

### 3.1.3.3.4 Validate HR/TE proposals

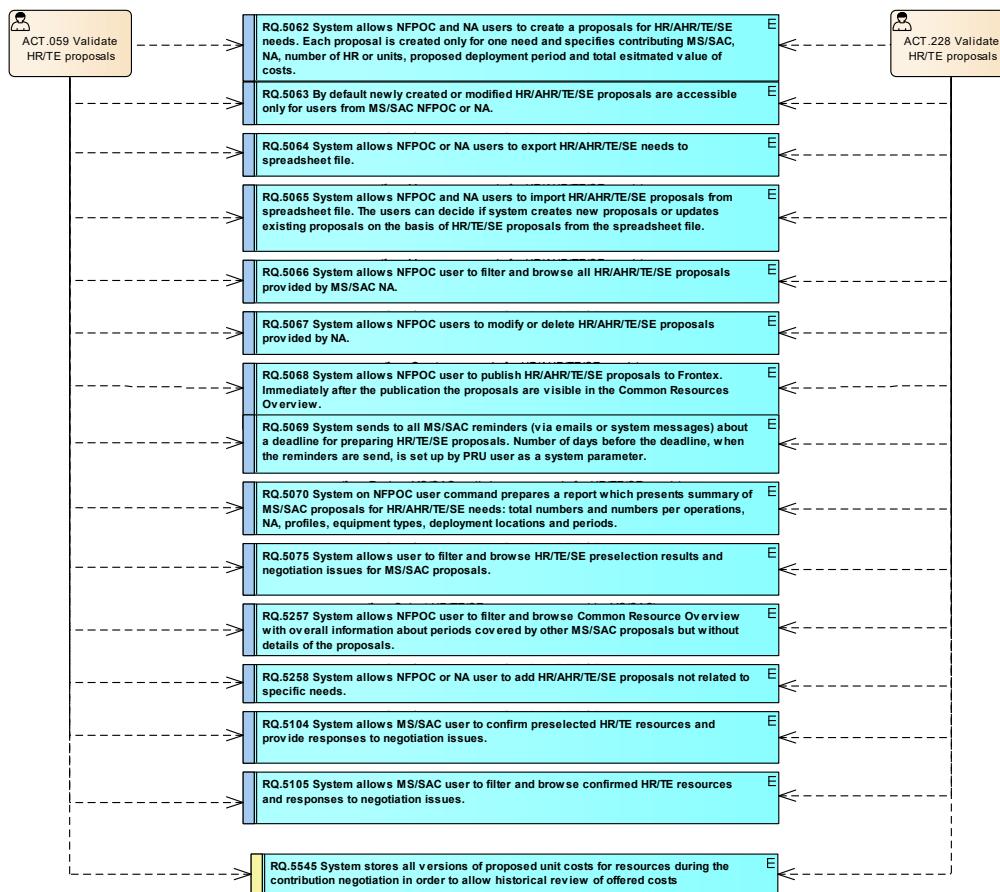


Figure 81: Validate HR/TE proposals

RQ.5104 System allows MS/SAC user to confirm preselected HR/TE resources and provide responses to negotiation issues.

Implemented in Opera: No

RQ.5105 System allows MS/SAC user to filter and browse confirmed HR/TE resources and responses to negotiation issues.

Implemented in Opera: No

RQ.5545 System stores all versions of proposed unit costs for resources during the contribution negotiation in order to allow historical review of offered costs

Implemented in Opera: No

### 3.1.3.3.5 Conduct ABN meetings

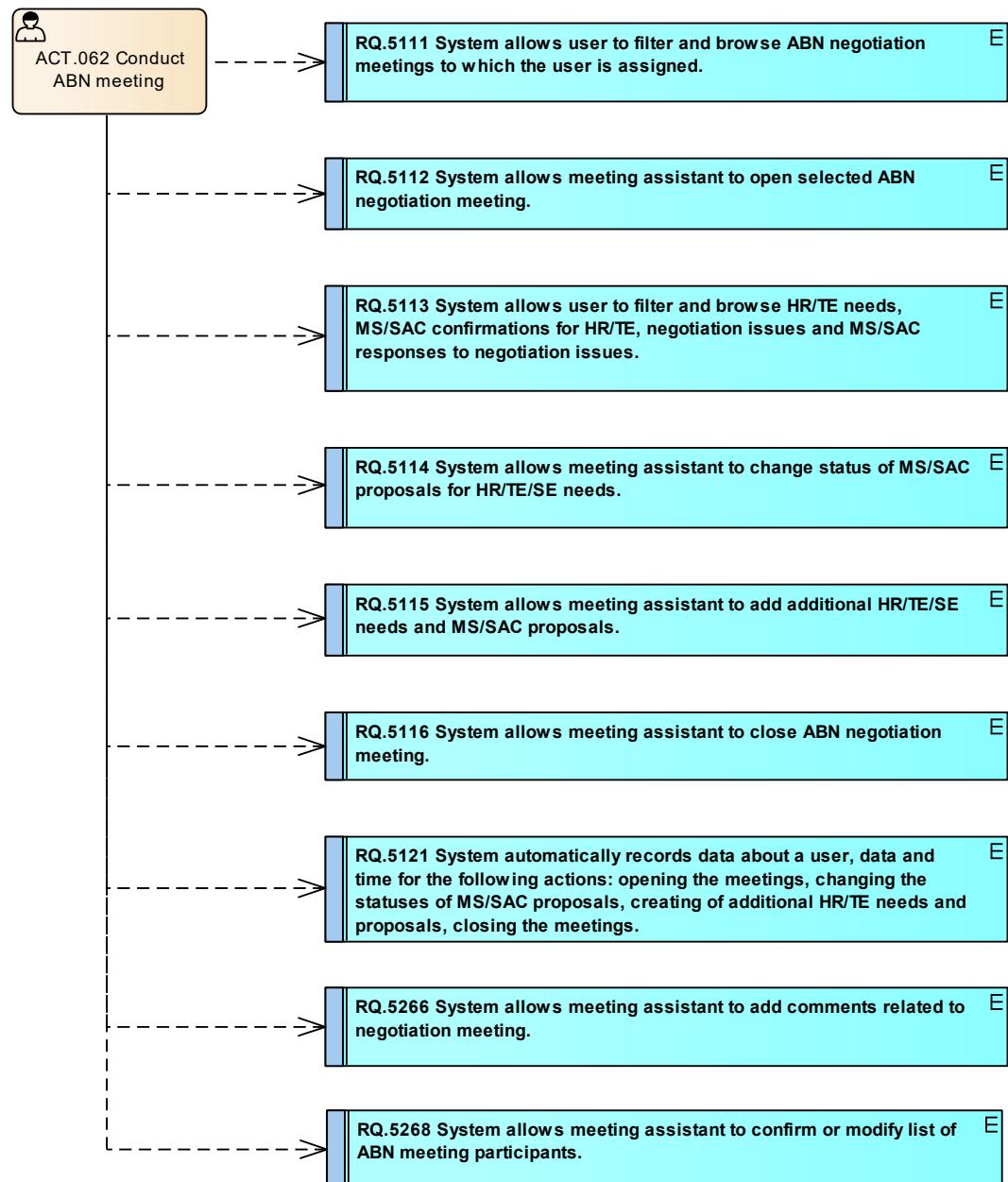


Figure 82: Conduct ABN meetings

RQ.5111 System allows user to filter and browse ABN negotiation meetings to which the user is assigned.

Implemented in Opera: No

RQ.5112 System allows meeting assistant to open selected ABN negotiation meeting.

Implemented in Opera: No

RQ.5113 System allows user to filter and browse HR/TE needs, MS/SAC confirmations for HR/TE, negotiation issues and MS/SAC responses to negotiation issues.

Implemented in Opera: No

RQ.5114 System allows meeting assistant to change status of MS/SAC proposals for HR/TE/SE needs.

Implemented in Opera: No

RQ.5115 System allows meeting assistant to add additional HR/TE/SE needs and MS/SAC proposals.

Implemented in Opera: No

RQ.5116 System allows meeting assistant to close ABN negotiation meeting.

Implemented in Opera: No

RQ.5121 System automatically records data about a user, data and time for the following actions: opening the meetings, changing the statuses of MS/SAC proposals, creating of additional HR/TE needs and proposals, closing the meetings.

Implemented in Opera: No

RQ.5266 System allows meeting assistant to add comments related to negotiation meeting.

Implemented in Opera: No

RQ.5268 System allows meeting assistant to confirm or modify list of ABN meeting participants.

Implemented in Opera: No

### 3.1.3.3.6 Prepare minutes for ABN meetings

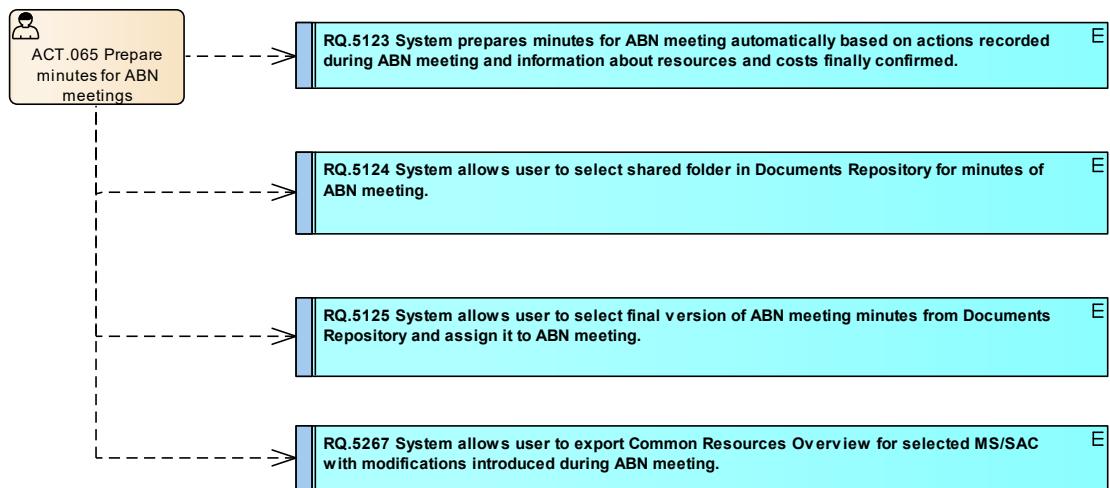


Figure 83: Prepare minutes for ABN meetings

RQ.5123 System prepares minutes for ABN meeting automatically based on actions recorded during ABN meeting and information about resources and costs finally confirmed.

Implemented in Opera: No

RQ.5124 System allows user to select shared folder in Documents Repository for minutes of ABN meeting.

Implemented in Opera: No

RQ.5125 System allows user to select final version of ABN meeting minutes from Documents Repository and assign it to ABN meeting.

Implemented in Opera: No

RQ.5267 System allows user to export Common Resources Overview for selected MS/SAC with modifications introduced during ABN meeting.

Implemented in Opera: No

### 3.1.3.3.7 Participate in ABN meetings

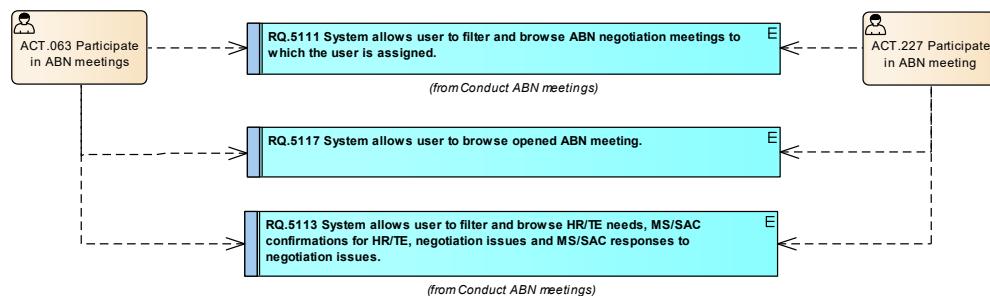


Figure 84: Participate in ABN meetings

RQ.5117 System allows user to browse opened ABN meeting.

Implemented in Opera: No

### 3.1.3.3.8 Select additional HR/TE resources proposed by MS/SAC

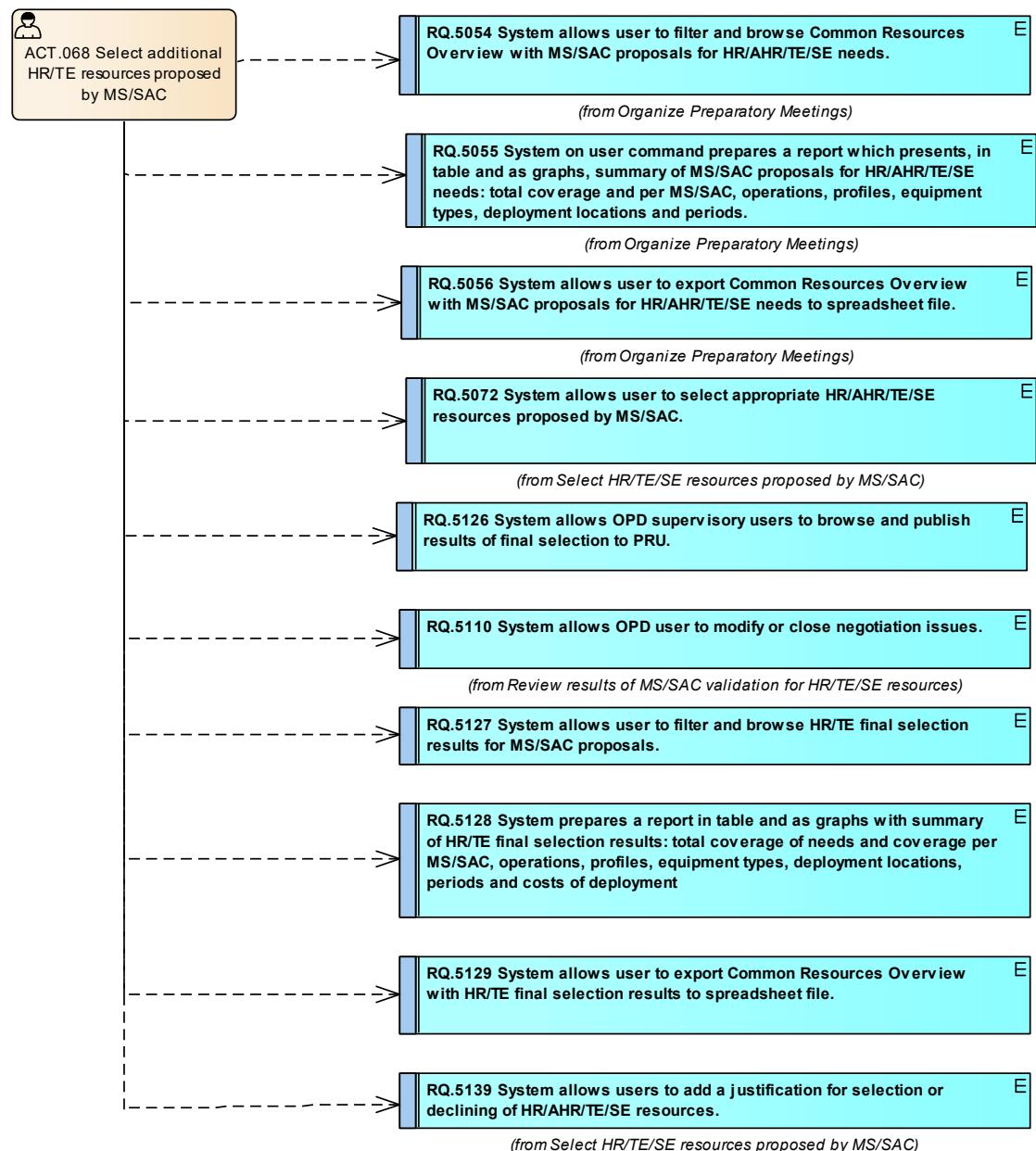


Figure 85: Select additional HR/TE resources proposed by MS/SAC

RQ.5127 System allows user to filter and browse HR/TE final selection results for MS/SAC proposals.

Implemented in Opera: No

RQ.5128 System prepares a report in table and as graphs with summary of HR/TE final selection results: total coverage of needs and coverage per MS/SAC, operations, profiles, equipment types, deployment locations, periods and costs of deployment

Implemented in Opera: No

RQ.5129 System allows user to export Common Resources Overview with HR/TE final selection results to spreadsheet file.

Implemented in Opera: No

RQ.5126 System allows OPD supervisory users to browse and publish results of final selection to PRU.

Implemented in Opera: No

### 3.1.3.3.9 Confirm with MS/SAC finally selected HR/TE resources

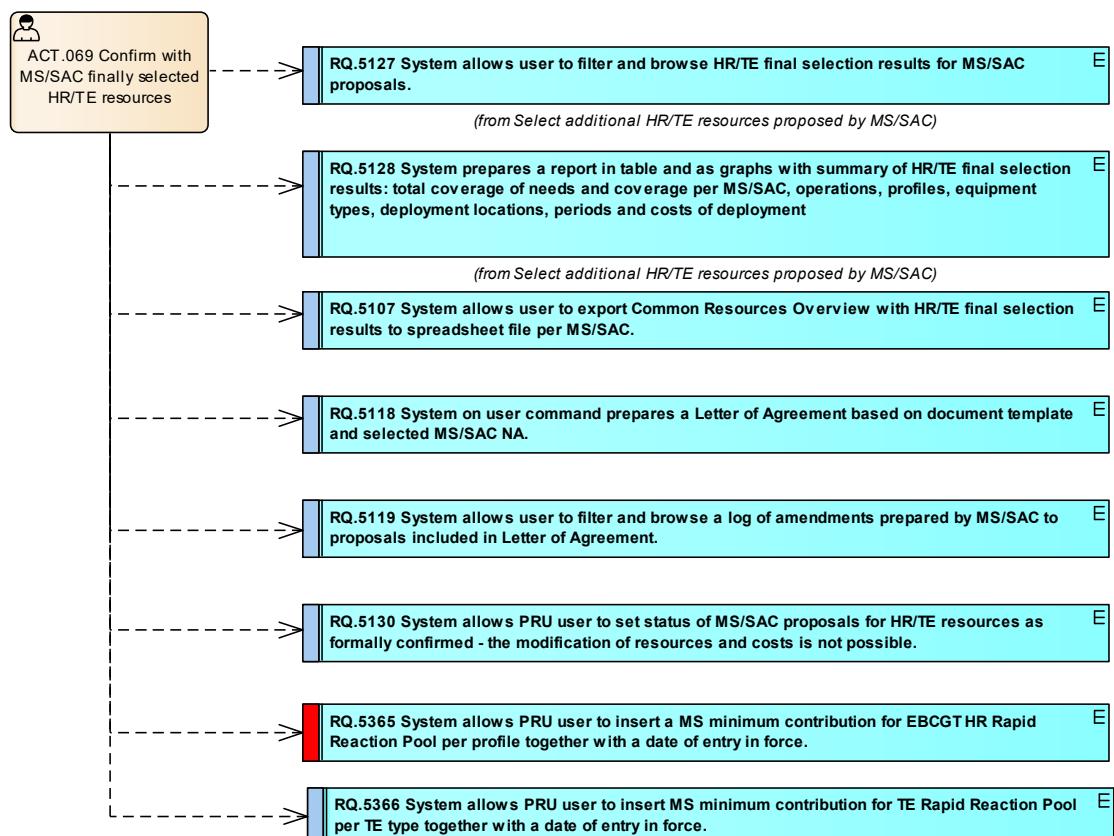


Figure 86: Confirm with MS/SAC finally selected HR/TE resources

RQ.5107 System allows user to export Common Resources Overview with HR/TE final selection results to spreadsheet file per MS/SAC.

Implemented in Opera: No

RQ.5118 System on user command prepares a Letter of Agreement based on document template and selected MS/SAC NA.

Implemented in Opera: No

RQ.5119 System allows user to filter and browse a log of amendments prepared by MS/SAC to proposals included in Letter of Agreement.

Implemented in Opera: No

RQ.5130 System allows PRU user to set status of MS/SAC proposals for HR/TE resources as formally confirmed - the modification of resources and costs is not possible.

Implemented in Opera: No

RQ.5365 System allows PRU user to insert a MS minimum contribution for EBCGT HR Rapid Reaction Pool per profile together with a date of entry in force.

Implemented in Opera: No

RQ.5366 System allows PRU user to insert MS minimum contribution for TE Rapid Reaction Pool per TE type together with a date of entry in force.

Implemented in Opera: No

### 3.1.3.3.10 Confirm proposals for HR/TE

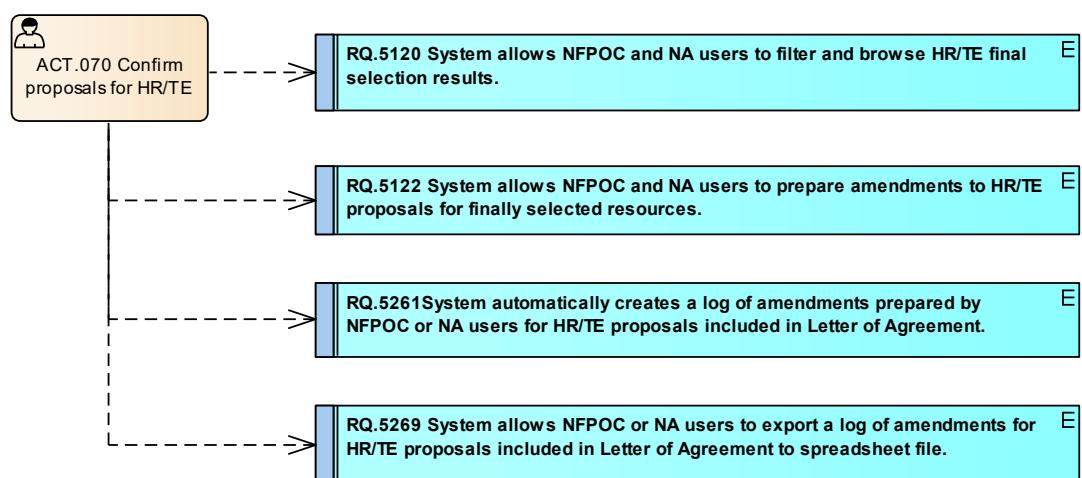


Figure 87: Confirm proposals for HR/TE

RQ.5120 System allows NFPOC and NA users to filter and browse HR/TE final selection results.

Implemented in Opera: No

RQ.5122 System allows NFPOC and NA users to prepare amendments to HR/TE proposals for finally selected resources.

Implemented in Opera: No

RQ.5261 System automatically creates a log of amendments prepared by NFPOC or NA users for HR/TE proposals included in Letter of Agreement.

Implemented in Opera: No

RQ.5269 System allows NFPOC or NA users to export a log of amendments for HR/TE proposals included in Letter of Agreement to spreadsheet file.

Implemented in Opera: No

### 3.1.3.4 BSP-18 Evaluate ABN process

### 3.1.3.4.1 Prepare initial Evaluation Report

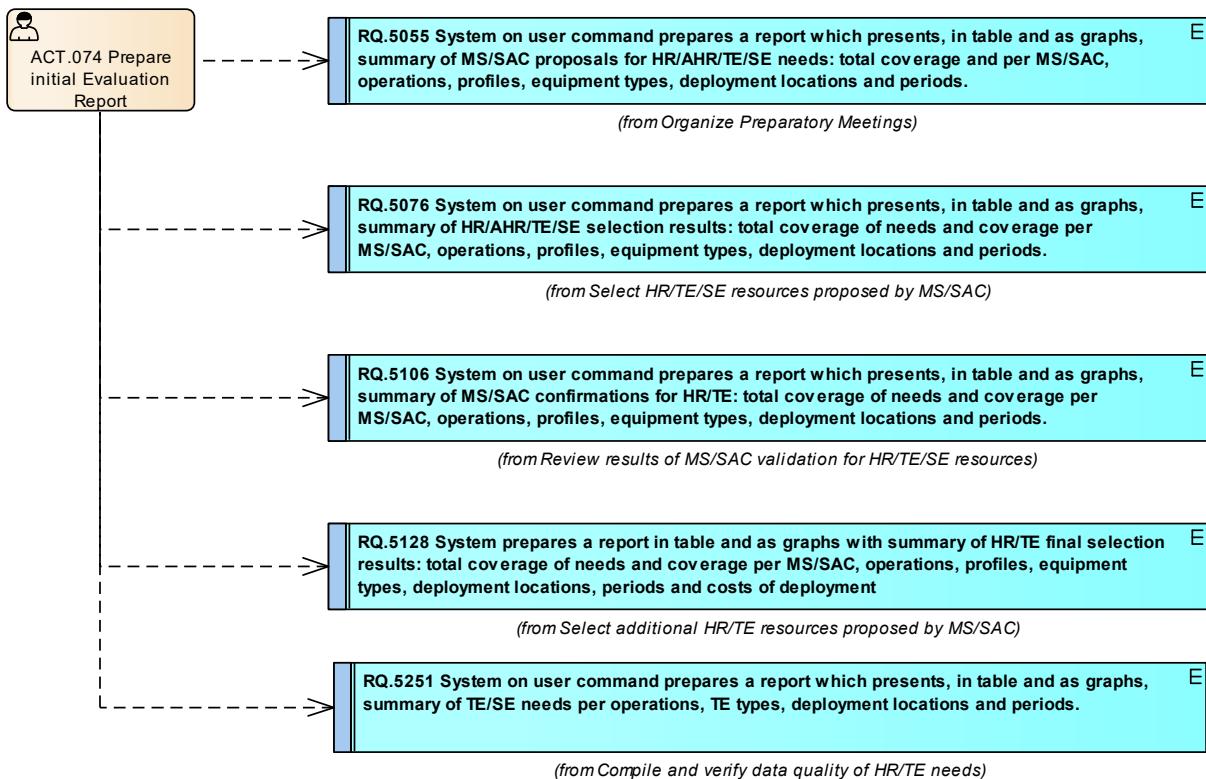


Figure 88: Prepare initial Evaluation Report

### 3.1.3.4.2 Publish Evaluation Report

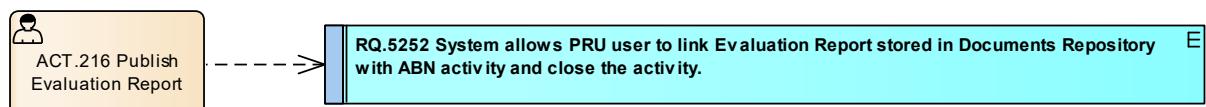


Figure 89: Publish Evaluation Report

RQ.5252 System allows PRU user to link Evaluation Report stored in Documents Repository with ABN activity and close the activity.

Implemented in Opera: No

## 3.2 Operational Activities

### 3.2.1 Operational activity planning

#### 3.2.1.1 BP-26 Plan resources contributed by MS/SAC

##### 3.2.1.1.1 Publish initial TE needs to PRU

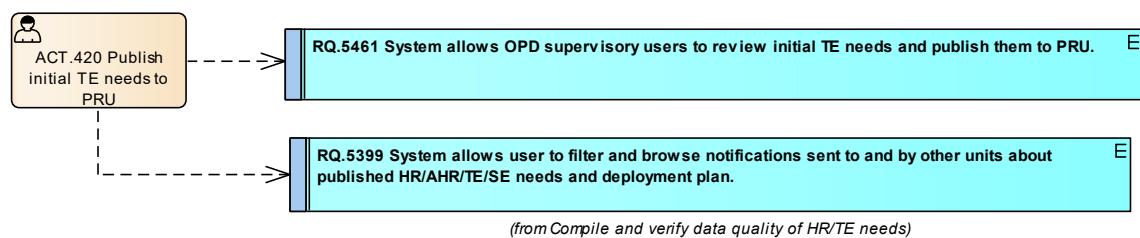


Figure 90: Publish initial TE needs to PRU

RQ.5461 System allows OPD supervisory users to review initial TE needs and publish them to PRU.

Implemented in Opera: No

##### 3.2.1.1.2 Provide SGO profiles needs

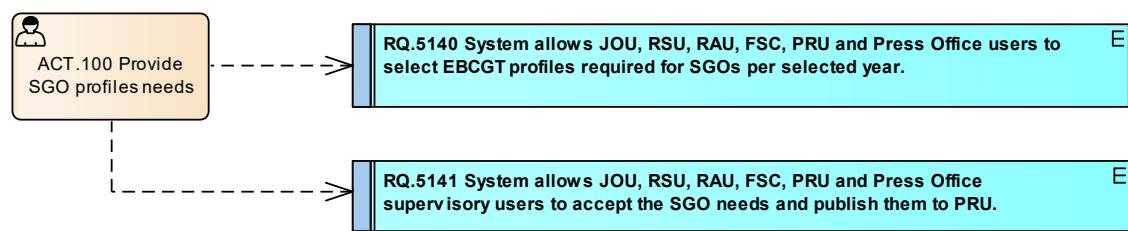


Figure 91: Provide SGO profiles needs

RQ.5140 System allows JOU, RSU, RAU, FSC, PRU and Press Office users to select EBCGT profiles required for SGOs per selected year.

Implemented in Opera: No

RQ.5141 System allows JOU, RSU, RAU, FSC, PRU and Press Office supervisory users to accept the SGO needs and publish them to PRU.

Implemented in Opera: No

### 3.2.1.1.3 Prepare initial HR/TE needs

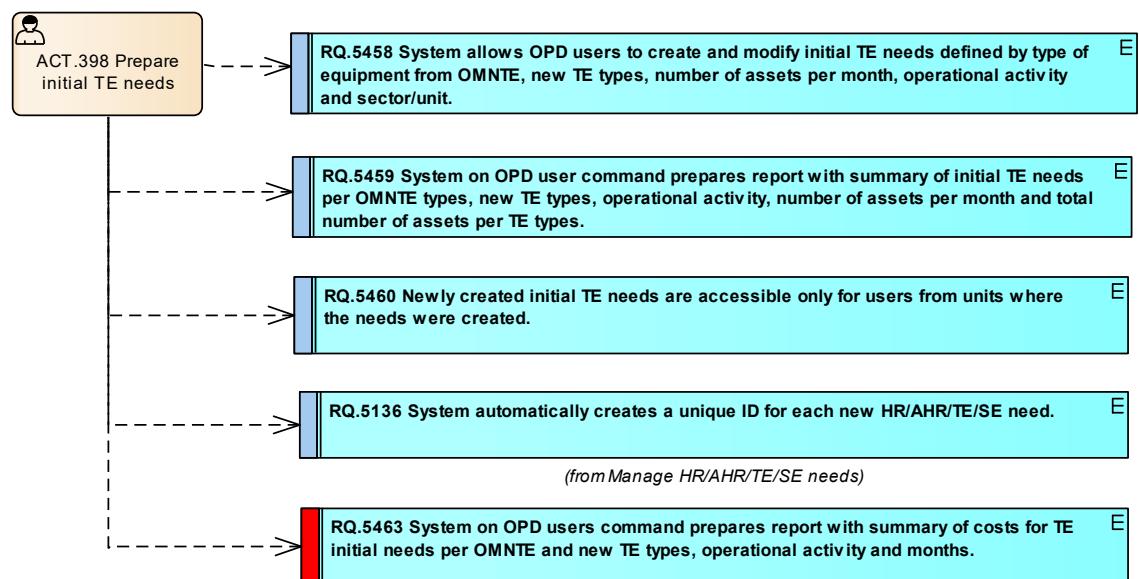


Figure 92: Prepare initial TE needs

RQ.5458 System allows OPD users to create and modify initial TE needs defined by type of equipment from OMNTE, new TE types, number of assets per month, operational activity and sector/unit.

Implemented in Opera: No

RQ.5459 System on OPD user command prepares report with summary of initial TE needs per OMNTE types, new TE types, operational activity, number of assets per month and total number of assets per TE types.

Implemented in Opera: No

RQ.5460 Newly created initial TE needs are accessible only for users from units where the needs were created.

Implemented in Opera: No

RQ.5463 System on OPD users command prepares report with summary of costs for TE initial needs per OMNTE and new TE types, operational activity and months.

Implemented in Opera: No

### 3.2.1.1.4 Prepare HR/AHR/TE/SE needs and deployment plan

#### 3.2.1.1.4.1 Create HR/AHR/TE/SE needs

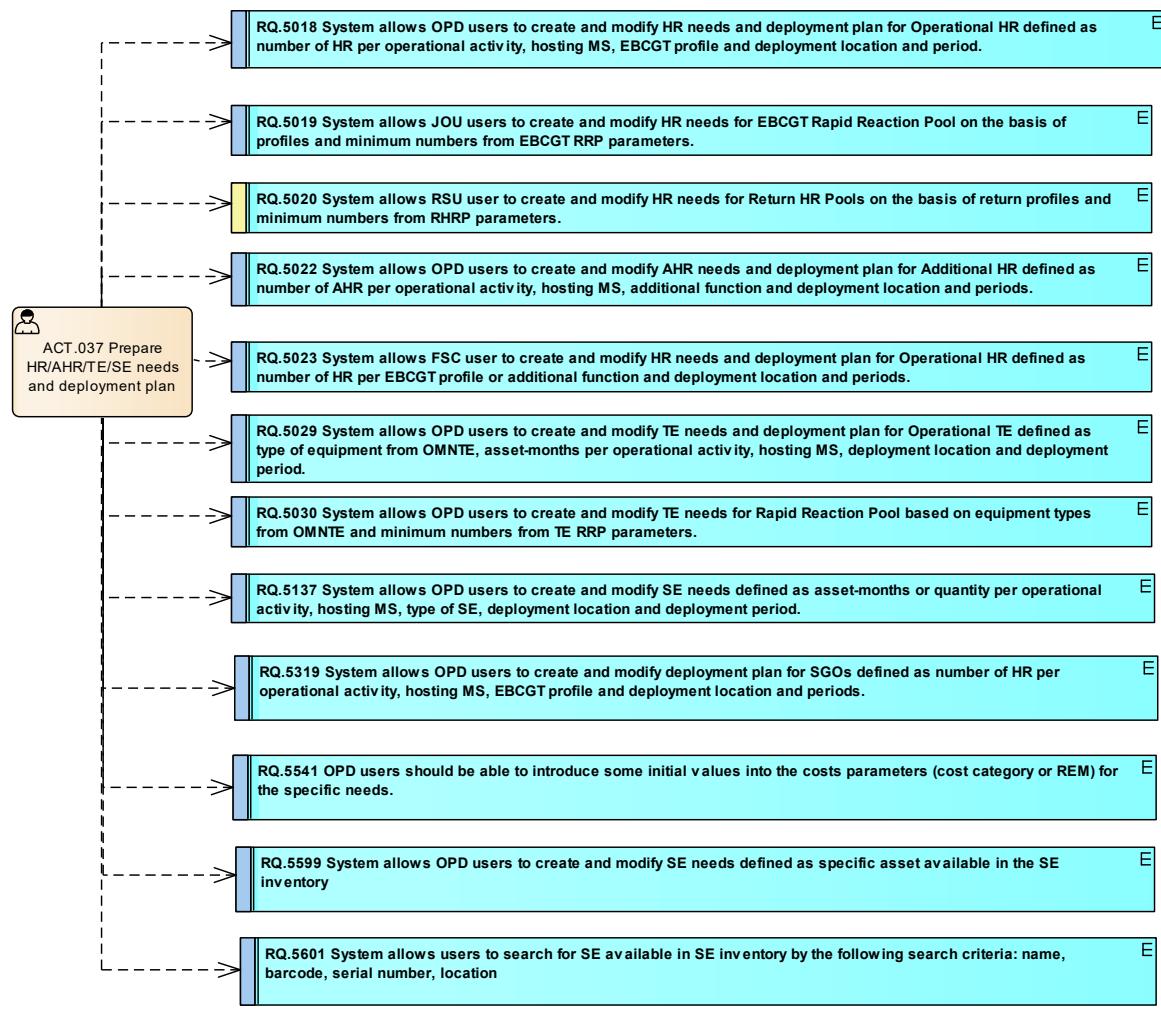


Figure 93: Create HR/AHR/TE/SE needs

RQ.5018 System allows OPD users to create and modify HR needs and deployment plan for Operational HR defined as number of HR per operational activity, hosting MS, EBCGT profile and deployment location and period.

Implemented in Opera: Partially

RQ.5019 System allows JOU users to create and modify HR needs for EBCGT Rapid Reaction Pool on the basis of profiles and minimum numbers from EBCGT RRP parameters.

Implemented in Opera: No

RQ.5020 System allows RSU user to create and modify HR needs for Return HR Pools on the basis of return profiles and minimum numbers from RHRP parameters.

Implemented in Opera: No

RQ.5022 System allows OPD users to create and modify AHR needs and deployment plan for Additional HR defined as number of AHR per operational activity, hosting MS, additional function and deployment location and periods.

Implemented in Opera: No

RQ.5023 System allows FSC user to create and modify HR needs and deployment plan for Operational HR defined as number of HR per EBCGT profile or additional function and deployment location and periods.

Implemented in Opera: No

RQ.5029 System allows OPD users to create and modify TE needs and deployment plan for Operational TE defined as type of equipment from OMNTE, asset-months per operational activity, hosting MS, deployment location and deployment period.

Implemented in Opera: Partially

RQ.5030 System allows OPD users to create and modify TE needs for Rapid Reaction Pool based on equipment types from OMNTE and minimum numbers from TE RRP parameters.

Implemented in Opera: No

RQ.5137 System allows OPD users to create and modify SE needs defined as asset-months or quantity per operational activity, hosting MS, type of SE, deployment location and deployment period.

Implemented in Opera: No

RQ.5319 System allows OPD users to create and modify deployment plan for SGOs defined as number of HR per operational activity, hosting MS, EBCGT profile and deployment location and periods.

Implemented in Opera: No

RQ.5541 OPD users should be able to introduce some initial values into the costs parameters (cost category or REM) for the specific needs.

Implemented in Opera: No

RQ.5599 System allows OPD users to create and modify SE needs defined as specific asset available in the SE inventory

Implemented in Opera: No

### 3.2.1.1.4.2 Manage HR/AHR/TE/SE needs

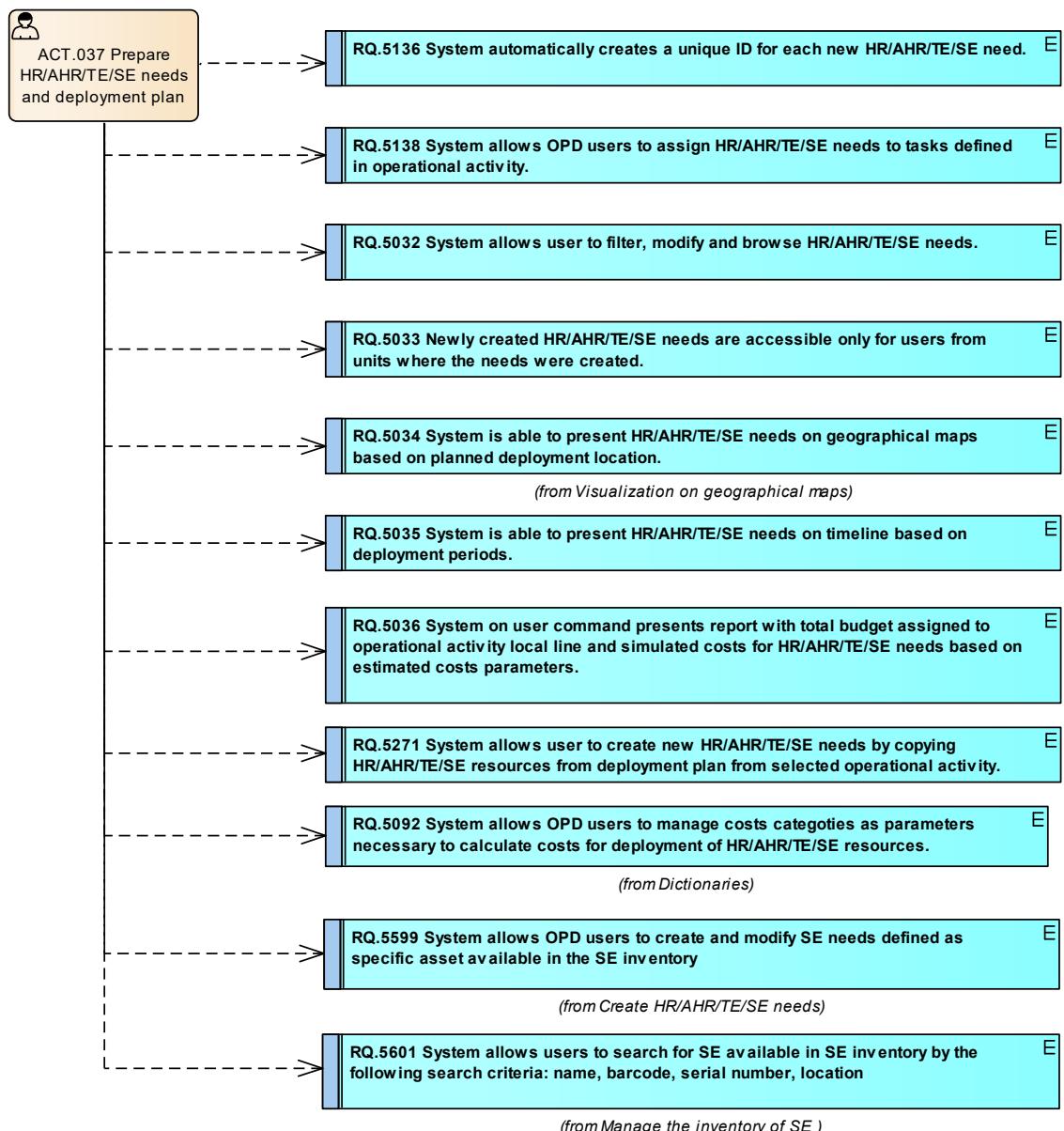


Figure 94: Manage HR/AHR/TE/SE needs

RQ.5032 System allows user to filter, modify and browse HR/AHR/TE/SE needs.

Implemented in Opera: No

RQ.5033 Newly created HR/AHR/TE/SE needs are accessible only for users from units where the needs were created.

Implemented in Opera: No

RQ.5035 System is able to present HR/AHR/TE/SE needs on timeline based on deployment periods.

Implemented in Opera: No

RQ.5036 System on user command presents report with total budget assigned to operational activity local line and simulated costs for HR/AHR/TE/SE needs based on estimated costs parameters.

Implemented in Opera: No

RQ.5136 System automatically creates a unique ID for each new HR/AHR/TE/SE need.

Implemented in Opera: No

RQ.5138 System allows OPD users to assign HR/AHR/TE/SE needs to tasks defined in operational activity.

Implemented in Opera: No

RQ.5271 System allows user to create new HR/AHR/TE/SE needs by copying HR/AHR/TE/SE resources from deployment plan from selected operational activity.

Implemented in Opera: No

### 3.2.1.1.5 Publish HR/AHR/TE/SE needs to PRU

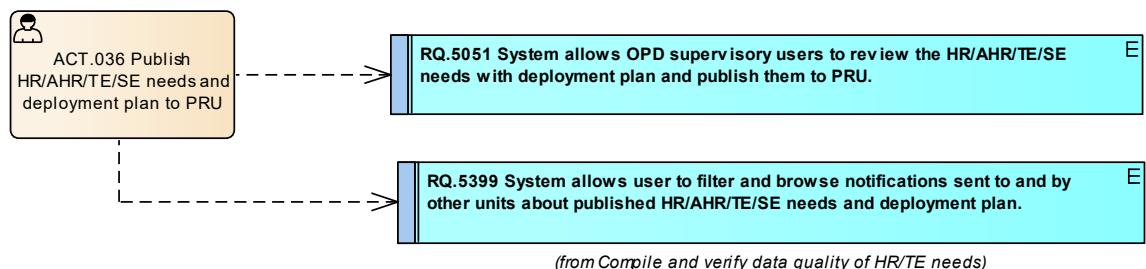


Figure 95: Publish HR/AHR/TE/SE needs to PRU

RQ.5051 System allows OPD supervisory users to review the HR/AHR/TE/SE needs with deployment plan and publish them to PRU.

Implemented in Opera: No

### 3.2.1.2 BP-27 Plan joint operation

#### 3.2.1.2.1 Prepare initial HR/AHR/TE/SE needs for Frontex resources

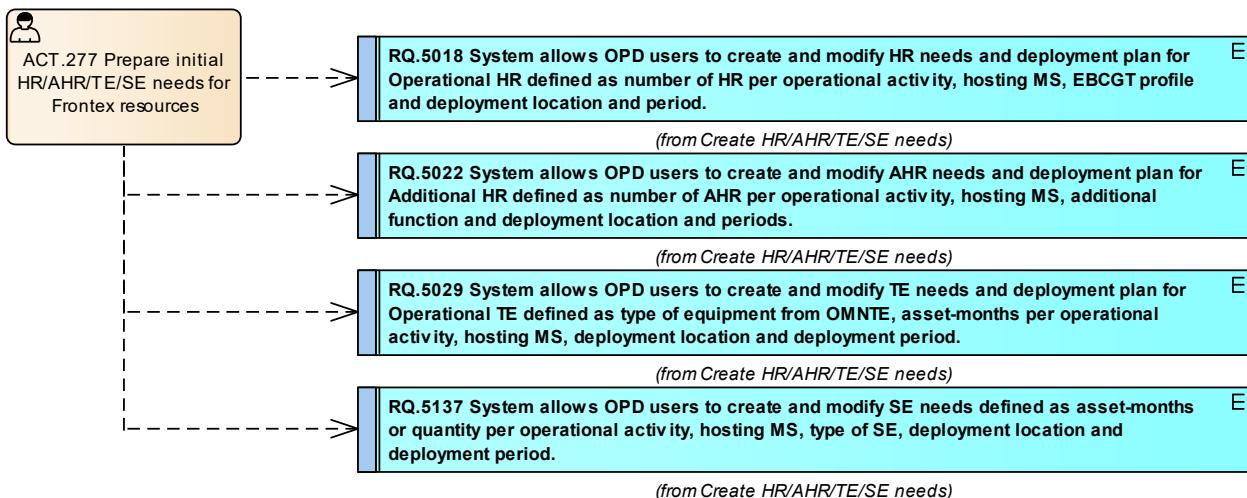


Figure 96: Prepare initial HR/AHR/TE/SE needs for Frontex resources

### 3.2.1.2.2 Update HR/AHR/TE/SE needs for Frontex resources

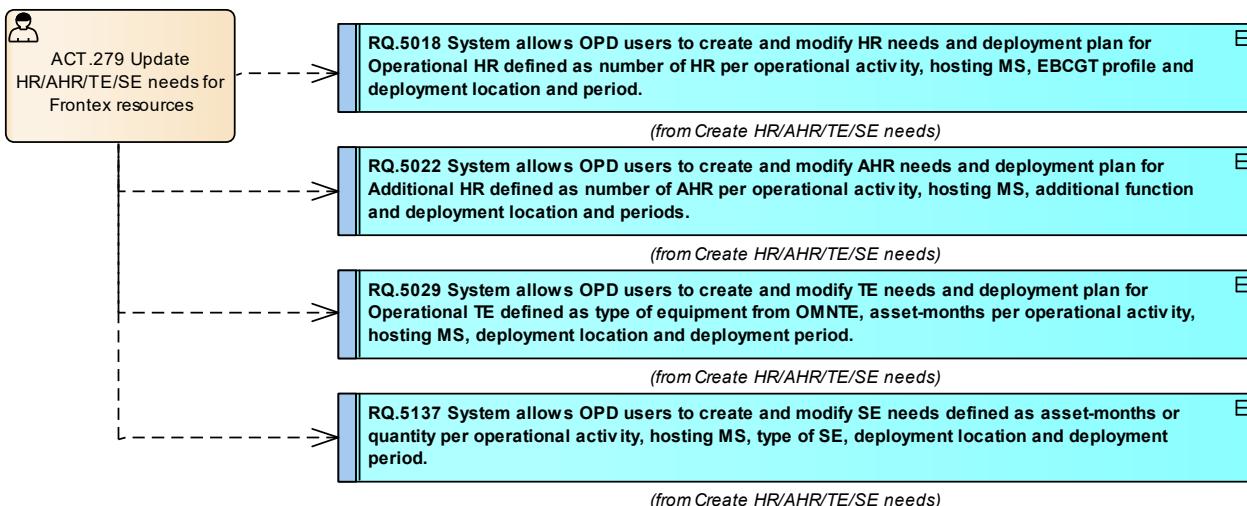


Figure 97: Update HR/AHR/TE/SE needs for Frontex resources

### 3.2.1.3     BSP-28 Prepare/modify Operational Plan (OPLAN)

#### 3.2.1.3.1 Attach planned HR/AHR/TE/SE resources with deployment plan to OPLAN

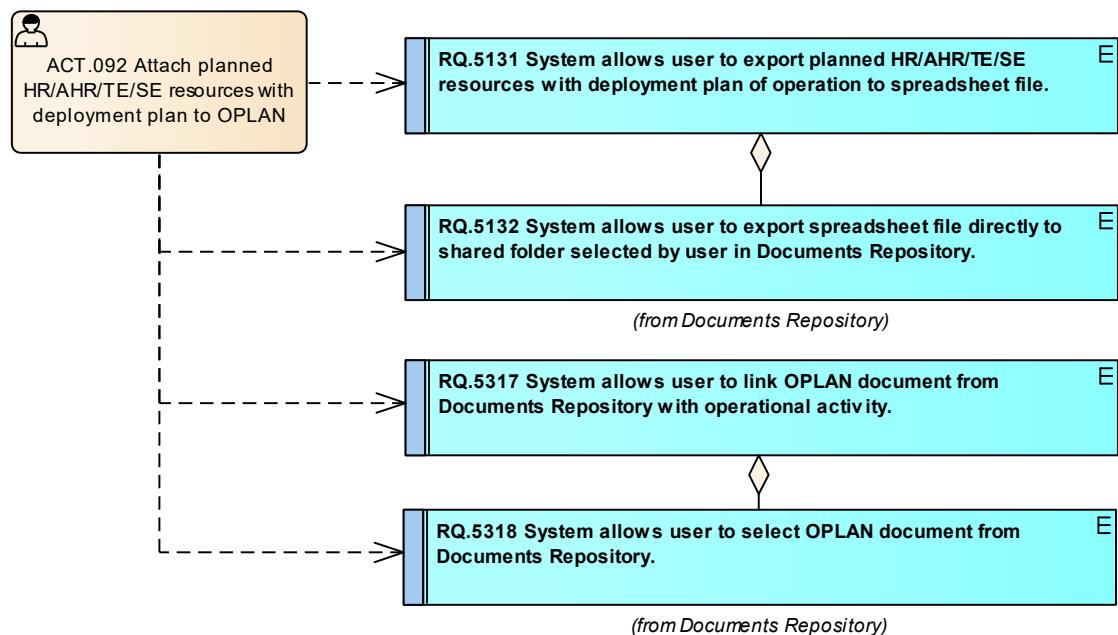


Figure 98: Attach planned HR/AHR/TE/SE resources with deployment plan to OPLAN

RQ.5131 System allows user to export planned HR/AHR/TE/SE resources with deployment plan of operation to spreadsheet file.

Implemented in Opera: No

RQ.5317 System allows user to link OPLAN document from Documents Repository with operational activity.

Implemented in Opera: No

#### 3.2.1.3.2 Modify planned HR/AHR/TE/SE resources and deployment plan

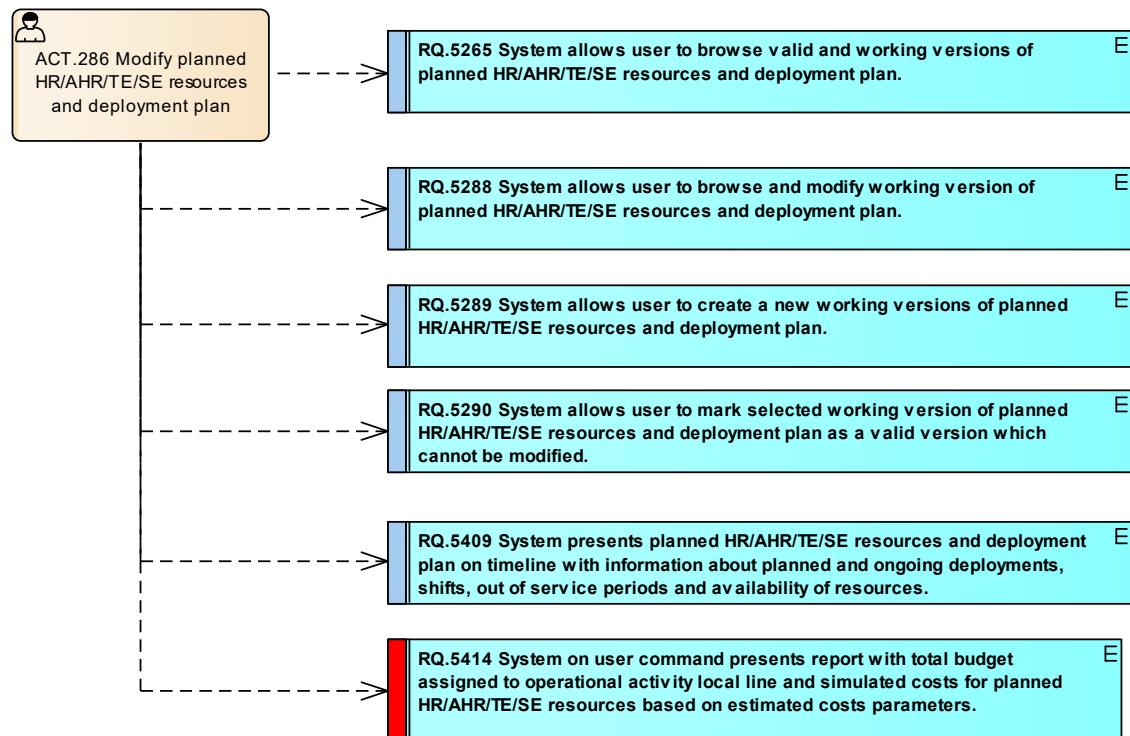


Figure 99: Modify planned HR/AHR/TE/SE resources and deployment plan

RQ.5265 System allows user to browse valid and working versions of planned HR/AHR/TE/SE resources and deployment plan.

Implemented in Opera: No

RQ.5288 System allows user to browse and modify working version of planned HR/AHR/TE/SE resources and deployment plan.

Implemented in Opera: No

RQ.5289 System allows user to create a new working versions of planned HR/AHR/TE/SE resources and deployment plan.

Implemented in Opera: No

RQ.5290 System allows user to mark selected working version of planned HR/AHR/TE/SE resources and deployment plan as a valid version which cannot be modified.

Implemented in Opera: No

RQ.5409 System presents planned HR/AHR/TE/SE resources and deployment plan on timeline with information about planned and ongoing deployments, shifts, out of service periods and availability of resources.

Implemented in Opera: Partially

RQ.5414 System on user command presents report with total budget assigned to operational activity local line and simulated costs for planned HR/AHR/TE/SE resources based on estimated costs parameters.

Implemented in Opera: No

## 3.2.2 Operational activity implementation

### 3.2.2.1 BP-18 Implement activity

#### 3.2.2.1.1 Read OPLAN and consider changes to activity

RQ.5202 System allows user to link operational activity with OPLAN stored in Document Management System. E

RQ.5203 System allows user to read OPLAN stored in Document Management System. E

Figure 100: Read OPLAN and consider changes to activity

RQ.5202 System allows user to link operational activity with OPLAN stored in Document Management System.

Implemented in Opera: No

RQ.5203 System allows user to read OPLAN stored in Document Management System.

Implemented in Opera: No

#### 3.2.2.1.2 Update Activity Initiation and Financial Commitment

RQ.5204 System allows user to create a new version of AIFC detailed estimated budget. E

RQ.5092 System allows OPD users to manage costs categories as parameters necessary to calculate costs for deployment of HR/AHR/TE/SE resources.

(from Dictionaries)

RQ.5133 System allows user to create AIFC detailed estimated budget for selected operational activity.

(from Prepare detailed estimated budget for AIFC )

RQ.5134 System allows user to add/modify costs categories, units, number of units, unit prices and total costs for AIFC detailed estimated budget.

(from Prepare detailed estimated budget for AIFC )

RQ.5135 System allows user to export AIFC detailed estimated budget to spreadsheet file.

(from Prepare detailed estimated budget for AIFC )

Figure 101: Update Activity Initiation and Financial Commitment

RQ.5204 System allows user to create a new version of AIFC detailed estimated budget.

Implemented in Opera: No

### 3.2.2.2 BP-30 Launch rapid border intervention

#### 3.2.2.2.1 Prepare reports on resources for 1st Task Force meetings

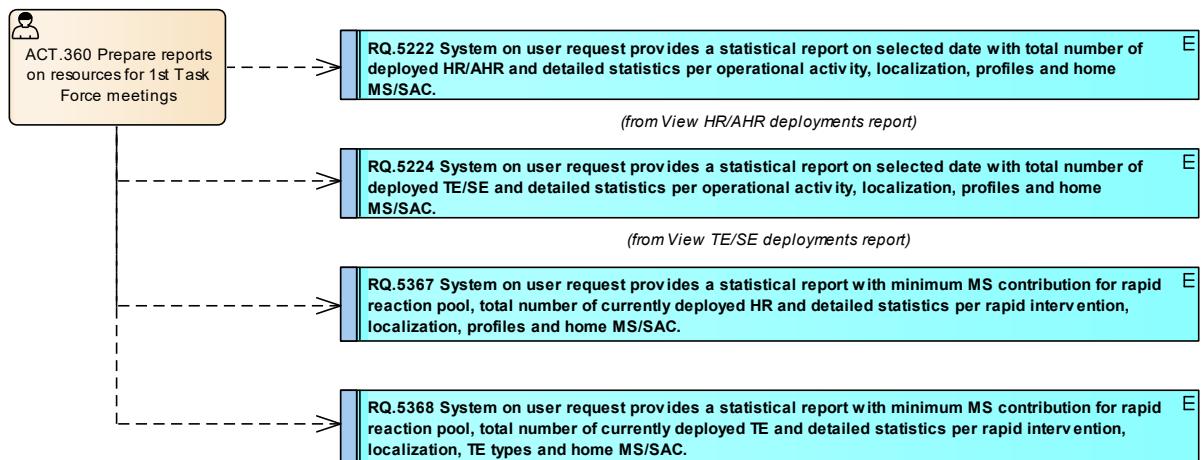


Figure 102: Prepare reports on resources for 1st Task Force meetings

RQ.5367 System on user request provides a statistical report with minimum MS contribution for rapid reaction pool, total number of currently deployed HR and detailed statistics per rapid intervention, localization, profiles and home MS/SAC.

Implemented in Opera: No

RQ.5368 System on user request provides a statistical report with minimum MS contribution for rapid reaction pool, total number of currently deployed TE and detailed statistics per rapid intervention, localization, TE types and home MS/SAC.

Implemented in Opera: No

#### 3.2.2.2.2 Initiate rapid border intervention

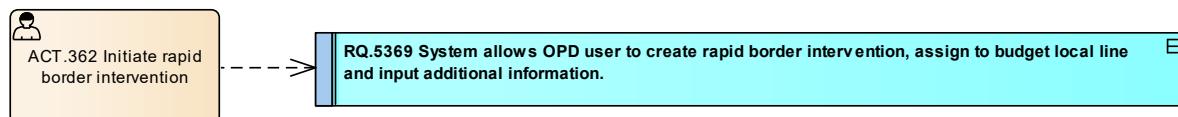


Figure 103: Initiate rapid border intervention

RQ.5369 System allows OPD user to create rapid border intervention, assign to budget local line and input additional information.

Implemented in Opera: No

#### 3.2.2.2.3 Prepare HR/TE needs based on rapid reaction pools

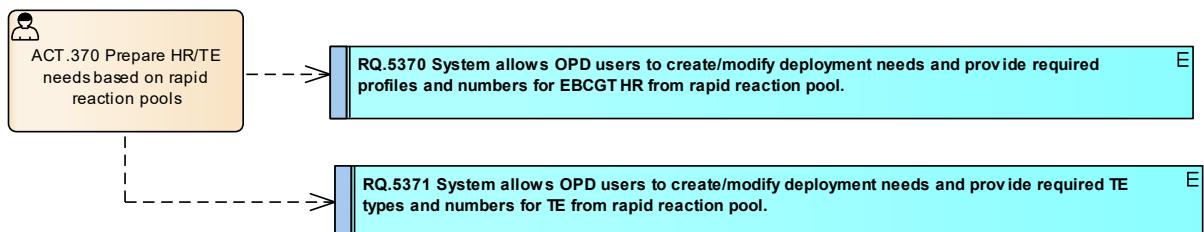


Figure 104: Prepare HR/TE needs based on rapid reaction pools

RQ.5370 System allows OPD users to create/modify deployment needs and provide required profiles and numbers for EBCGT HR from rapid reaction pool.

Implemented in Opera: No

RQ.5371 System allows OPD users to create/modify deployment needs and provide required TE types and numbers for TE from rapid reaction pool.

Implemented in Opera: No

### 3.2.2.3 BSP-31 Manage deployments of operational resources

#### 3.2.2.3.1 Review deployment plan

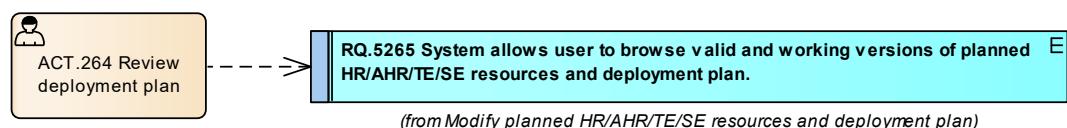


Figure 105: Review deployment plan

#### 3.2.2.3.2 Prepare request for available SGOs

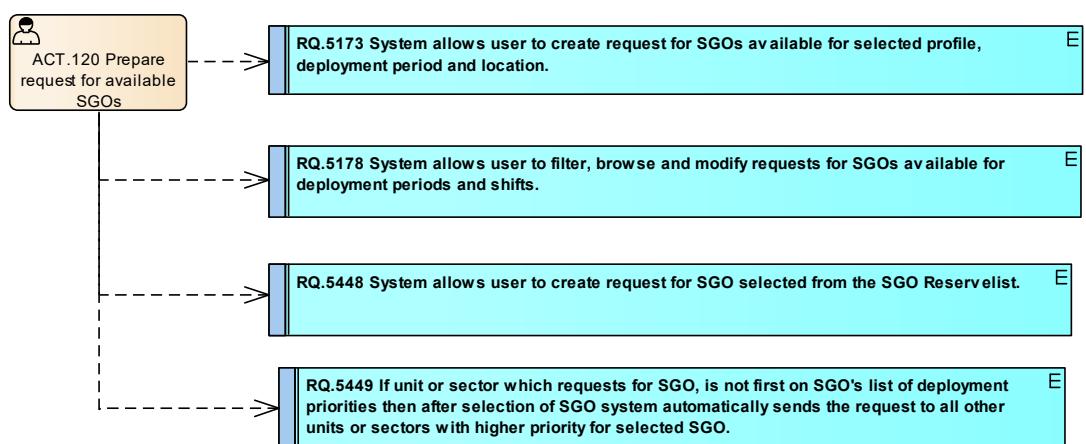


Figure 106: Prepare request for available SGOs

RQ.5173 System allows user to create request for SGOs available for selected profile, deployment period and location.

Implemented in Opera: No

RQ.5178 System allows user to filter, browse and modify requests for SGOs available for deployment periods and shifts.

Implemented in Opera: No

RQ.5448 System allows user to create request for SGO selected from the SGO Reservelist.

Implemented in Opera: No

### 3.2.2.3.3 Prepare request for Frontex resources

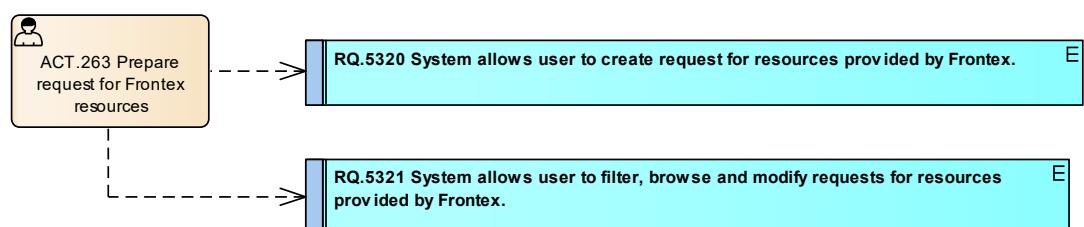


Figure 107: Prepare request for Frontex resources

RQ.5320 System allows user to create request for resources provided by Frontex.

Implemented in Opera: No

RQ.5321 System allows user to filter, browse and modify requests for resources provided by Frontex.

Implemented in Opera: No

### 3.2.2.3.4 Determine MS/SAC contribution for required HR/TE rapid reaction resources

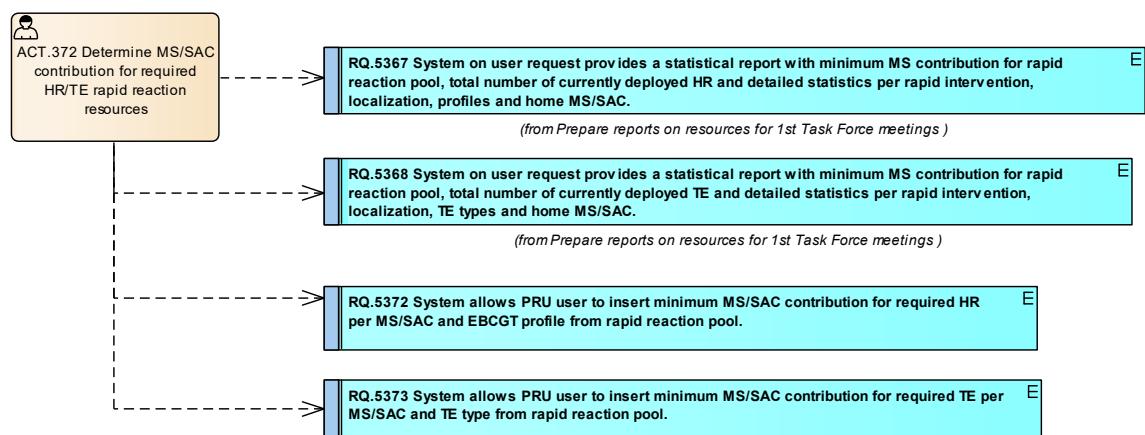


Figure 108: Determine MS/SAC contribution for required HR/TE rapid reaction resources

RQ.5372 System allows PRU user to insert minimum MS/SAC contribution for required HR per MS/SAC and EBCGT profile from rapid reaction pool.

Implemented in Opera: No

RQ.5373 System allows PRU user to insert minimum MS/SAC contribution for required TE per MS/SAC and TE type from rapid reaction pool.

Implemented in Opera: No

### 3.2.2.3.5 Request MS/SAC for available contributed resources

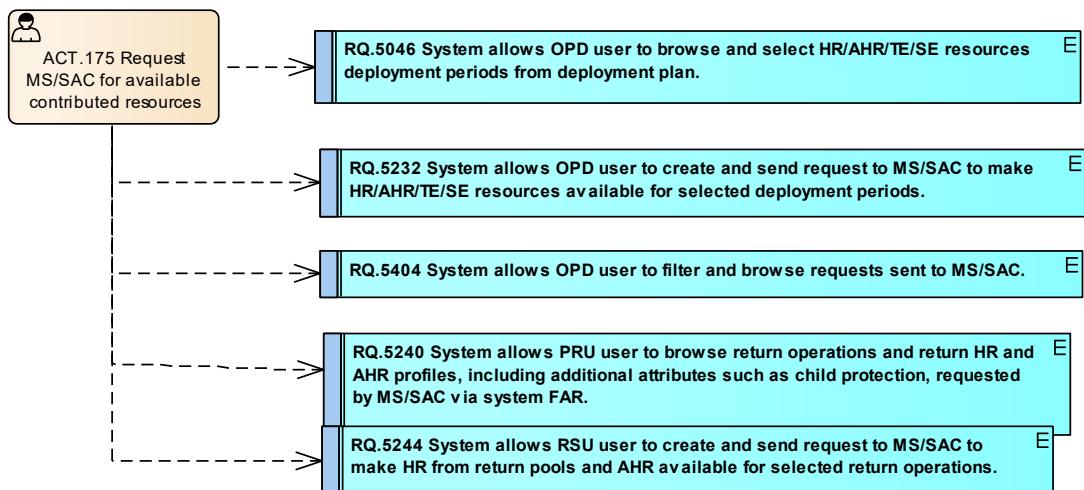


Figure 109:

Request MS/SAC for available contributed resources

RQ.5046 System allows OPD user to browse and select HR/AHR/TE/SE resources deployment periods from deployment plan.

Implemented in Opera: Partially

RQ.5232 System allows OPD user to create and send request to MS/SAC to make HR/AHR/TE/SE resources available for selected deployment periods.

Implemented in Opera: Partially

RQ.5244 System allows RSU user to create and send request to MS/SAC to make HR from return pools and AHR available for selected return operations.

Implemented in Opera: Yes

RQ.5404 System allows OPD user to filter and browse requests sent to MS/SAC.

Implemented in Opera: No

### 3.2.2.3.6 Make HR/AHR/TE/SE contributed resources available

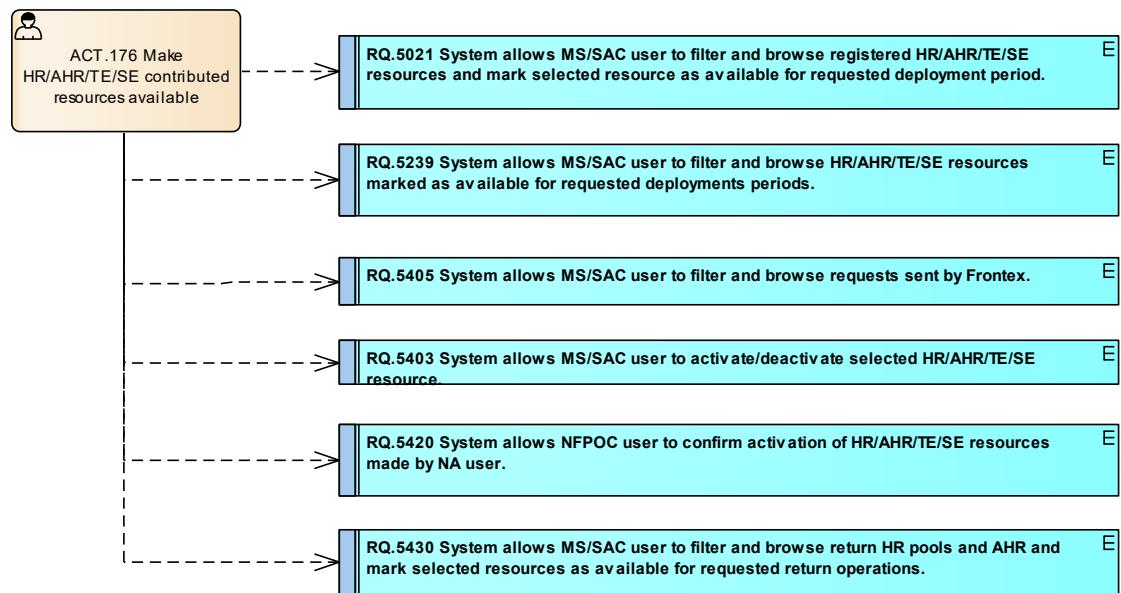


Figure 110: Make HR/AHR/TE/SE contributed resources available

RQ.5021 System allows MS/SAC user to filter and browse registered HR/AHR/TE/SE resources and mark selected resource as available for requested deployment period.

Implemented in Opera: Yes

RQ.5239 System allows MS/SAC user to filter and browse HR/AHR/TE/SE resources marked as available for requested deployments periods.

Implemented in Opera: Yes

RQ.5403 System allows MS/SAC user to activate/deactivate selected HR/AHR/TE/SE resource.

Implemented in Opera: Yes

RQ.5405 System allows MS/SAC user to filter and browse requests sent by Frontex.

Implemented in Opera: Partially

RQ.5420 System allows NFPOC user to confirm activation of HR/AHR/TE/SE resources made by NA user.

Implemented in Opera: Yes

RQ.5430 System allows MS/SAC user to filter and browse return HR pools and AHR and mark selected resources as available for requested return operations.

Implemented in Opera: No

### 3.2.2.3.7 Register new HR/AHR/TE/SE resources

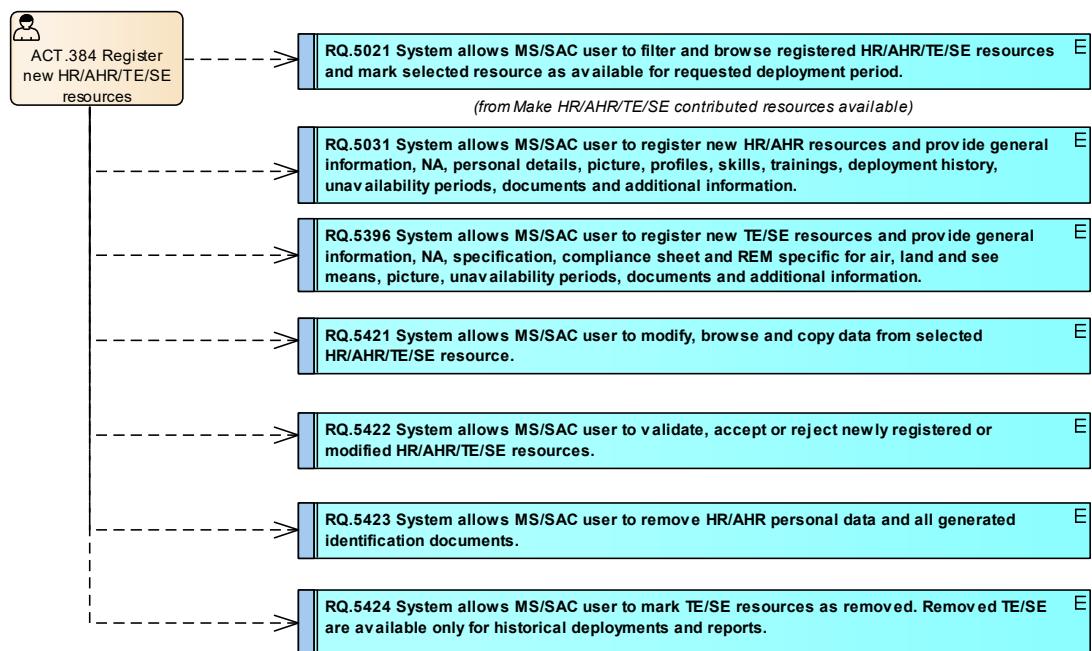


Figure 111: Register new HR/AHR/TE/SE resources

RQ.5031 System allows MS/SAC user to register new HR/AHR resources and provide general information, NA, personal details, picture, profiles, skills, trainings, deployment history, unavailability periods, documents and additional information.

Implemented in Opera: Yes

RQ.5396 System allows MS/SAC user to register new TE/SE resources and provide general information, NA, specification, compliance sheet and REM specific for air, land and see means, picture, unavailability periods, documents and additional information.

Implemented in Opera: Yes

RQ.5421 System allows MS/SAC user to modify, browse and copy data from selected HR/AHR/TE/SE resource.

Implemented in Opera: Yes

RQ.5422 System allows MS/SAC user to validate, accept or reject newly registered or modified HR/AHR/TE/SE resources.

Implemented in Opera: Yes

RQ.5423 System allows MS/SAC user to remove HR/AHR personal data and all generated identification documents.

Implemented in Opera: Yes

RQ.5424 System allows MS/SAC user to mark TE/SE resources as removed. Removed TE/SE are available only for historical deployments and reports.

Implemented in Opera: Yes

### 3.2.2.3.8 Dispose of identification documents

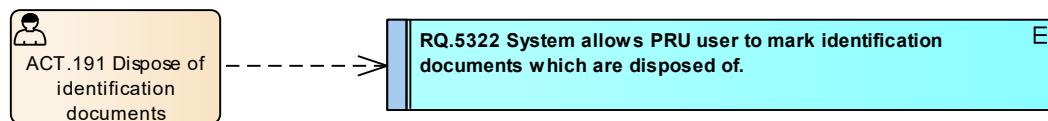


Figure 112: Dispose of identification documents

RQ.5322 System allows PRU user to mark identification documents which are disposed of.

Implemented in Opera: No

### 3.2.2.3.9 Send request for cancellation or extension of HR/AHT/TE/SE contribution

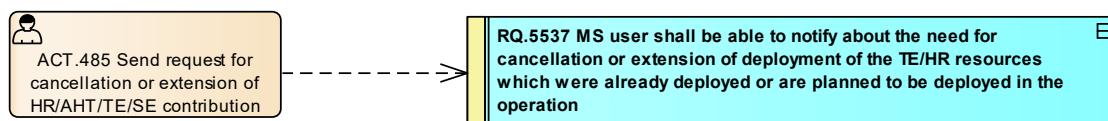


Figure 113: Send request for cancellation or extension of HR/AHT/TE/SE contribution

RQ.5537 MS user shall be able to notify about the need for cancellation or extension of deployment of the TE/HR resources which were already deployed or are planned to be deployed in the operation

Implemented in Opera: No

### 3.2.2.3.10 Manage deployment cancellation or extension

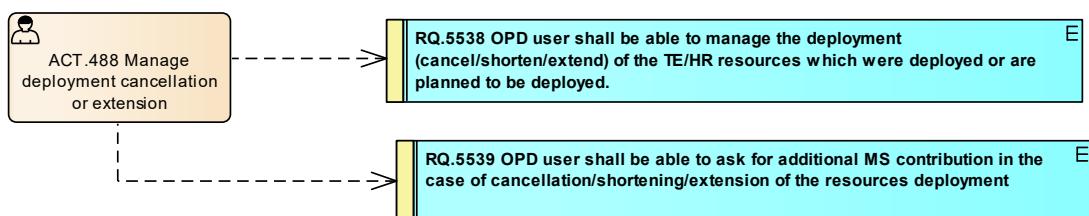


Figure 114: Manage deployment cancellation or extension

RQ.5538 OPD user shall be able to manage the deployment (cancel/shorten/extend) of the TE/HR resources which were deployed or are planned to be deployed.

Implemented in Opera: No

RQ.5539 OPD user shall be able to ask for additional MS contribution in the case of cancellation/shortening/extension of the resources deployment

Implemented in Opera: No

### 3.2.2.4 BSP-32 Deploy Human Resources

#### 3.2.2.4.1 Select return HR and AHR resources

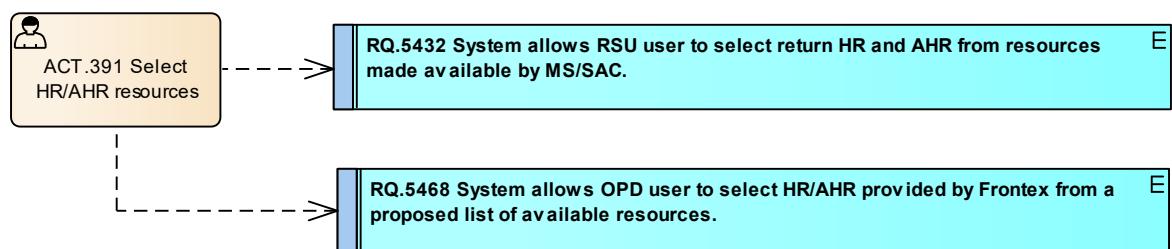


Figure 115: Select return HR and AHR resources

RQ.5432 System allows RSU user to select return HR and AHR from resources made available by MS/SAC.

Implemented in Opera: No

RQ.5468 System allows OPD user to select HR/AHR provided by Frontex from a proposed list of available resources.

Implemented in Opera: No

#### 3.2.2.4.2 Confirm available HR/AHR



Figure 116: Confirm available HR/RHR/AHR

RQ.5234 System allows OPD user to confirm HR/AHR resources made available by MS/SAC.

Implemented in Opera: Yes

### 3.2.2.4.3 Assign HR/AHR to teams

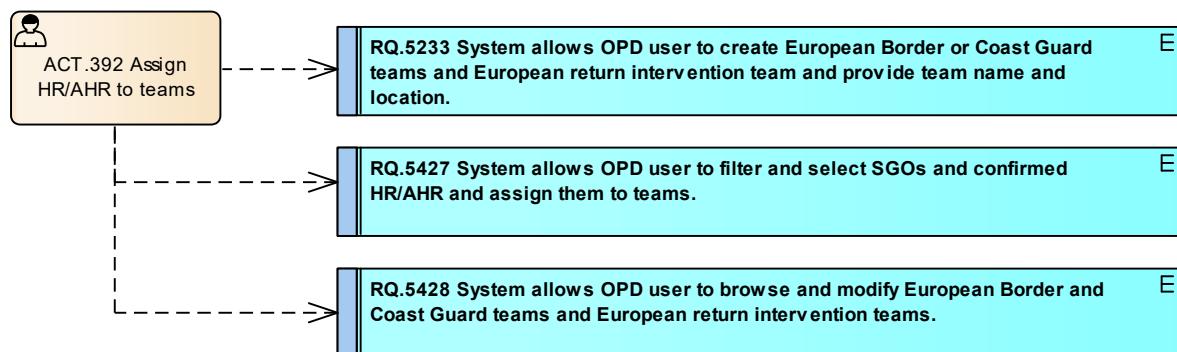


Figure 117: Assign HR/AHR to teams

RQ.5233 System allows OPD user to create European Border or Coast Guard teams and European return intervention team and provide team name and location.

Implemented in Opera: Yes

RQ.5427 System allows OPD user to filter and select SGOs and confirmed HR/AHR and assign them to teams.

Implemented in Opera: Yes

RQ.5428 System allows OPD user to browse and modify European Border and Coast Guard teams and European return intervention teams.

Implemented in Opera: Yes

### 3.2.2.4.4 Provide deployment details for Frontex HR/AHR resources

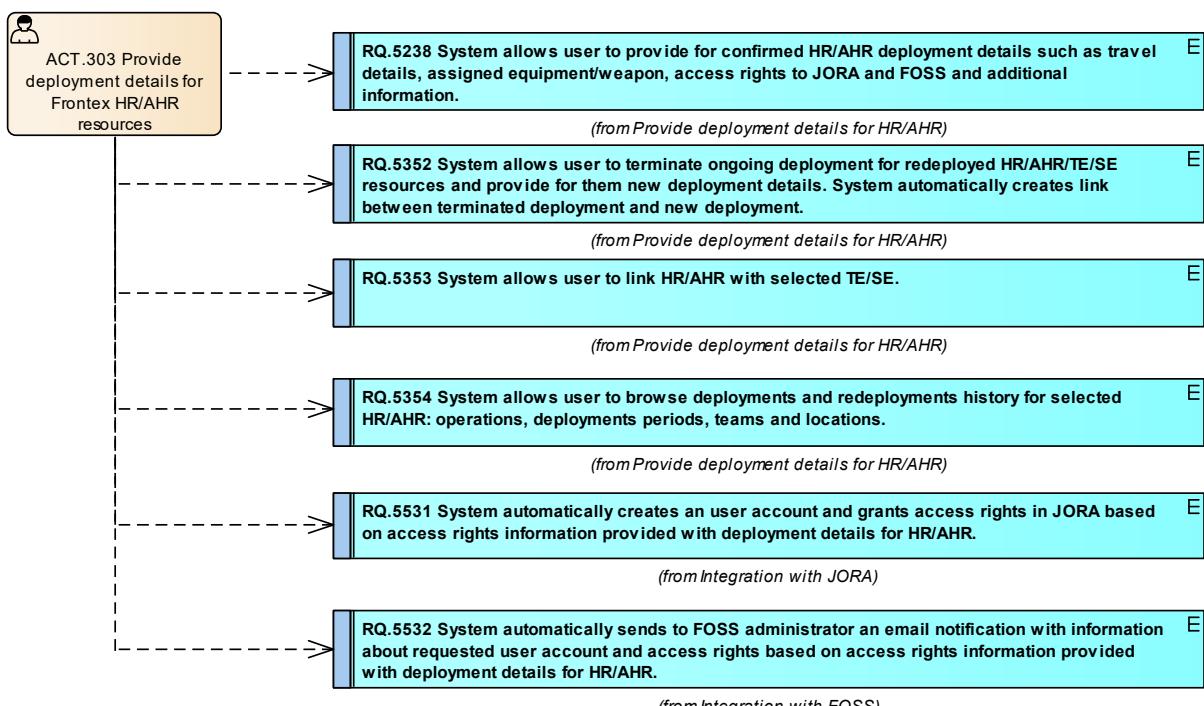


Figure 118: Provide deployment details for Frontex HR/AHR resources

### 3.2.2.4.5 Request for HR/AHR deployment details

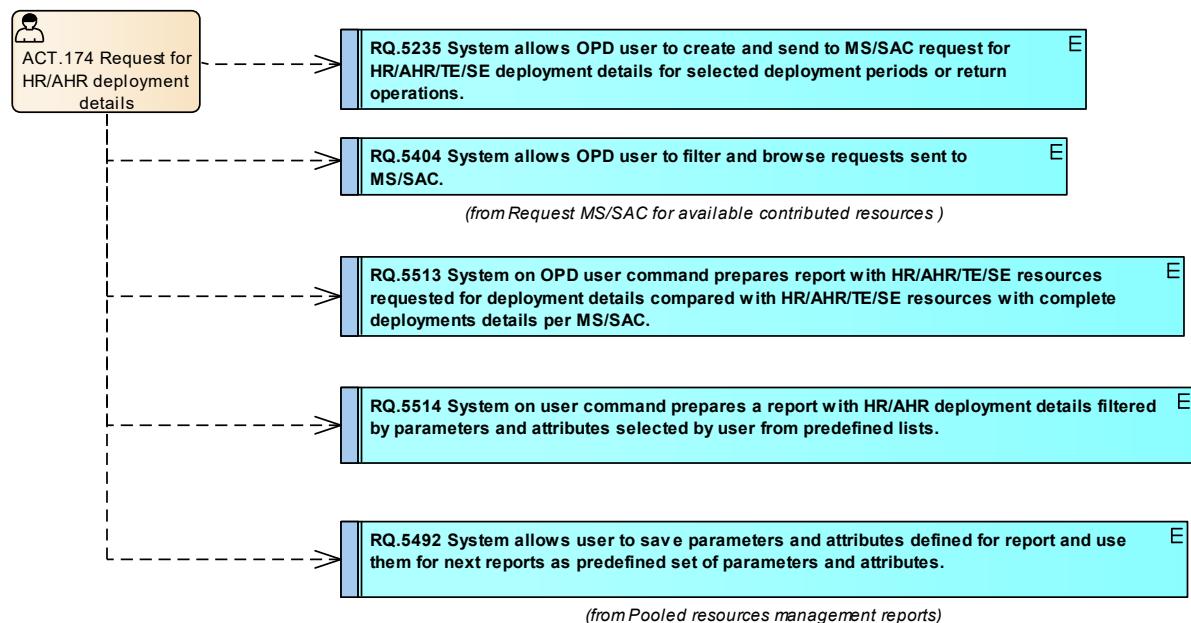


Figure 119: Request for HR/AHR deployment details

RQ.5235 System allows OPD user to create and send to MS/SAC request for HR/AHR/TE/SE deployment details for selected deployment periods or return operations.

Implemented in Opera: Yes

RQ.5513 System on OPD user command prepares report with HR/AHR/TE/SE resources requested for deployment details compared with HR/AHR/TE/SE resources with complete deployments details per MS/SAC.

Implemented in Opera: No

RQ.5514 System on user command prepares a report with HR/AHR deployment details filtered by parameters and attributes selected by user from predefined lists.

Implemented in Opera: Yes

### 3.2.2.4.6 Provide deployment details for HR/AHR

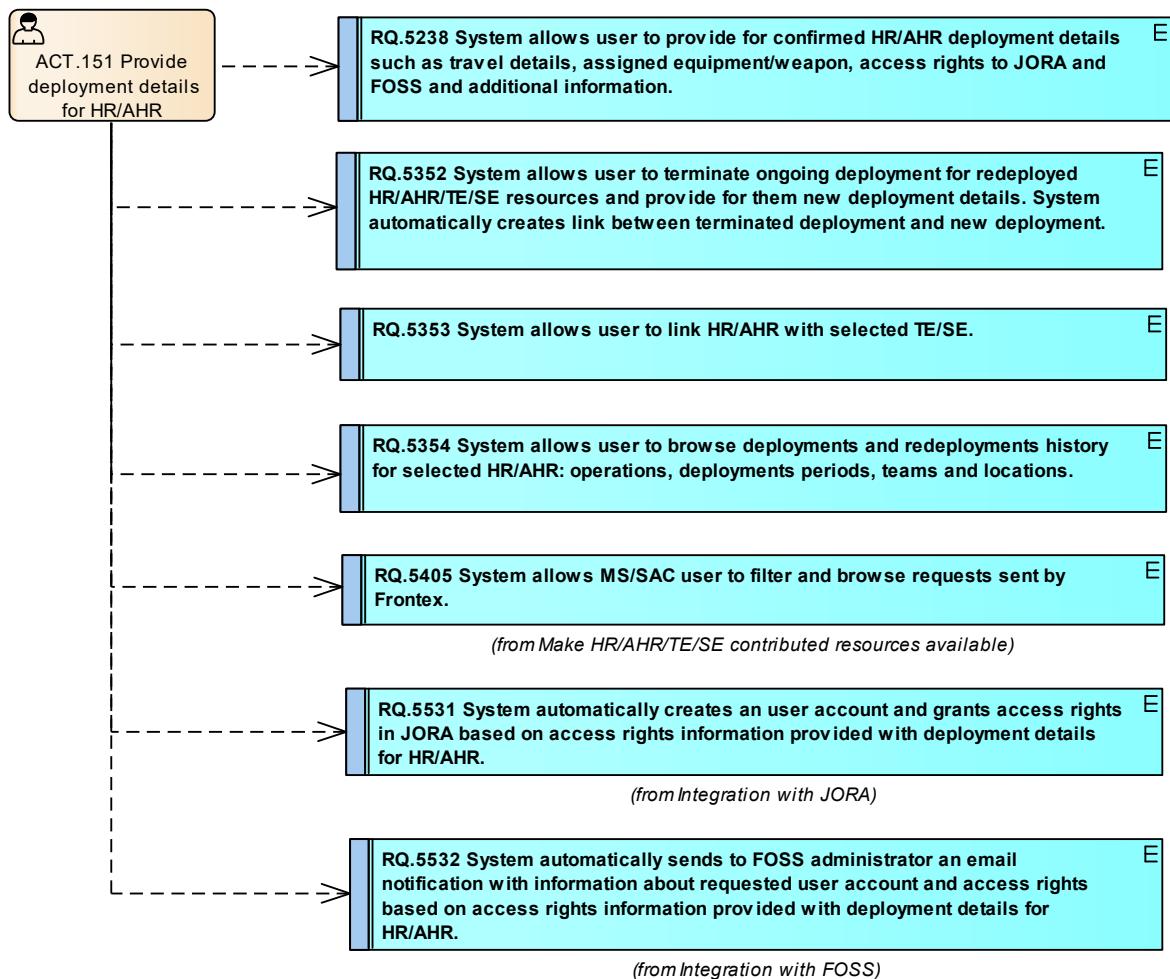


Figure 120: Provide deployment details for HR/AHR

RQ.5238 System allows user to provide for confirmed HR/AHR deployment details such as travel details, assigned equipment/weapon, access rights to JORA and FOSS and additional information.

Implemented in Opera: Yes

RQ.5352 System allows user to terminate ongoing deployment for redeployed HR/AHR/TE/SE resources and provide for them new deployment details. System automatically creates link between terminated deployment and new deployment.

Implemented in Opera: No

RQ.5353 System allows user to link HR/AHR with selected TE/SE.

Implemented in Opera: Yes

RQ.5354 System allows user to browse deployments and redeployments history for selected HR/AHR: operations, deployments periods, teams and locations.

Implemented in Opera: Partially

### 3.2.2.4.7 Request for HR/AHR identification documents

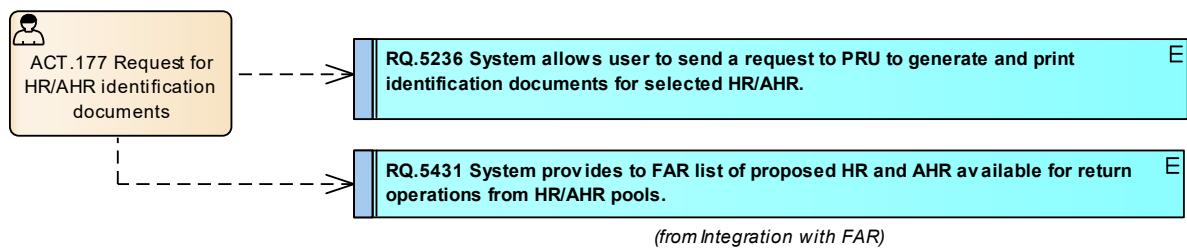


Figure 121:

Request for HR/AHR identification documents

RQ.5236 System allows user to send a request to PRU to generate and print identification documents for selected HR/AHR.

Implemented in Opera: Yes

### 3.2.2.4.8 Print border guard accreditation cards

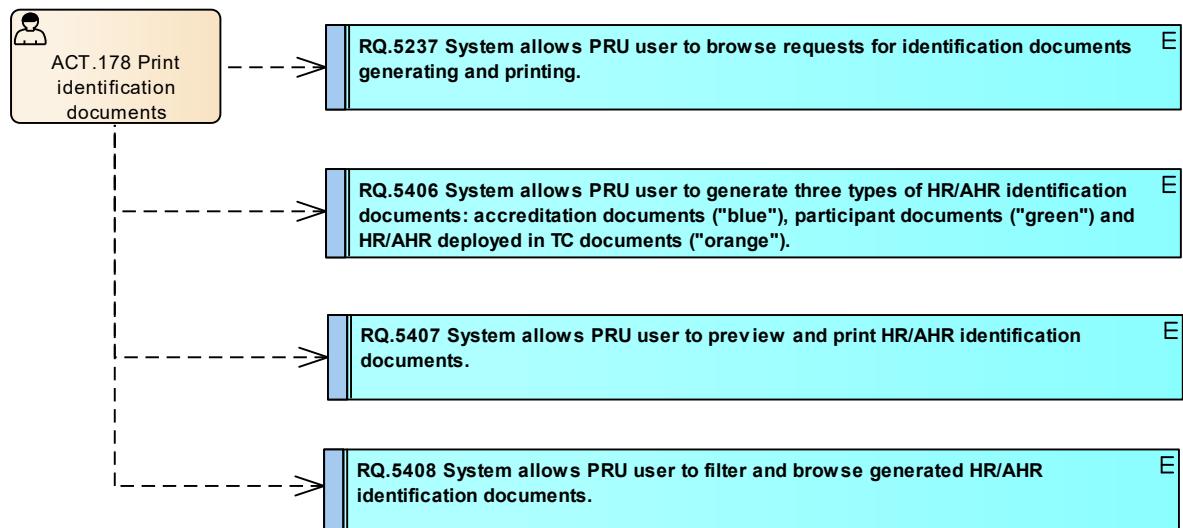


Figure 122:

Print border guard accreditation cards

RQ.5237 System allows PRU user to browse requests for identification documents generating and printing.

Implemented in Opera: Yes

RQ.5406 System allows PRU user to generate three types of HR/AHR identification documents: accreditation documents ("blue"), participant documents ("green") and HR/AHR deployed in TC documents ("orange").

Implemented in Opera: Yes

RQ.5407 System allows PRU user to preview and print HR/AHR identification documents.

Implemented in Opera: Yes

RQ.5408 System allows PRU user to filter and browse generated HR/AHR identification documents.

Implemented in Opera: Partially

### 3.2.2.5 BSP-33 Deploy Technical Equipment

#### 3.2.2.5.1 Confirm TE/SE for deployment

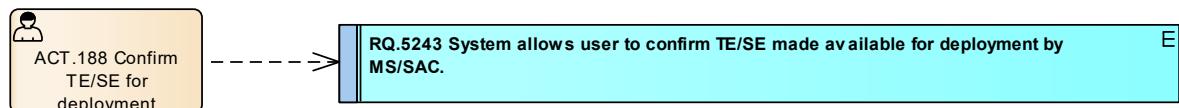


Figure 123: Confirm TE/SE for deployment

RQ.5243 System allows user to confirm TE/SE made available for deployment by MS/SAC.

Implemented in Opera: Yes

#### 3.2.2.5.2 Provide deployment details for Frontex TE/SE resources

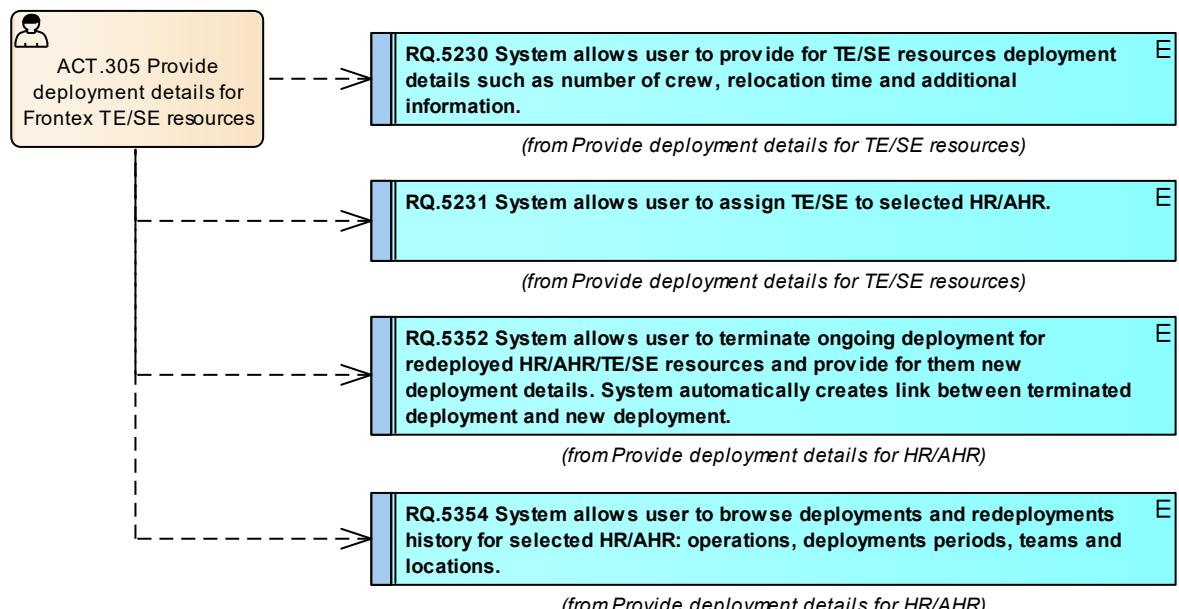


Figure 124: Provide deployment details for Frontex TE/SE resources

#### 3.2.2.5.3 Request for TE/SE deployment details

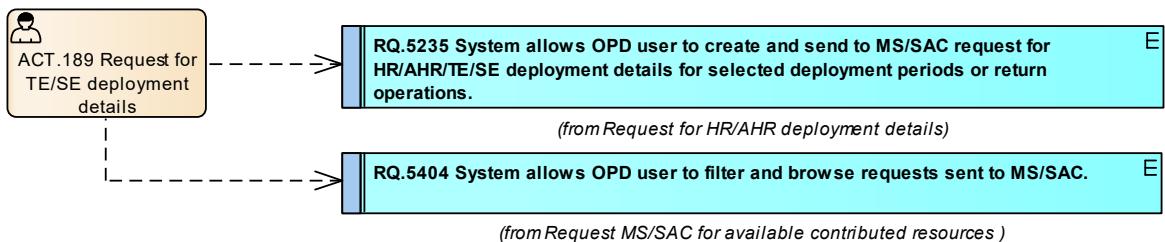


Figure 125:

Request for TE/SE deployment details

### 3.2.2.5.4 Provide deployment details for TE/SE resources

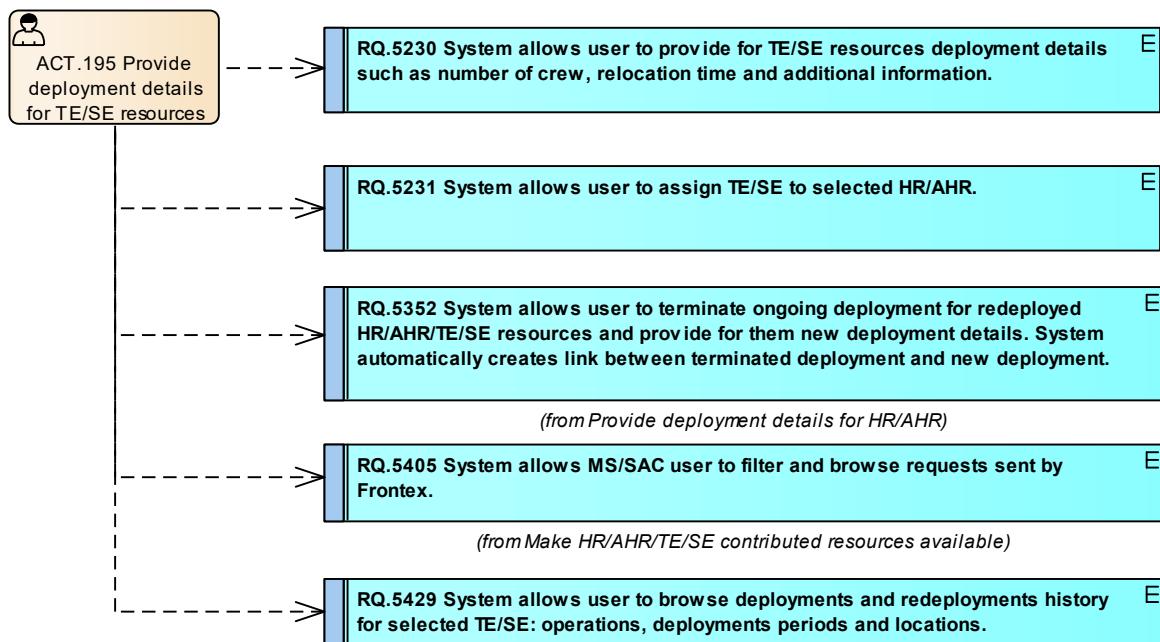


Figure 126:

Provide deployment details for TE/SE resources

RQ.5230 System allows user to provide for TE/SE resources deployment details such as number of crew, relocation time and additional information.

Implemented in Opera: Partially

RQ.5231 System allows user to assign TE/SE to selected HR/AHR.

Implemented in Opera: Yes

RQ.5429 System allows user to browse deployments and redeployments history for selected TE/SE: operations, deployments periods and locations.

Implemented in Opera: Partially

## 3.2.2.6 BSP-34 Collect reports on deployed resources

### 3.2.2.6.1 Monitor reports on deployed resources

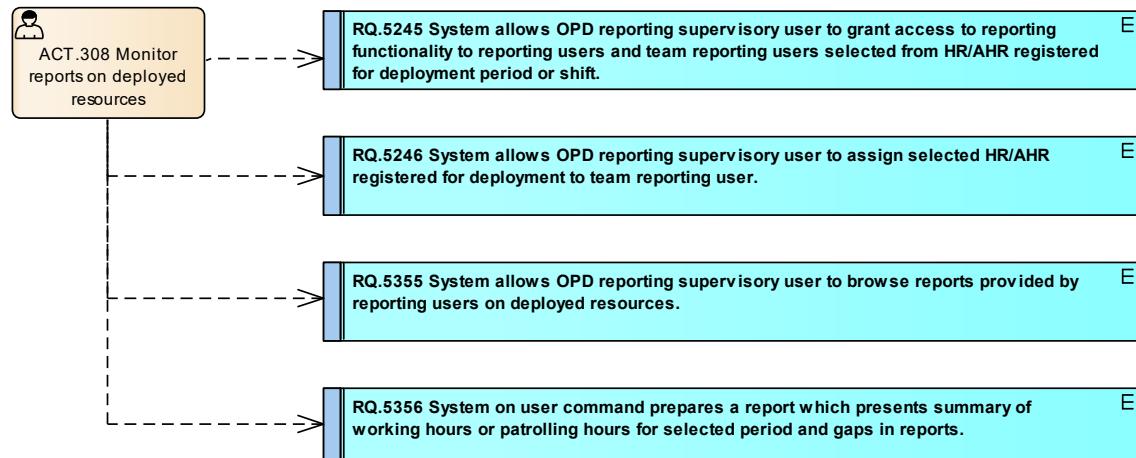


Figure 127: Monitor reports on deployed resources

RQ.5245 System allows OPD reporting supervisory user to grant access to reporting functionality to reporting users and team reporting users selected from HR/AHR registered for deployment period or shift.

Implemented in Opera: No

RQ.5246 System allows OPD reporting supervisory user to assign selected HR/AHR registered for deployment to team reporting user.

Implemented in Opera: No

RQ.5355 System allows OPD reporting supervisory user to browse reports provided by reporting users on deployed resources.

Implemented in Opera: No

RQ.5356 System on user command prepares a report which presents summary of working hours or patrolling hours for selected period and gaps in reports.

Implemented in Opera: No

### 3.2.2.6.2 Validate the monitoring report

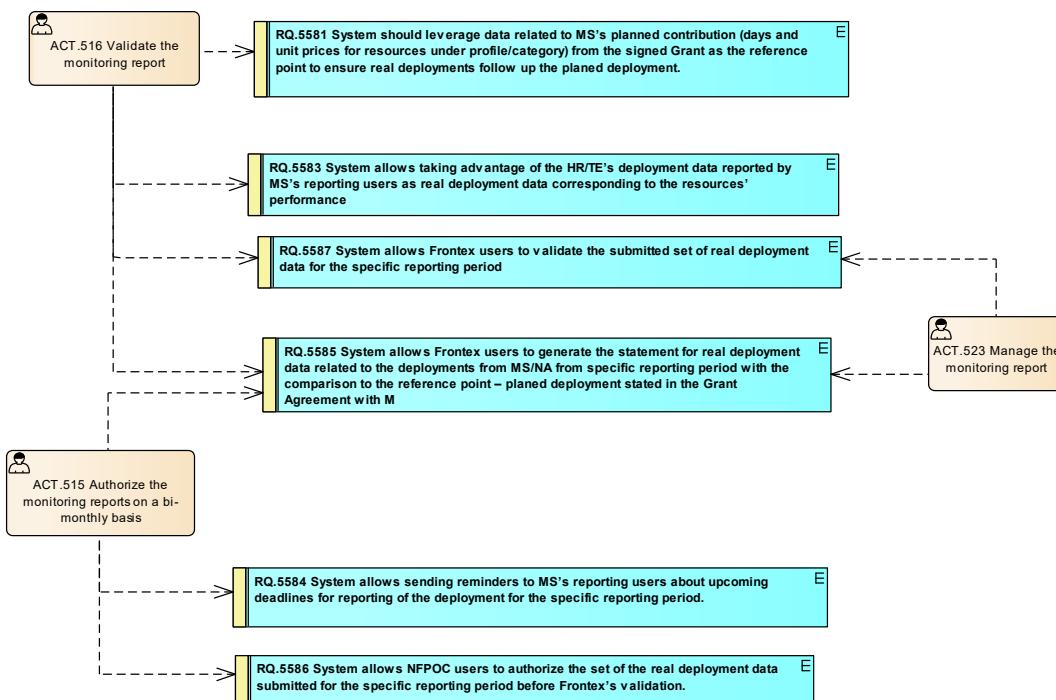


Figure 128: Validate the monitoring report

RQ.5583 System allows taking advantage of the HR/TE's deployment data reported by MS's reporting users as real deployment data corresponding to the resources' performance

Implemented in Opera: No

RQ.5584 System allows sending reminders to MS's reporting users about upcoming deadlines for reporting of the deployment for the specific reporting period.

Implemented in Opera: No

RQ.5585 System allows Frontex users to generate the statement for real deployment data related to the deployments from MS/NA from specific reporting period with the comparison to the reference point – planned deployment stated in the Grant Agreement with MS/NA

Implemented in Opera: No

RQ.5586 System allows NFPOC users to authorize the set of the real deployment data submitted for the specific reporting period before Frontex's validation.

Implemented in Opera: No

RQ.5587 System allows Frontex users to validate the submitted set of real deployment data for the specific reporting period

Implemented in Opera: No

RQ.5581 System should leverage data related to MS's planned contribution (days and unit cost for resources under profile/category) from the signed Grant as the reference point to ensure real deployments follow up the planned deployment.

Implemented in Opera: No

### 3.2.2.6.3 Report on TE/SE deployments

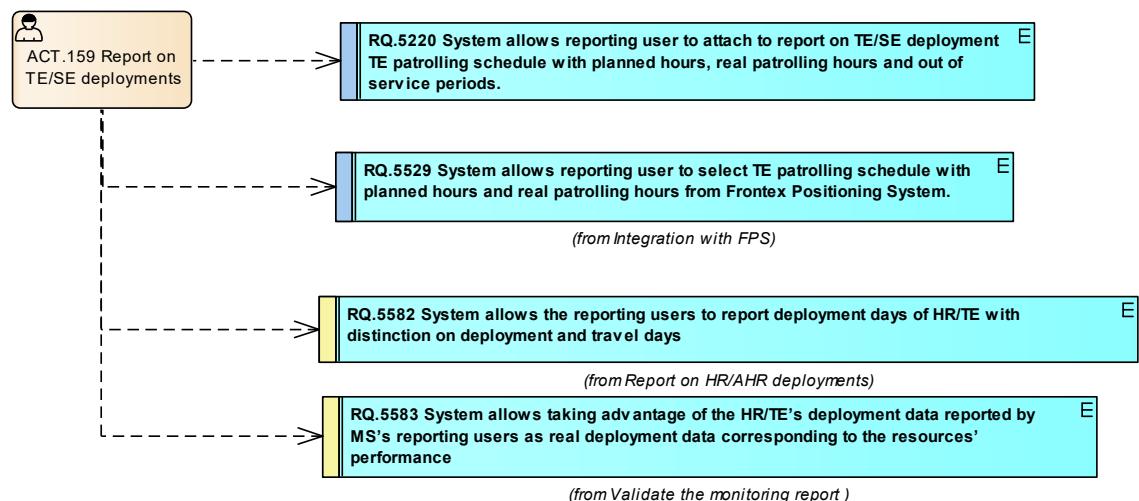


Figure 129: Report on TE/SE deployments

RQ.5220 System allows reporting user to attach to report on TE/SE deployment TE patrolling schedule with planned hours, real patrolling hours and out of service periods.

Implemented in Opera: No

### 3.2.2.6.4 Report on HR/AHR deployments

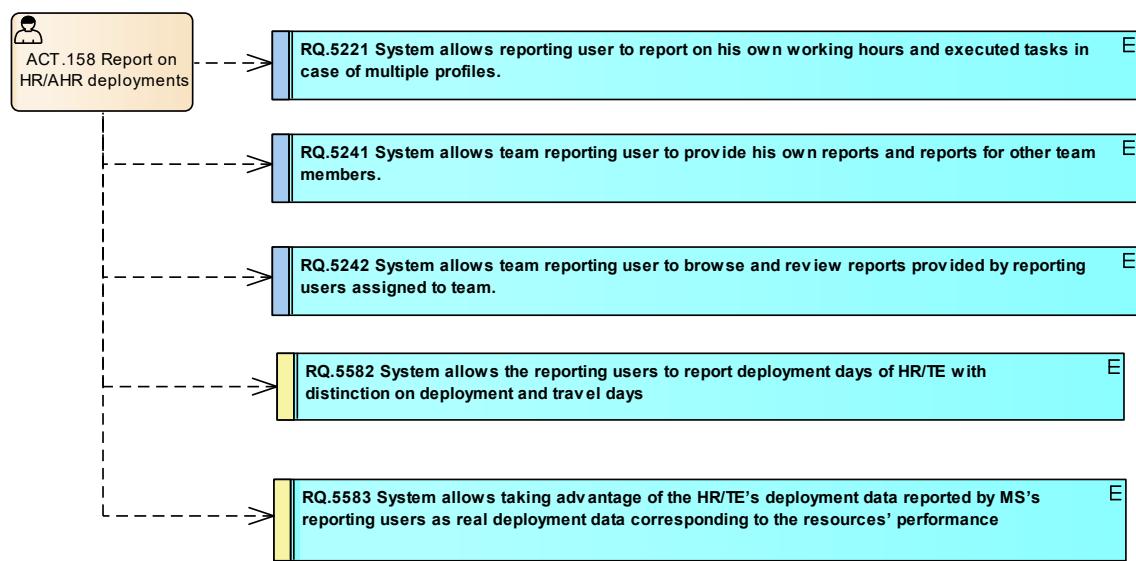


Figure 130: Report on HR/AHR deployments

RQ.5221 System allows reporting user to report on his own working hours and executed tasks in case of multiple profiles.

Implemented in Opera: No

RQ.5241 System allows team reporting user to provide his own reports and reports for other team members.

Implemented in Opera: No

RQ.5242 System allows team reporting user to browse and review reports provided by reporting users assigned to team.

Implemented in Opera: No

RQ.5582 System allows the reporting users to report deployment days of HR/TE with distinction on deployment and travel days

Implemented in Opera: No

### 3.2.2.7 BP-05 Ensure Frontex resources availability

#### 3.2.2.7.1 Provide requested Frontex resources

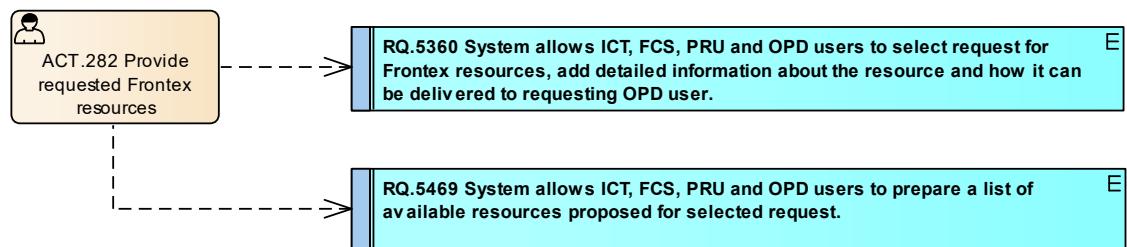


Figure 131: Provide requested Frontex resources

RQ.5360 System allows ICT, FCS, PRU and OPD users to select request for Frontex resources, add detailed information about the resource and how it can be delivered to requesting OPD user.

Implemented in Opera: No

RQ.5469 System allows ICT, FCS, PRU and OPD users to prepare a list of available resources proposed for selected request.

Implemented in Opera: No

#### 3.2.2.7.2 Update Frontex resources

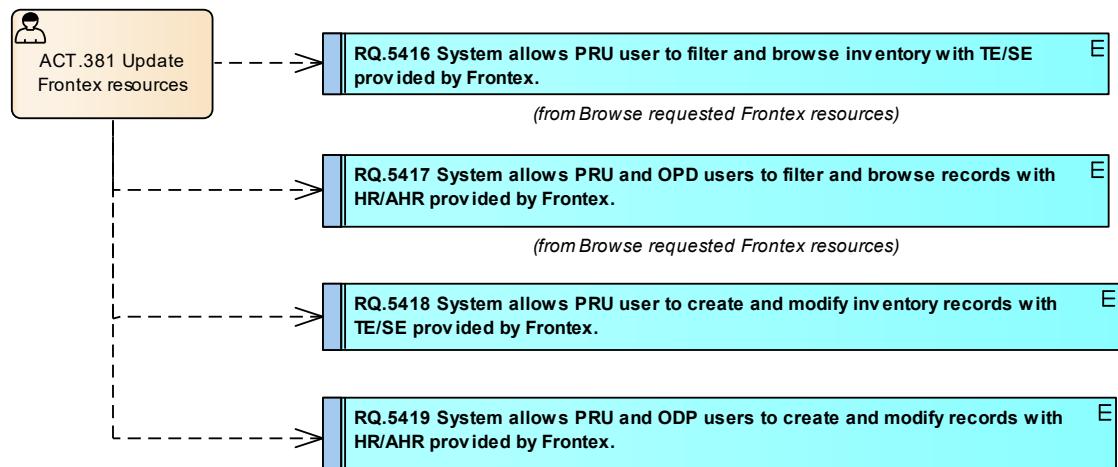


Figure 132: Update Frontex resources

RQ.5418 System allows PRU user to create and modify inventory records with TE/SE provided by Frontex.

Implemented in Opera: Partially

RQ.5419 System allows PRU and ODP users to create and modify records with HR/AHR provided by Frontex.

Implemented in Opera: Partially

### 3.2.2.7.3 Forward requests for Frontex resources to proper units

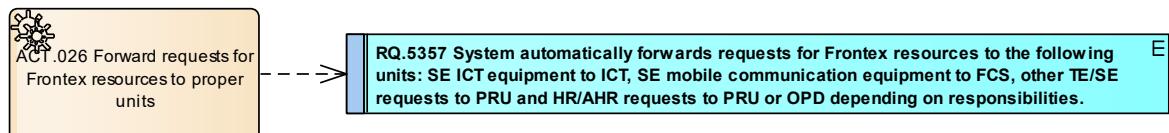


Figure 133: Forward requests for Frontex resources to proper units

RQ.5357 System automatically forwards requests for Frontex resources to the following units: SE ICT equipment to ICT, SE mobile communication equipment to FCS, other TE/SE requests to PRU and HR/AHR requests to PRU or ODP depending on responsibilities.

Implemented in Opera: No

### 3.2.2.7.4 Browse requested Frontex resources

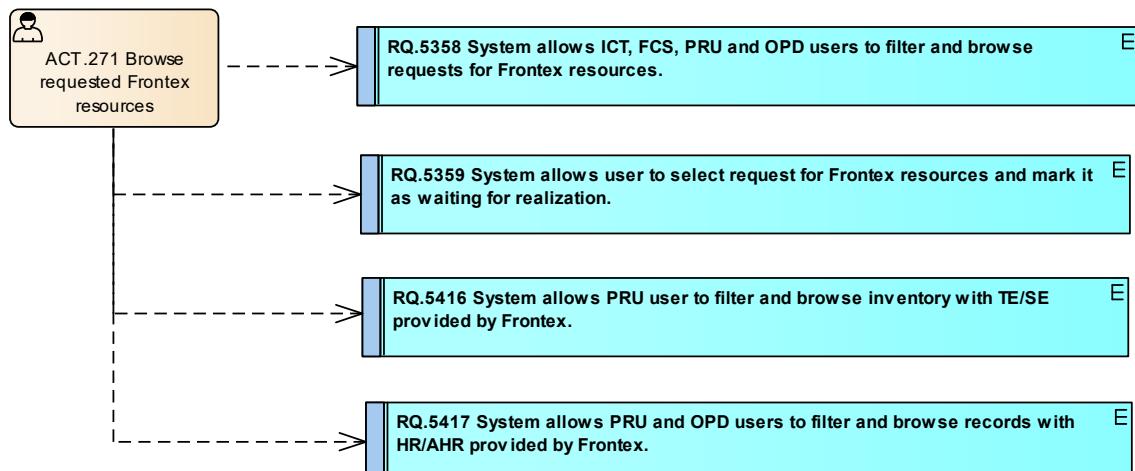


Figure 134: Browse requested Frontex resources

RQ.5358 System allows ICT, FCS, PRU and OPD users to filter and browse requests for Frontex resources.

Implemented in Opera: No

RQ.5359 System allows user to select request for Frontex resources and mark it as waiting for realization.

Implemented in Opera: No

RQ.5416 System allows PRU user to filter and browse inventory with TE/SE provided by Frontex.

Implemented in Opera: No

RQ.5417 System allows PRU and OPD users to filter and browse records with HR/AHR provided by Frontex.

Implemented in Opera: No

### 3.2.2.8 BSP-35 Prepare redeployment plan

#### 3.2.2.8.1 Prepare redeployments within operational activity

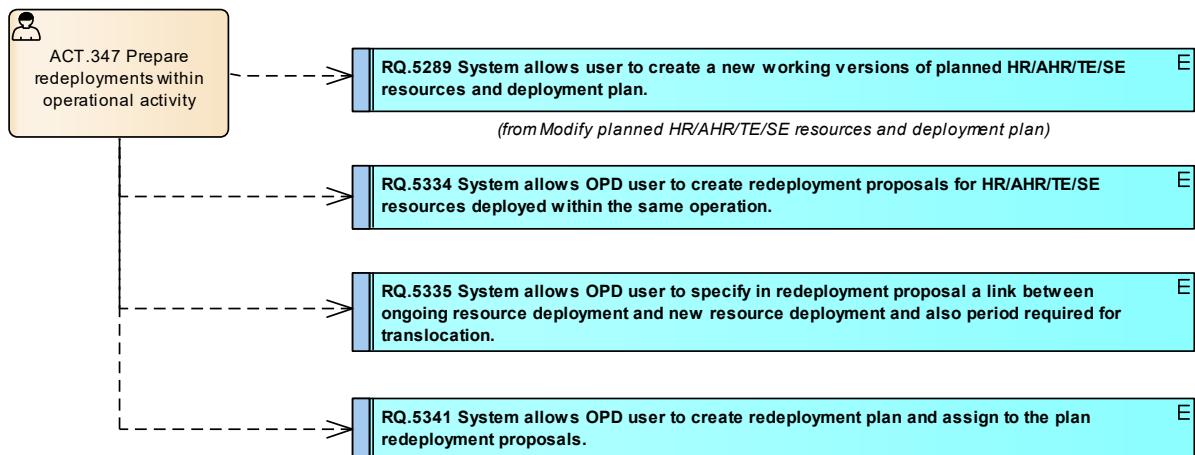


Figure 135: Prepare redeployments within operational activity

RQ.5334 System allows OPD user to create redeployment proposals for HR/AHR/TE/SE resources deployed within the same operation.

Implemented in Opera: No

RQ.5335 System allows OPD user to specify in redeployment proposal a link between ongoing resource deployment and new resource deployment and also period required for translocation.

Implemented in Opera: No

RQ.5341 System allows OPD user to create redeployment plan and assign to the plan redeployment proposals.

Implemented in Opera: No

### 3.2.2.8.2 Publish internal call to OPD for additional redeployments

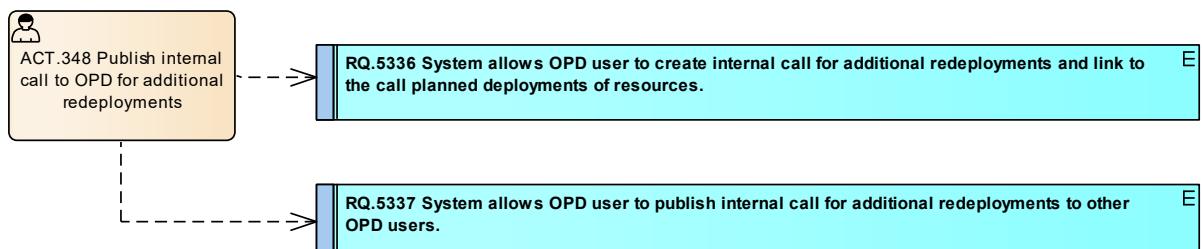


Figure 136: Publish internal call to OPD for additional redeployments

RQ.5336 System allows OPD user to create internal call for additional redeployments and link to the call planned deployments of resources.

Implemented in Opera: No

RQ.5337 System allows OPD user to publish internal call for additional redeployments to other OPD users.

Implemented in Opera: No

### 3.2.2.8.3 Prepare proposals for additional redeployments

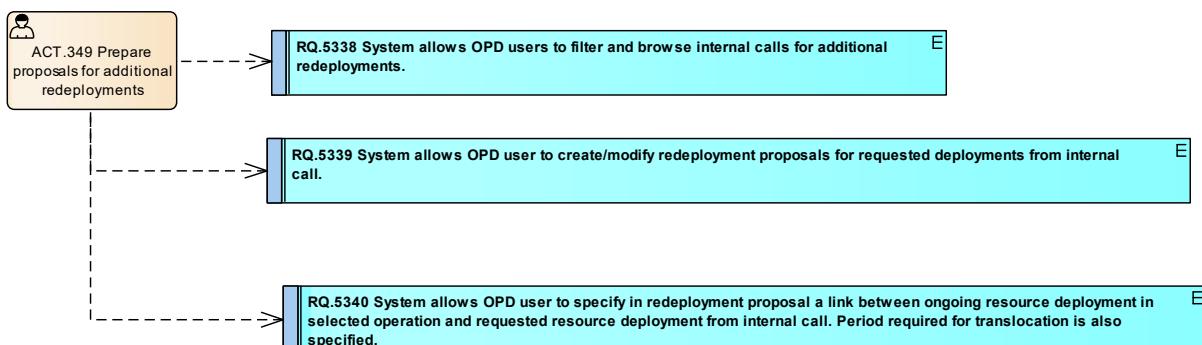
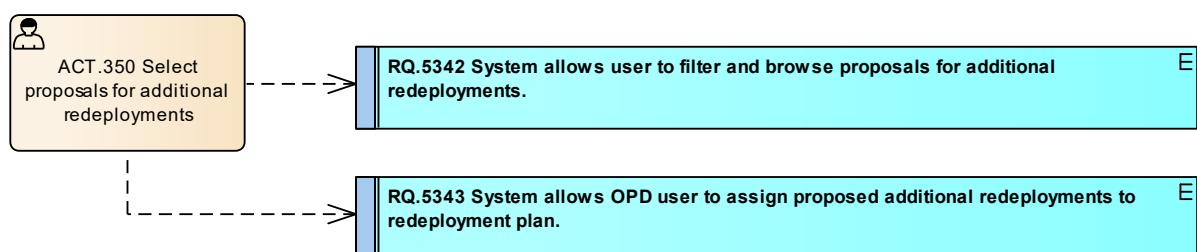


Figure 137: Prepare proposals for additional redeployments

RQ.5338 System allows OPD users to filter and browse internal calls for additional redeployments.

	Implemented in Opera: No
RQ.5339 System allows OPD user to create/modify redeployment proposals for requested deployments from internal call.	Implemented in Opera: No
RQ.5340 System allows OPD user to specify in redeployment proposal a link between ongoing resource deployment in selected operation and requested resource deployment from internal call. Period required for translocation is also specified.	Implemented in Opera: No

### 3.2.2.8.4 Select proposals for additional redeployments



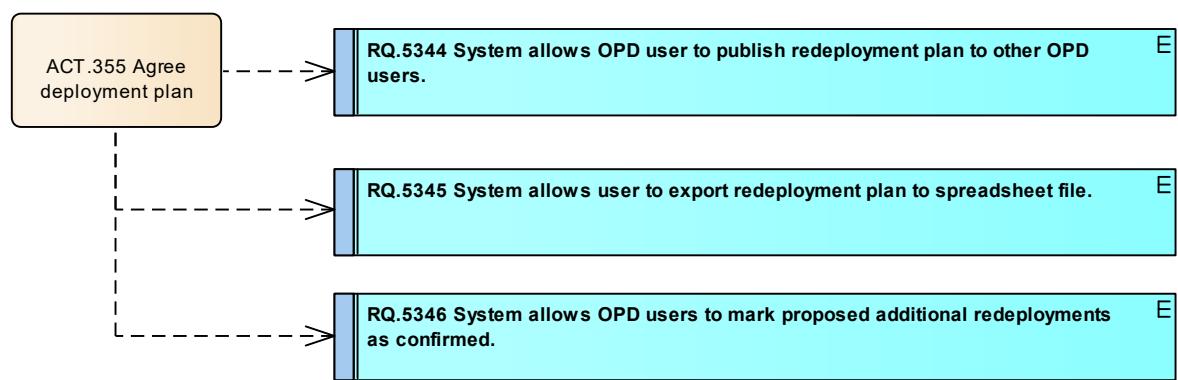
RQ.5342 System allows user to filter and browse proposals for additional redeployments.

Implemented in Opera: No

RQ.5343 System allows OPD user to assign proposed additional redeployments to redeployment plan.

Implemented in Opera: No

### 3.2.2.8.5 Agree deployment plan



RQ.5344 System allows OPD user to publish redeployment plan to other OPD users.

Implemented in Opera: No

RQ.5345 System allows user to export redeployment plan to spreadsheet file.

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Implemented in Opera: No
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RQ.5346 System allows OPD users to mark proposed additional redeployments as confirmed.

Implemented in Opera: No
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### 3.2.2.8.6 Publish redeployment plan to MS/SAC



Figure 140:

Publish redeployment plan to MS/SAC

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RQ.5347 System allows OPD supervisory user to publish redeployment plan to MS/SAC.

Implemented in Opera: No
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### 3.2.2.8.7 Approve redeployments

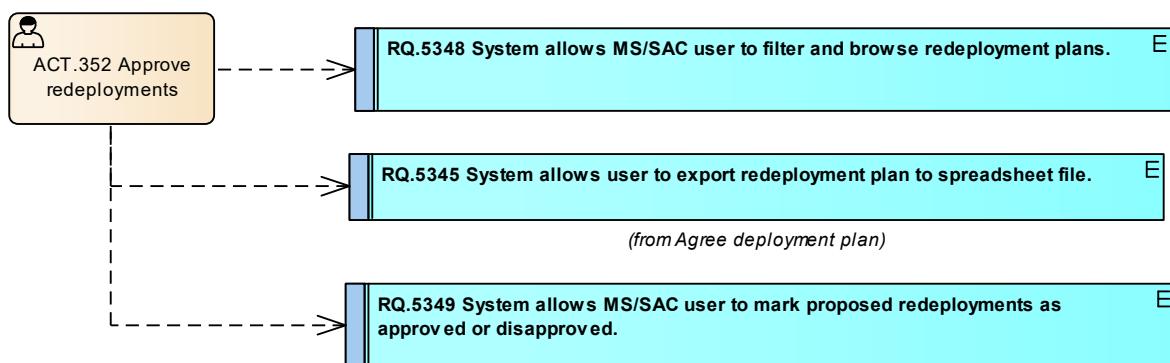


Figure 141: Approve redeployments

RQ.5348 System allows MS/SAC user to filter and browse redeployment plans.

Implemented in Opera: No

RQ.5349 System allows MS/SAC user to mark proposed redeployments as approved or disapproved.

Implemented in Opera: No

### 3.2.2.8.8 Review MS/SAC approvals

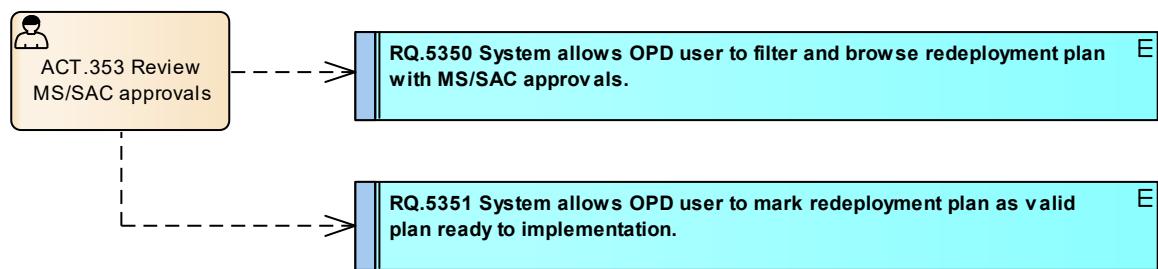


Figure 142: Review MS/SAC approvals

RQ.5350 System allows OPD user to filter and browse redeployment plan with MS/SAC approvals.

Implemented in Opera: No

RQ.5351 System allows OPD user to mark redeployment plan as valid plan ready to implementation.

Implemented in Opera: No

## 3.2.3 Return support operations

### 3.2.3.1 BP-37 Provide (rapid) return interventions

#### 3.2.3.1.1 Initiate (rapid) return intervention

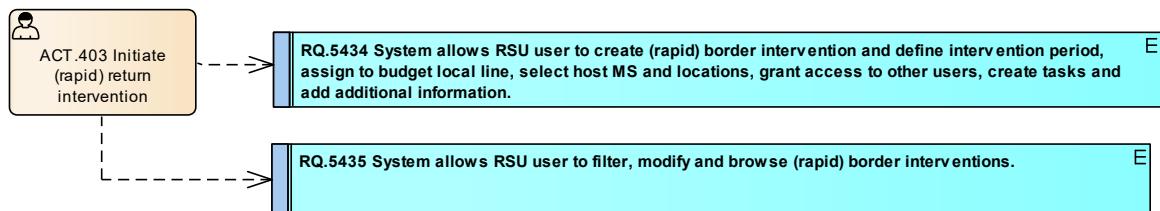


Figure 143: Initiate (rapid) return intervention

RQ.5434 System allows RSU user to create (rapid) border intervention and define intervention period, assign to budget local line, select host MS and locations, grant access to other users, create tasks and add additional information.

Implemented in Opera: No

RQ.5435 System allows RSU user to filter, modify and browse (rapid) border interventions.

Implemented in Opera: No

## 3.2.4 Operational finances management

### 3.2.4.1 BSP-23 Prepare/modify Grant Agreement

#### 3.2.4.1.1 Prepare Grant Agreement

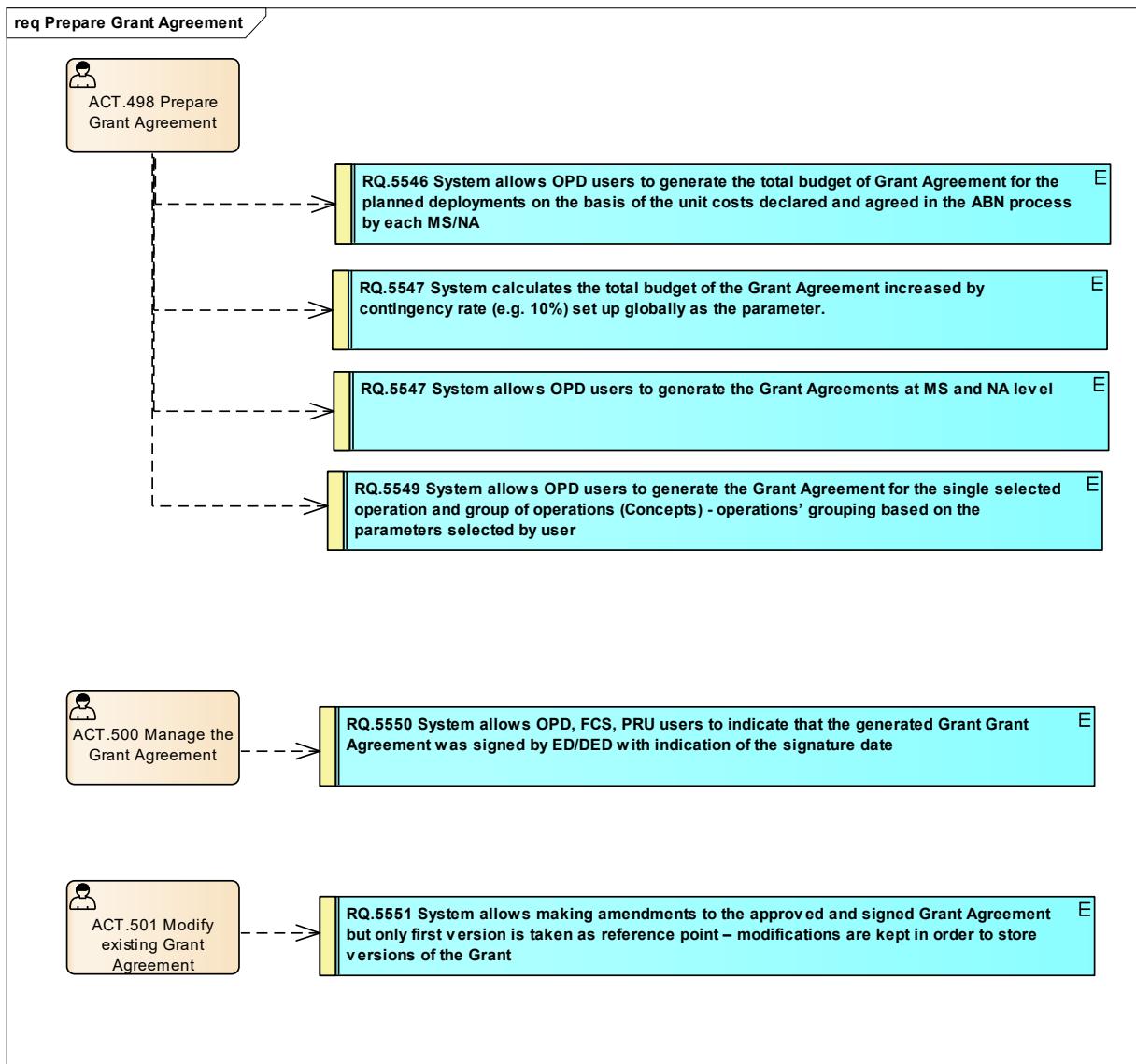


Figure 144: Prepare Grant Agreement

RQ.5546 System allows OPD users to generate the total budget of Grant Agreement for the planned deployments on the basis of the unit costs declared and agreed in the ABN process by each MS/NA

Implemented in Opera: No

RQ.5547 System allows OPD users to generate the Grant Agreements at MS and NA level

Implemented in Opera: No

RQ.5547 System calculates the total budget of the Grant Agreement increased by contingency rate (e.g. 10%) set up globally as the parameter.

Implemented in Opera: No

RQ.5549 System allows OPD users to generate the Grant Agreement for the single selected operation and group of operations (Concepts) - operations' grouping based on the parameters selected by user

Implemented in Opera: No

RQ.5550 System allows OPD, FCS, PRU users to indicate that the generated Grant Agreement was signed by ED/DED with indication of the signature date

Implemented in Opera: No

RQ.5551 System allows making amendments to the approved and signed Grant Agreement but only first version is taken as reference point – modifications are kept in order to store versions of the Grant

Implemented in Opera: No

### 3.2.4.2 BSP-24 Manage request for pre-financing

#### 3.2.4.2.1 Manage the requests for pre-financing

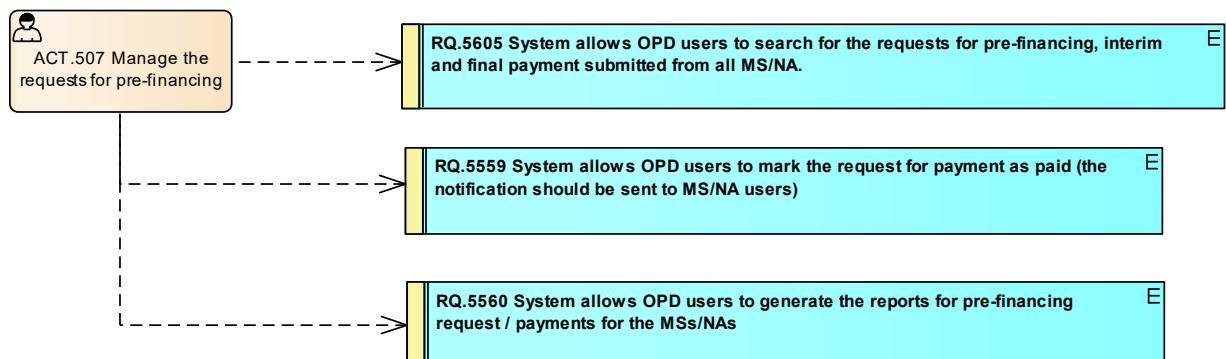


Figure 145: Manage the requests for pre-financing

RQ.5559 System allows OPD users to mark the request for payment as paid (the notification should be sent to MS/NA users)

Implemented in Opera: No

RQ.5560 System allows OPD users to generate the reports for pre-financing request / payments for the MSs/NAs

Implemented in Opera: No

RQ.5605 System allows OPD users to search for the requests for pre-financing, interim and final payment submitted from all MS/NA.

Implemented in Opera: No

### 3.2.4.2.2 Prepare and submit the request for pre-financing

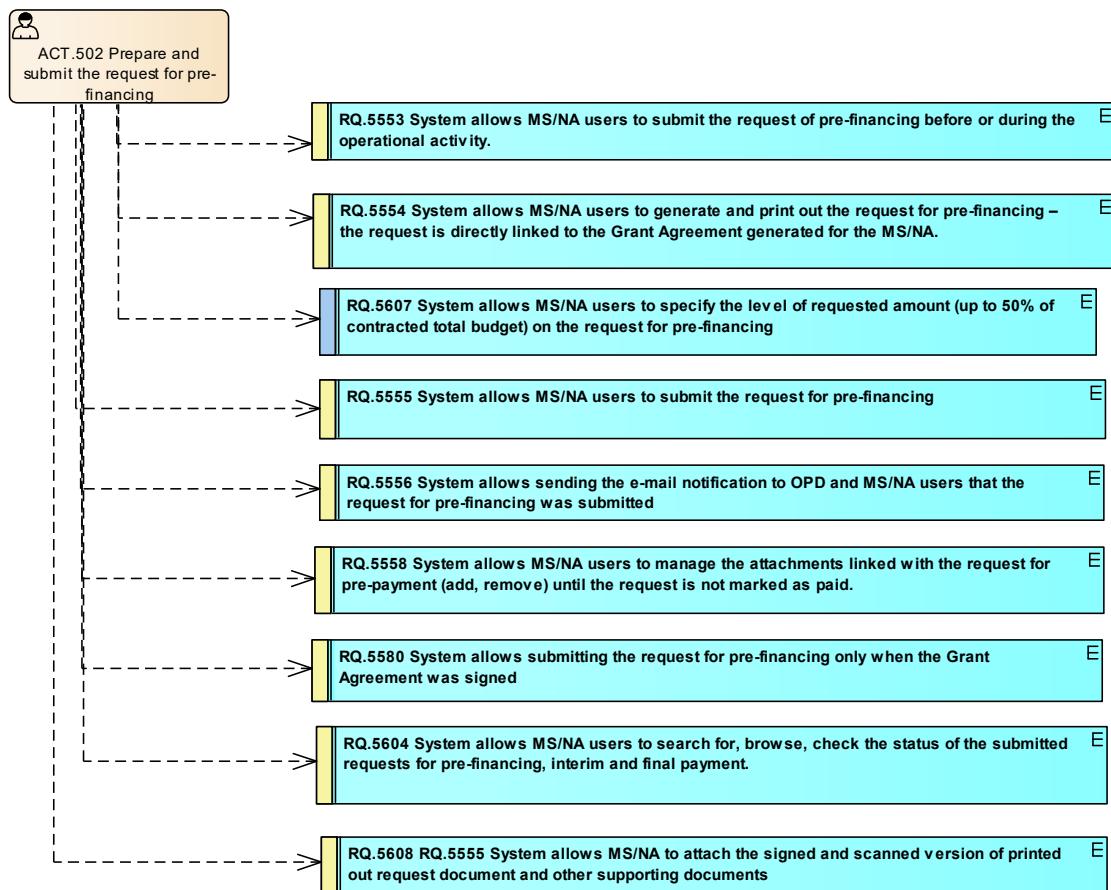


Figure 146: Prepare and submit the request for pre-financing

RQ.5553 System allows MS/NA users to submit the request of pre-financing before or during the operational activity.

Implemented in Opera: No

RQ.5554 System allows MS/NA users to generate and print out the request for pre-financing – the request is directly linked to the Grant Agreement generated for the MS/NA.

Implemented in Opera: No

RQ.5555 System allows MS/NA users to submit the request for pre-financing

Implemented in Opera: No

RQ.5556 System allows sending the e-mail notification to OPD and MS/NA users that the request for pre-financing was submitted

Implemented in Opera: No

RQ.5558 System allows MS/NA users to manage the attachments linked with the request for pre-payment (add, remove) until the request is not marked as paid.

	Implemented in Opera: No
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RQ.5580 System allows submitting the request for pre-financing only when the Grant Agreement was signed	Implemented in Opera: No
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RQ.5604 System allows MS/NA users to search for, browse, check the status of the submitted requests for pre-financing, interim and final payment.	Implemented in Opera: No
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RQ.5608 RQ.5555 System allows MS/NA to attach the signed and scanned version of printed out request document and other supporting documents	Implemented in Opera: No
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### 3.2.4.2.3 Specify needed corrections for submitted request for pre-financing

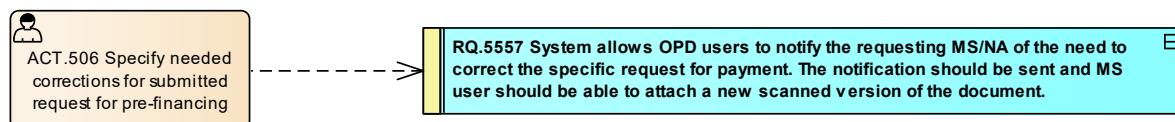


Figure 147:

Specify needed corrections for submitted request for pre-financing

RQ.5557 System allows OPD users to notify the requesting MS/NA of the need to correct the specific request for payment. The notification should be sent and MS user should be able to attach a new scanned version of the document.	Implemented in Opera: No
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### 3.2.4.3 BSP-25 Manage request for interim/final payment

#### 3.2.4.3.1 Manage the request for interim/final payment

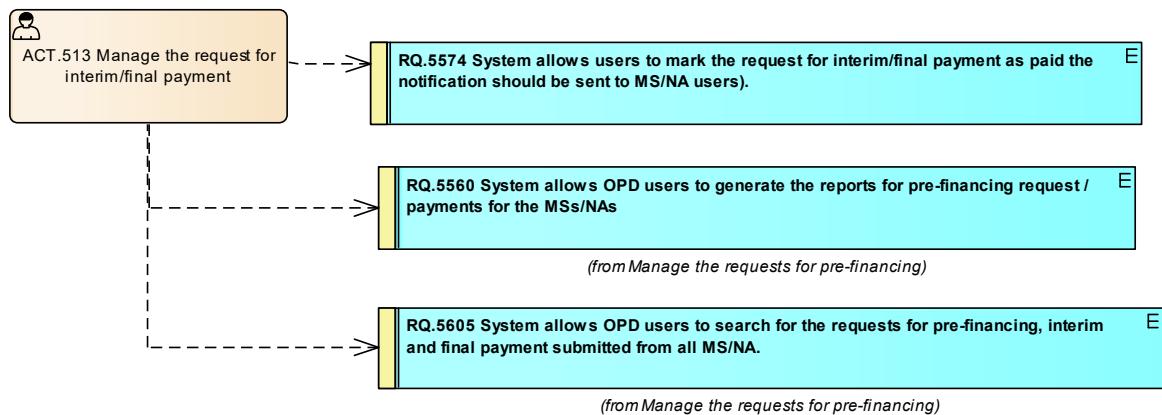


Figure 148: Manage the request for interim/final payment

RQ.5574 System allows users to mark the request for interim/final payment as paid the notification should be sent to MS/NA users).

Implemented in Opera: No

### 3.2.4.3.2 Prepare and submit the request for final payment

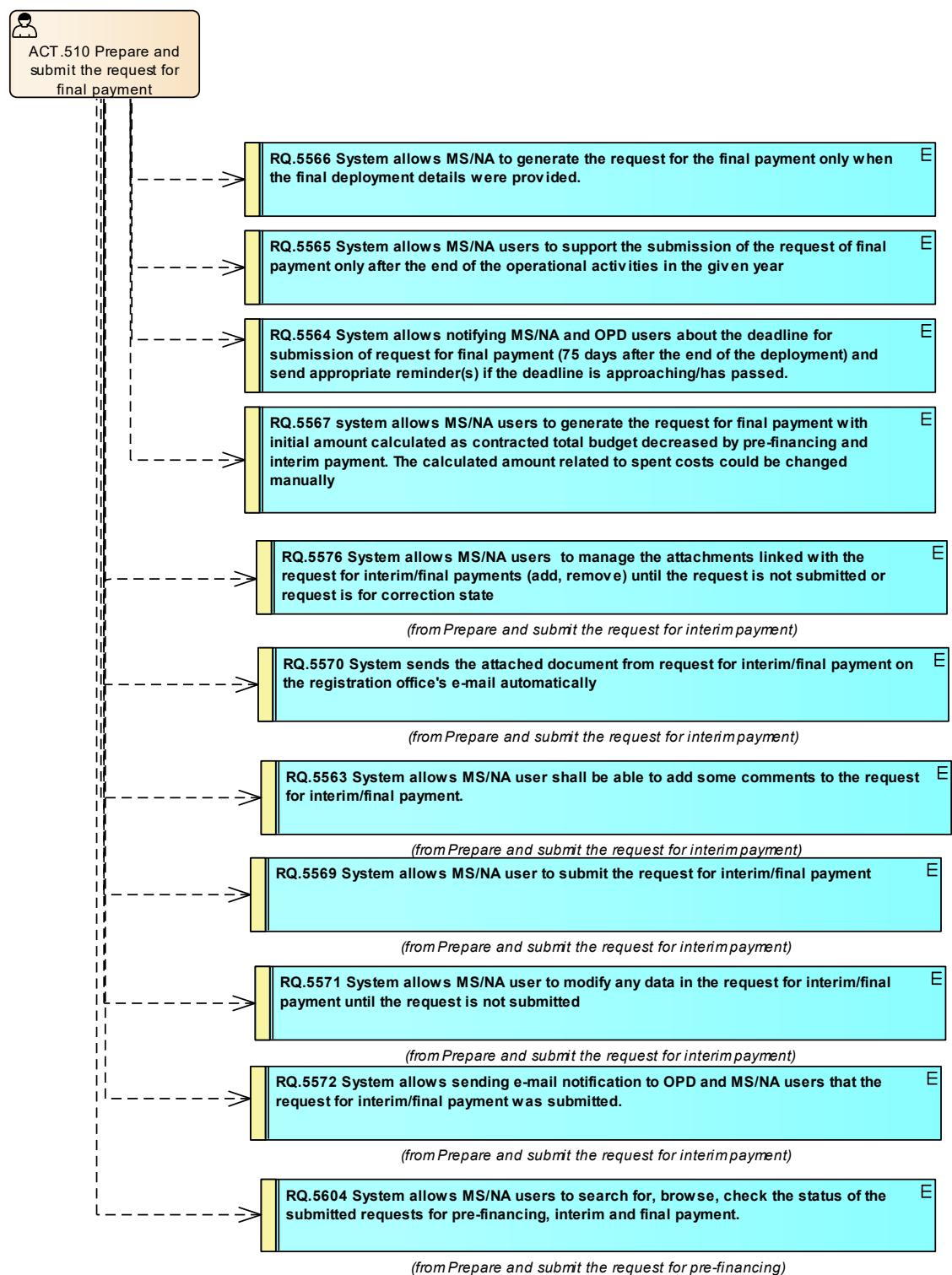


Figure 149: Prepare and submit the request for final payment

RQ.5564 System allows notifying MS/NA and OPD users about the deadline for submission of request for final payment (75 days after the end of the deployment) and send appropriate reminder(s) if the deadline is approaching/has passed.

Implemented in Opera: No

RQ.5565 System allows MS/NA users to support the submission of the request of final payment only after the end of the operational activities in the given year

Implemented in Opera: No

RQ.5566 System allows MS/NA to generate the request for the final payment only when the final deployment details were provided.

Implemented in Opera: No

RQ.5567 System allows MS/NA users to generate the request for final payment with initial amount calculated as contracted total budget decreased by pre-financing and interim payment. The calculated amount related to spent costs could be changed manually

Implemented in Opera: No

### 3.2.4.3.3 Prepare and submit the request for interim payment

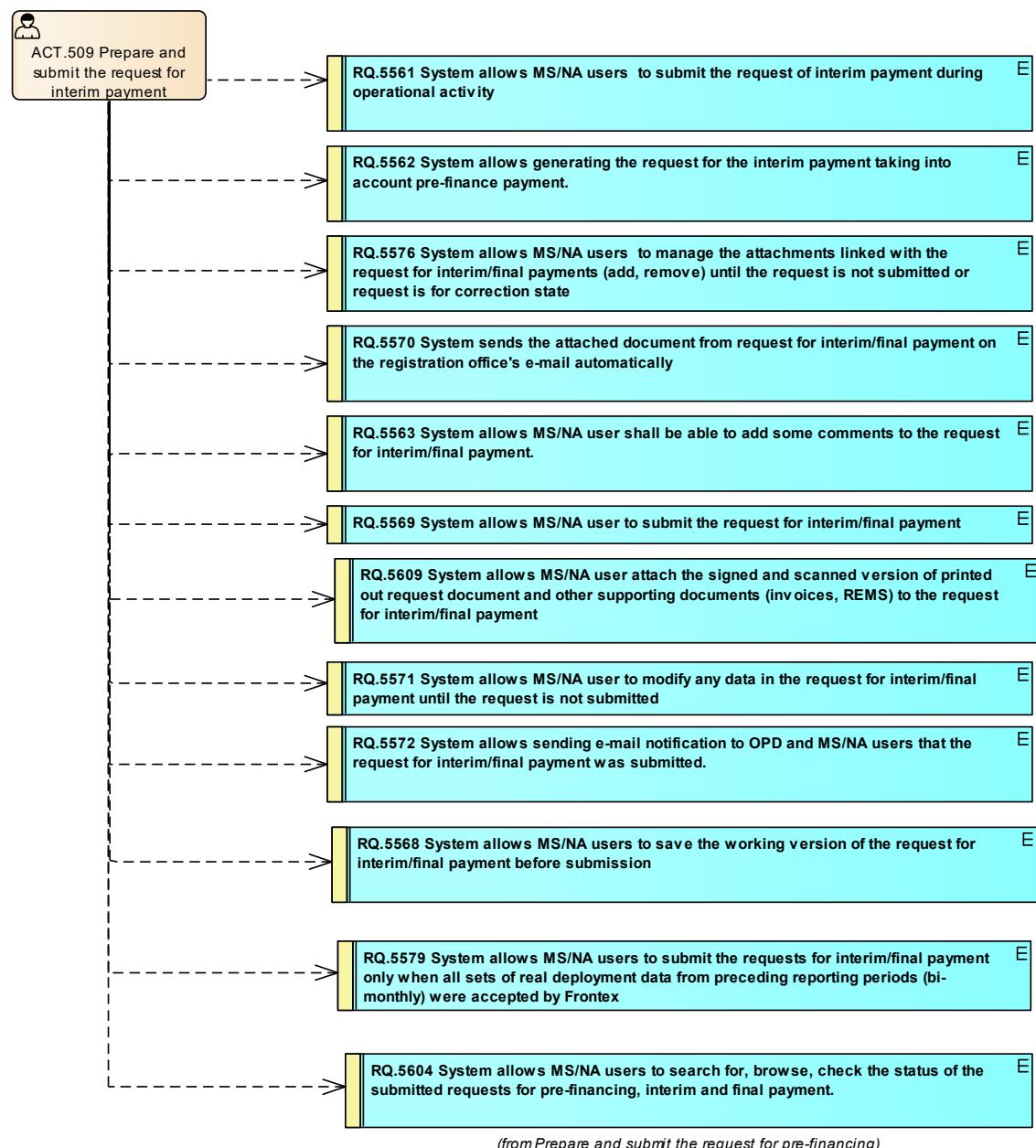


Figure 150: BSP-25 Manage request for interim/final payment

RQ.5561 System allows MS/NA users to submit the request of interim payment during operational activity

Implemented in Opera: No

RQ.5562 System allows generating the request for the interim payment taking into account pre-finance payment.

Implemented in Opera: No

RQ.5563 System allows MS/NA user shall be able to add some comments to the request for interim/final payment.

Implemented in Opera: No

RQ.5568 System allows MS/NA users to save the working version of the request for interim/final payment before submission

Implemented in Opera: No

RQ.5569 System allows MS/NA user to submit the request for interim/final payment

Implemented in Opera: No

RQ.5570 System sends the attached document from request for interim/final payment on the registration office's e-mail automatically

Implemented in Opera: No

RQ.5571 System allows MS/NA user to modify any data in the request for interim/final payment until the request is not submitted

Implemented in Opera: No

RQ.5572 System allows sending e-mail notification to OPD and MS/NA users that the request for interim/final payment was submitted.

Implemented in Opera: No

RQ.5573 The payment acceptance process for interim/final payments is performed out of the OPERA system

Implemented in Opera: No

RQ.5576 System allows MS/NA users to manage the attachments linked with the request for interim/final payments (add, remove) until the request is not submitted or request is for correction state

Implemented in Opera: No

RQ.5579 System allows MS/NA users to submit the requests for interim/final payment only when all sets of real deployment data from preceding reporting periods (bi-monthly) were accepted by Frontex

Implemented in Opera: No

RQ.5609 System allows MS/NA user attach the signed and scanned version of printed out request document and other supporting documents (invoices, REMS) to the request for interim/final payment

Implemented in Opera: No

### 3.2.4.3.4 Specify needed corrections for submitted request for interim/final payment

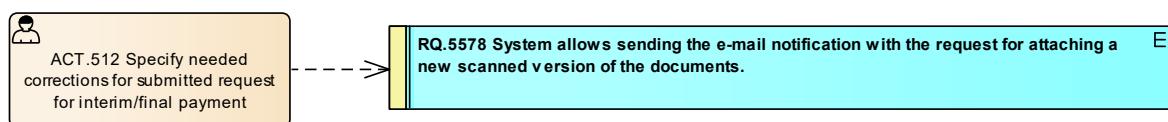


Figure 151: Specify needed corrections for submitted request for interim/final payment

RQ.5578 System allows sending the e-mail notification with the request for attaching a new scanned version of the documents.

Implemented in Opera: No

### 3.2.4.3.5 Validate the request for interim/final payment



Figure 152:

Validate the request for interim/final payment

RQ.5575 System allows OPD users to notify the requesting MS/NA of the need to correct the specific request for interim/final payment.

Implemented in Opera: No

## 3.2.4.4 BP-20 Plan budget for operational Year N

### 3.2.4.4.1 Initiate budget for operational Year N

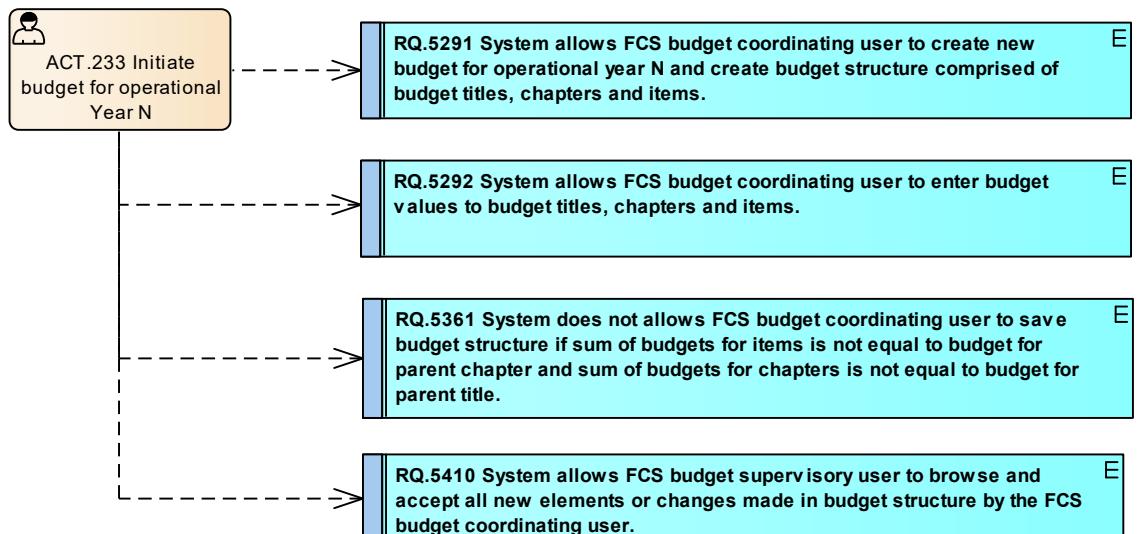


Figure 153:

Initiate budget for operational Year N

RQ.5291 System allows FCS budget coordinating user to create new budget for operational year N and create budget structure comprised of budget titles, chapters and items.

Implemented in Opera: No

RQ.5292 System allows FCS budget coordinating user to enter budget values to budget titles, chapters and items.

Implemented in Opera: No

RQ.5361 System does not allows FCS budget coordinating user to save budget structure if sum of budgets for items is not equal to budget for parent chapter and sum of budgets for chapters is not equal to budget for parent title.

Implemented in Opera: No

RQ.5410 System allows FCS budget supervisory user to browse and accept all new elements or changes made in budget structure by the FCS budget coordinating user.

Implemented in Opera: No

### 3.2.4.4.2 Initiate budget local lines

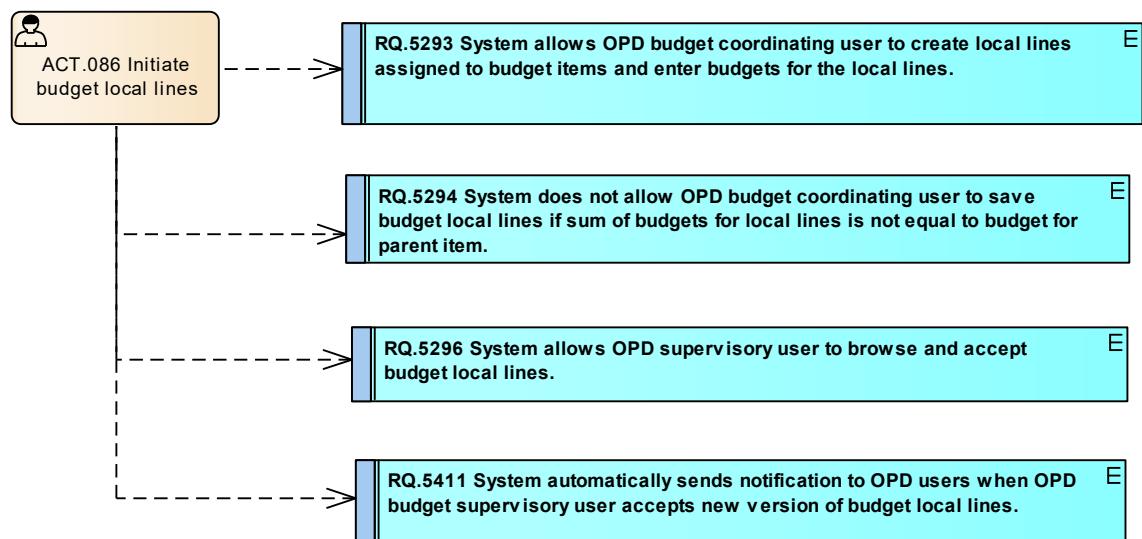


Figure 154: Initiate budget local lines

RQ.5293 System allows OPD budget coordinating user to create local lines assigned to budget items and enter budgets for the local lines.

Implemented in Opera: No

RQ.5294 System does not allow OPD budget coordinating user to save budget local lines if sum of budgets for local lines is not equal to budget for parent item.

Implemented in Opera: No

RQ.5296 System allows OPD supervisory user to browse and accept budget local lines.

Implemented in Opera: No

RQ.5411 System automatically sends notification to OPD users when OPD budget supervisory user accepts new version of budget local lines.

Implemented in Opera: No

### 3.2.4.4.3 Initiate operational activity

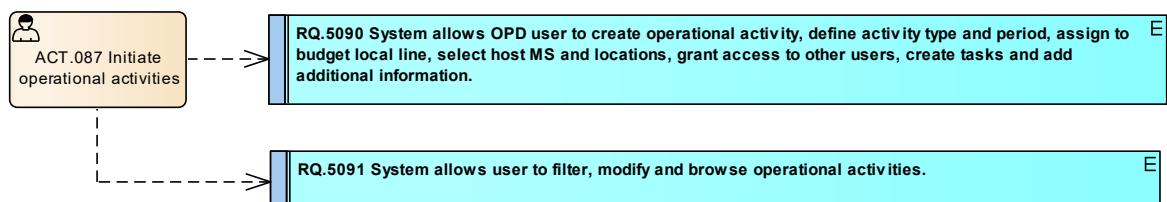


Figure 155: Initiate operational activity

RQ.5090 System allows OPD user to create operational activity, define activity type and period, assign to budget local line, select host MS and locations, grant access to other users, create tasks and add additional information.

Implemented in Opera: Partially

RQ.5091 System allows user to filter, modify and browse operational activities.

Implemented in Opera: Partially

### 3.2.4.4.4 Update budget for operational Year N

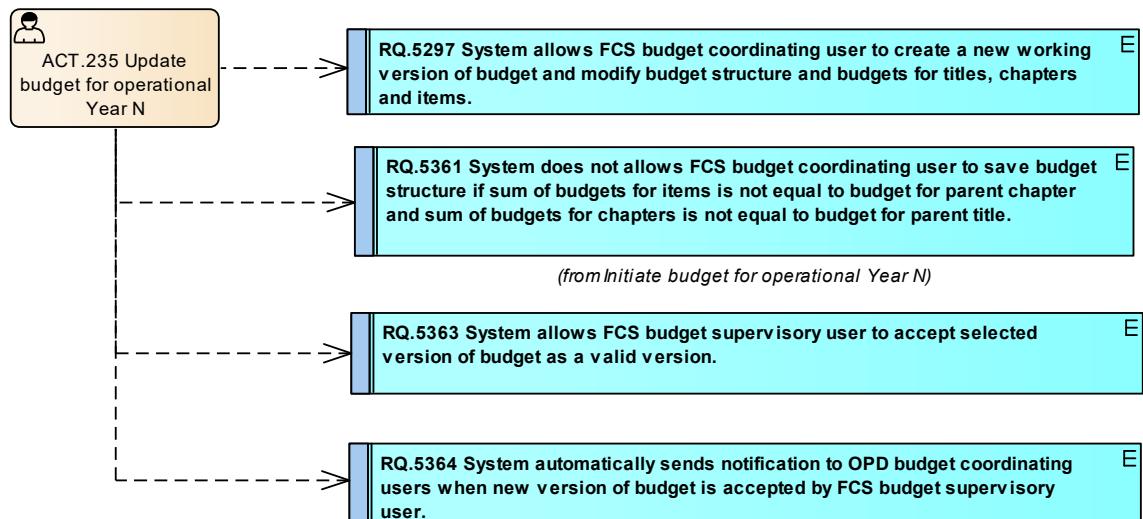


Figure 156: Update budget for operational Year N

RQ.5297 System allows FCS budget coordinating user to create a new working version of budget and modify budget structure and budgets for titles, chapters and items.

Implemented in Opera: No

RQ.5363 System allows FCS budget supervisory user to accept selected version of budget as a valid version.

Implemented in Opera: No

RQ.5364 System automatically sends notification to OPD budget coordinating users when new version of budget is accepted by FCS budget supervisory user.

Implemented in Opera: No

### 3.2.4.4.5 Update budget local lines

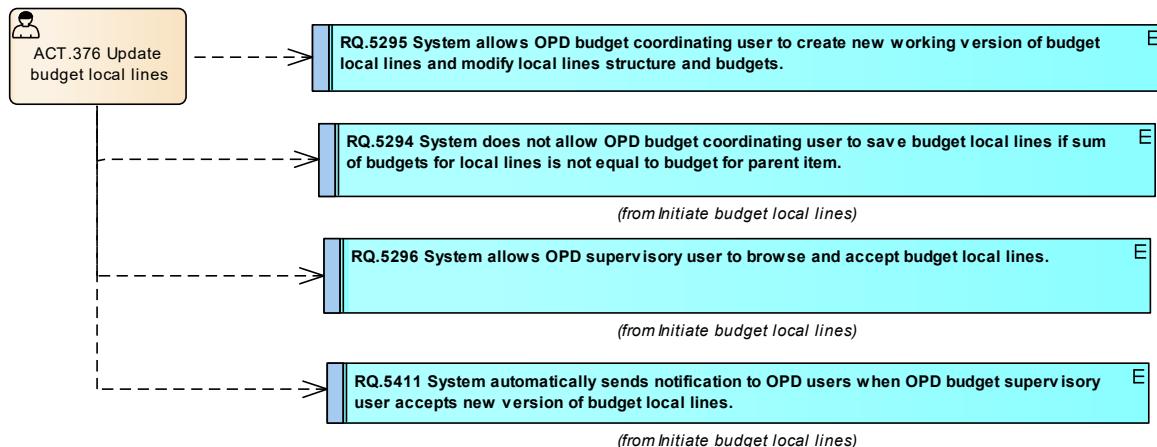


Figure 157: Update budget local lines

RQ.5295 System allows OPD budget coordinating user to create new working version of budget local lines and modify local lines structure and budgets.

Implemented in Opera: No

### 3.2.4.4.6 Confirm final budget for operational Year N

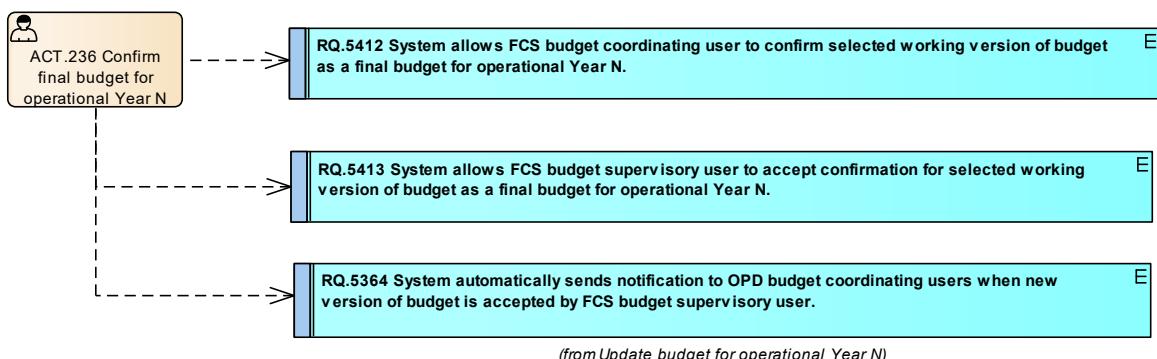


Figure 158: Confirm final budget for operational Year N

RQ.5412 System allows FCS budget coordinating user to confirm selected working version of budget as a final budget for operational Year N.

Implemented in Opera: No

RQ.5413 System allows FCS budget supervisory user to accept confirmation for selected working version of budget as a final budget for operational Year N.

Implemented in Opera: No

### 3.2.4.4.7 Confirm final budget and allocations

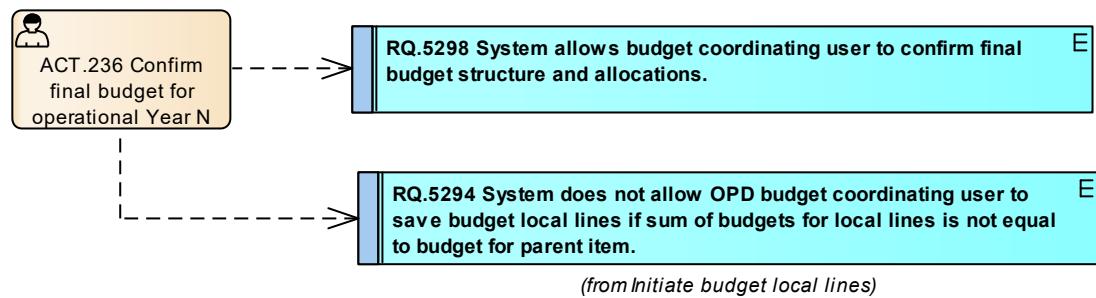


Figure 159: Confirm final budget and allocations

RQ.5298 System allows budget coordinating user to confirm final budget structure and allocations.

Implemented in Opera: No

### 3.2.4.5 BSP-22 Prepare/modify Activity Initiation and Financial Commitment (AIFC)

#### 3.2.4.5.1 Update budget local lines

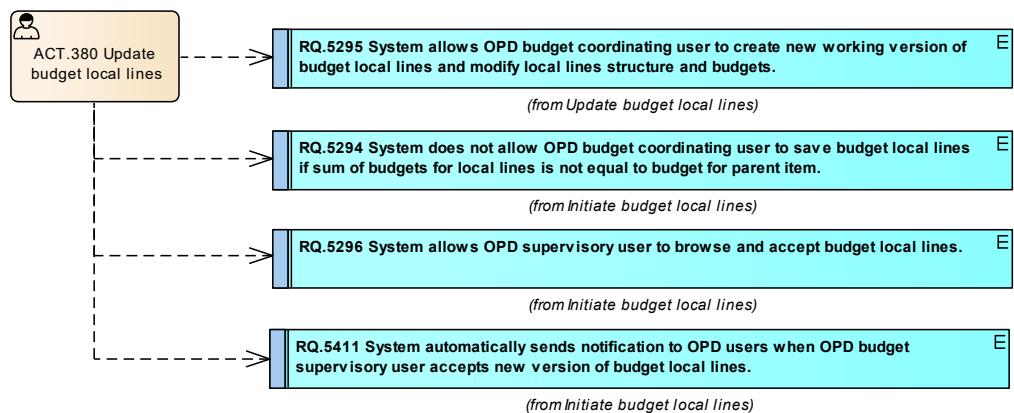


Figure 160: Update budget local lines

#### 3.2.4.5.2 Prepare detailed estimated budget for AIFC

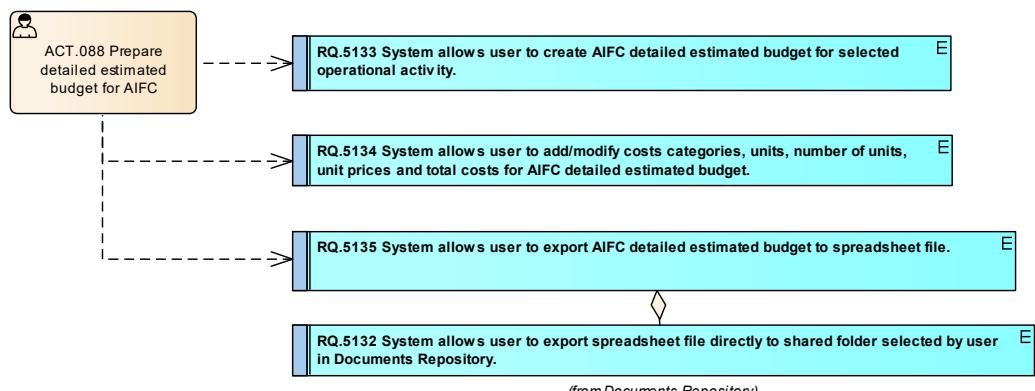


Figure 161: Prepare detailed estimated budget for AIFC

RQ.5133 System allows user to create AIFC detailed estimated budget for selected operational activity.

Implemented in Opera: No

RQ.5134 System allows user to add/modify costs categories, units, number of units, unit costs and total costs for AIFC detailed estimated budget.

Implemented in Opera: No

RQ.5135 System allows user to export AIFC detailed estimated budget to spreadsheet file.

Implemented in Opera: No

### 3.2.4.5.3 Modify estimated detailed budget for AIFC

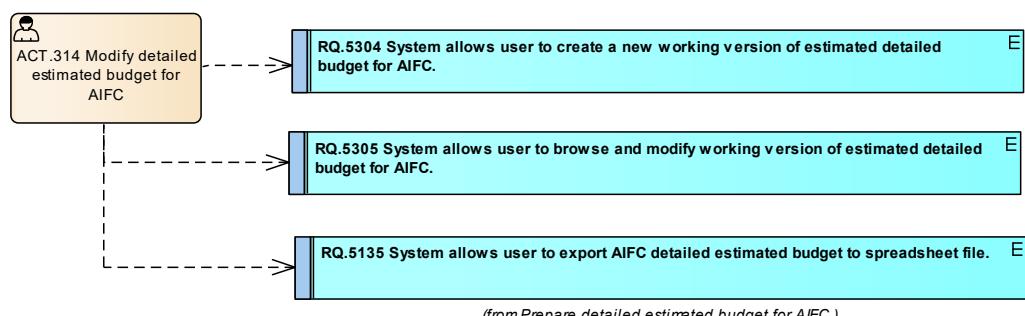


Figure 162: Modify estimated detailed budget for AIFC

RQ.5304 System allows user to create a new working version of estimated detailed budget for AIFC.

Implemented in Opera: No

RQ.5305 System allows user to browse and modify working version of estimated detailed budget for AIFC.

Implemented in Opera: No

### 3.2.4.5.4 Perform operational verification for AIFC

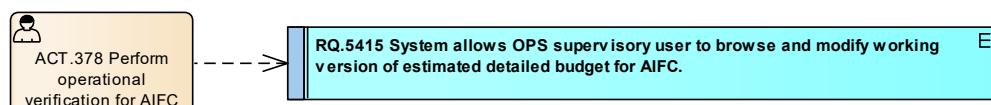


Figure 163: Perform operational verification for AIFC

RQ.5415 System allows OPS supervisory user to browse and modify working version of estimated detailed budget for AIFC.

Implemented in Opera: No

### 3.2.4.5.5 Confirm detailed estimated budget for AIFC

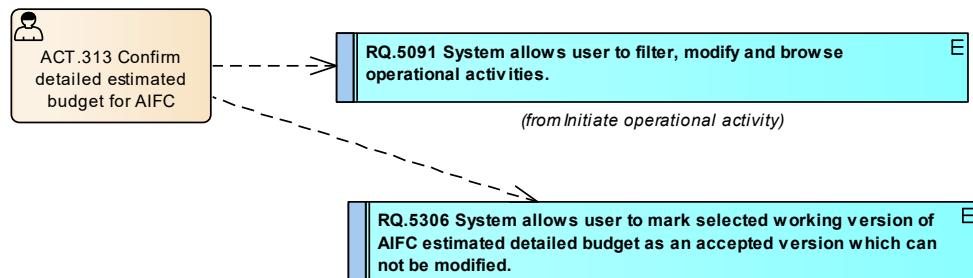


Figure 164:

Confirm detailed estimated budget for AIFC

RQ.5306 System allows user to mark selected working version of AIFC estimated detailed budget as an accepted version which can not be modified.

Implemented in Opera: No

## 3.3 Situational awareness

### 3.3.1 BSP-23 Keep situational awareness about HR/TE

#### 3.3.1.1 View HR/AHR deployments report

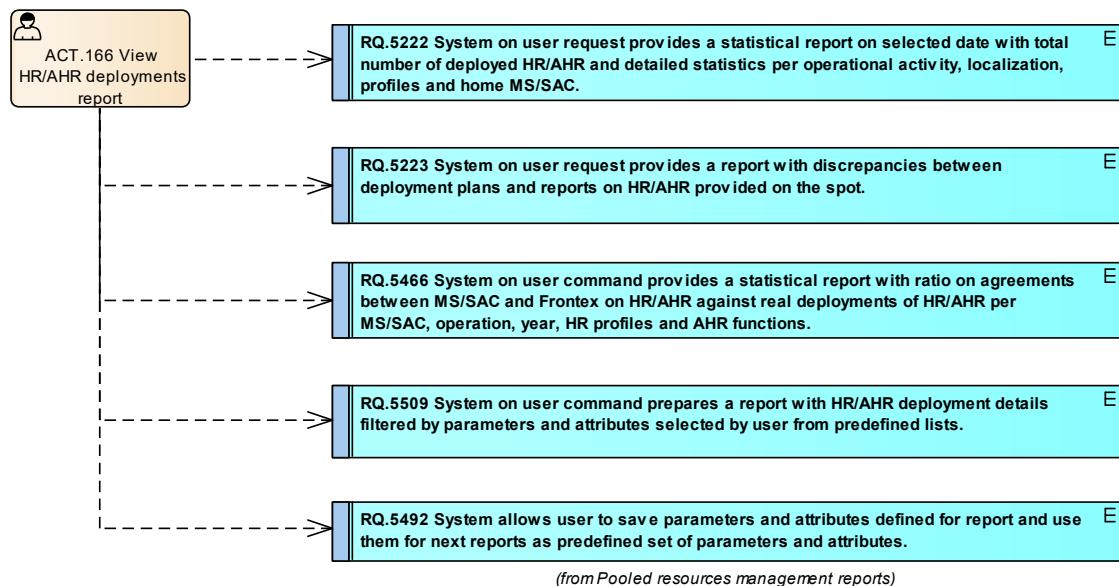


Figure 165:

View HR/AHR deployments report

RQ.5222 System on user request provides a statistical report on selected date with total number of deployed HR/AHR and detailed statistics per operational activity, localization, profiles and home MS/SAC.

	Implemented in Opera: No
RQ.5223 System on user request provides a report with discrepancies between deployment plans and reports on HR/AHR provided on the spot.	Implemented in Opera: No
RQ.5466 System on user command provides a statistical report with ratio on agreements between MS/SAC and Frontex on HR/AHR against real deployments of HR/AHR per MS/SAC, operation, year, HR profiles and AHR functions.	Implemented in Opera: No
RQ.5509 System on user command prepares a report with HR/AHR deployment details filtered by parameters and attributes selected by user from predefined lists.	Implemented in Opera: Yes

### 3.3.1.2 View TE/SE deployments report

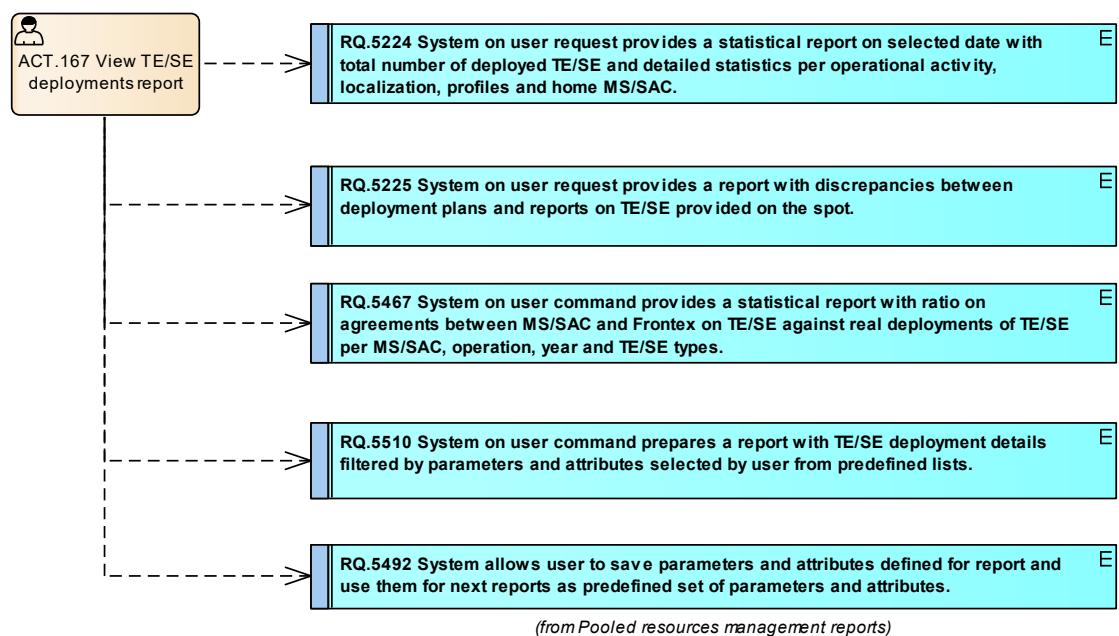


Figure 166: View TE/SE deployments report

RQ.5224 System on user request provides a statistical report on selected date with total number of deployed TE/SE and detailed statistics per operational activity, localization, profiles and home MS/SAC.	Implemented in Opera: No
RQ.5225 System on user request provides a report with discrepancies between deployment plans and reports on TE/SE provided on the spot.	Implemented in Opera: No
RQ.5467 System on user command provides a statistical report with ratio on agreements between MS/SAC and Frontex on TE/SE against real deployments of TE/SE per MS/SAC, operation, year and TE/SE types.	

	Implemented in Opera: No
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	RQ.5510 System on user command prepares a report with TE/SE deployment details filtered by parameters and attributes selected by user from predefined lists.
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Implemented in Opera: Partially
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### 3.3.1.3 View report on budget consumption for HR/TE deployments



Figure 167: View report on budget consumption for HR/TE deployments

	RQ.5226 System on user request provides a statistical report with total estimated budget and already consumed total budget per HR, TE, MS/SAC and selected periods.
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Implemented in Opera: No
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### 3.3.1.4 Browse HR/AHR/TE/SE deployments on map

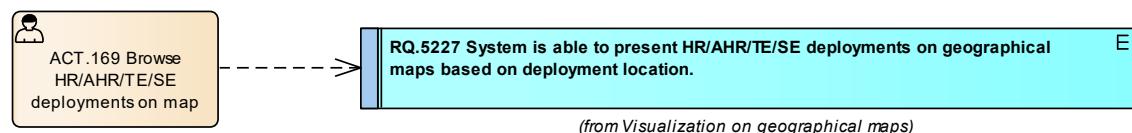


Figure 168: Browse HR/AHR/TE/SE deployments on map

### 3.3.1.5 Browse HR/AHR detailed data

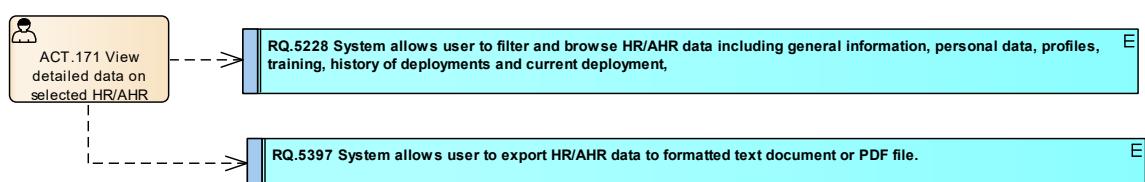


Figure 169: Browse HR/AHR detailed data

	RQ.5228 System allows user to filter and browse HR/AHR data including general information, personal data, profiles, training, history of deployments and current deployment,
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Implemented in Opera: Yes
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RQ.5397 System allows user to export HR/AHR data to formatted text document or PDF file.

Implemented in Opera: Yes

### 3.3.1.6 Browse TE/SE detailed data

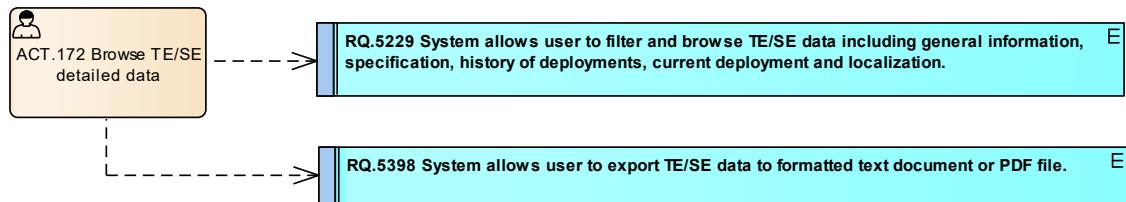


Figure 170: Browse TE/SE detailed data

RQ.5229 System allows user to filter and browse TE/SE data including general information, specification, history of deployments, current deployment and localization.

Implemented in Opera: Yes

RQ.5398 System allows user to export TE/SE data to formatted text document or PDF file.

Implemented in Opera: Yes

## 3.4 Common functionalities

### 3.4.1 Dictionaries

- RQ.5485 System allows system administrator to manage dictionary of MS/SAC. E
- RQ.5486 System allows system administrator to manage dictionary of National Authorities (NA). E
- RQ.5487 System allows system administrator to manage dictionary of operational areas. E
- RQ.5488 System allows system administrator to manage dictionary of languages and language levels. E
- RQ.5489 System allows system administrator to manage dictionary of weapon categories. E
- RQ.5092 System allows OPD users to manage costs categories as parameters necessary to calculate costs for deployment of HR/AHR/TE/SE resources. E
- RQ.5577 System allows managing the dictionary of supporting documents types linked with requests for interim/final payments E

Figure 171: Dictionaries

RQ.5092 System allows OPD users to manage costs categories as parameters necessary to calculate costs for deployment of HR/AHR/TE/SE resources.

Implemented in Opera: No

RQ.5485 System allows system administrator to manage dictionary of MS/SAC.

Implemented in Opera: Yes

RQ.5486 System allows system administrator to manage dictionary of National Authorities (NA).

Implemented in Opera: Yes

RQ.5487 System allows system administrator to manage dictionary of operational areas.

Implemented in Opera: Yes

RQ.5488 System allows system administrator to manage dictionary of languages and language levels.

Implemented in Opera: Yes

RQ.5489 System allows system administrator to manage dictionary of weapon categories.

Implemented in Opera: Yes

RQ.5577 System allows managing the dictionary of supporting documents types linked with requests for interim/final payments

Implemented in Opera: No

## 3.4.2 Access Management

### 3.4.2.1 Access to system

RQ.5470 System allows Frontex user to log into the system automatically using credentials provided by the user to log into user's workstation. E

RQ.5471 System allows MS/SAC user to log into the system using login credentials such as login and password. E

RQ.5472 System allows Frontex user to use system functionalities based on access rights granted for the user. E

RQ.5473 System allows MS/SAC user to use system functionalities based on access rights granted for the user and access management control policy defined for MS/SAC. E

RQ.5474 System allows system administrator to define access management control policy for NFPOC and NA from selected MS/SAC. E

RQ.5475 System allows user to browse the user's own access rights and personal information. E

RQ.5480 System allows MS/SAC access manager to define access rights for the MS/SAC users. E

RQ.5589 The system shall allow external users to reset the passwords themselves. E

Figure 172: Access Management

RQ.5470 System allows Frontex user to log into the system automatically using credentials provided by the user to log into user's workstation.

Implemented in Opera: Yes

RQ.5471 System allows MS/SAC user to log into the system using login credentials such as login and password.

Implemented in Opera: Yes

RQ.5472 System allows Frontex user to use system functionalities based on access rights granted for the user.

Implemented in Opera: Yes

RQ.5473 System allows MS/SAC user to use system functionalities based on access rights granted for the user and access management control policy defined for MS/SAC.

Implemented in Opera: Yes

RQ.5474 System allows system administrator to define access management control policy for NFPOC and NA from selected MS/SAC.

Implemented in Opera: Yes

RQ.5475 System allows user to browse the user's own access rights and personal information.

Implemented in Opera: Yes

RQ.5480 System allows MS/SAC access manager to define access rights for the MS/SAC users.

Implemented in Opera: Yes

RQ.5589 The system shall allow external users to reset the passwords themselves.

Implemented in Opera: Yes

### 3.4.2.2 Requests for access and closure

RQ.5476 System allows MS/SAC access manager to create request for access to the system for other MS/SAC users and specify required access rights.	E
RQ.5477 System allows MS/SAC access manager to filter and browse requests for access created for the users from access manager's MS/SAC.	E
RQ.5478 System allows system administrator to filter and browse requests for access and closure from all MS/SAC.	E
RQ.5479 System allows MS/SAC access manager to filter MS/SAC system users and browse their personal details and access rights.	E
RQ.5481 System allows MS/SAC access manager to export list of MS/SAC system users to spreadsheet file, reach format text file of PDF.	E
RQ.5482 System allows MS/SAC access manager to create request for closure of MS/SAC user account.	E
RQ.5483 System allows MS/SAC access manager to filter and browse requests for closure of MS/SAC user account.	E

Figure 173: Requests for access and closure

RQ.5476 System allows MS/SAC access manager to create request for access to the system for other MS/SAC users and specify required access rights.

Implemented in Opera: Yes

RQ.5477 System allows MS/SAC access manager to filter and browse requests for access created for the users from access manager's MS/SAC.

Implemented in Opera: Yes

RQ.5478 System allows system administrator to filter and browse requests for access and closure from all MS/SAC.

Implemented in Opera: Yes

RQ.5479 System allows MS/SAC access manager to filter MS/SAC system users and browse their personal details and access rights.

Implemented in Opera: Yes

RQ.5481 System allows MS/SAC access manager to export list of MS/SAC system users to spreadsheet file, reach format text file of PDF.

Implemented in Opera: Yes

RQ.5482 System allows MS/SAC access manager to create request for closure of MS/SAC user account.

Implemented in Opera: Yes

RQ.5483 System allows MS/SAC access manager to filter and browse requests for closure of MS/SAC user account.

Implemented in Opera: Yes

### 3.4.3 Integration with JORA

RQ.5484 System provides to JORA system list of planned and ongoing operational activities.

E

RQ.5531 System automatically creates an user account and grants access rights in JORA based on access rights information provided with deployment details for HR/AHR.

E

Figure 174: Integration with JORA

RQ.5484 System provides to JORA system list of planned and ongoing operational activities.

Implemented in Opera: No

RQ.5531 System automatically creates an user account and grants access rights in JORA based on access rights information provided with deployment details for HR/AHR.

Implemented in Opera: No

### 3.4.4 Integration with EUROSUR

RQ.5533 System provides to EUROSUR system a list of planned and ongoing operational activities and human and technical resources.

E

Figure 175: Integration with EUROSUR

RQ.5533 System provides to EUROSUR system a list of planned and ongoing operational activities and human and technical resources.

Implemented in Opera: No

### 3.4.5 Integration with FAR

RQ.5240 System allows PRU user to browse return operations and return HR and AHR profiles, including additional attributes such as child protection, requested by MS/SAC via system FAR.	E
RQ.5431 System provides to FAR list of proposed HR and AHR available for return operations from HR/AHR pools.	E
RQ.5535 System is able to receive from FAR a list of HR and AHR confirmed for return operations together with detailed deployment information for each HR/AHR.	E
RQ.5536 System automatically creates a request for identification documents based on list of confirmed HR/AHR and detailed deployment information provided by FAR.	E

Figure 176: Integration with FAR

RQ.5240 System allows PRU user to browse return operations and return HR and AHR profiles, including additional attributes such as child protection, requested by MS/SAC via system FAR.

Implemented in Opera: No

RQ.5431 System provides to FAR list of proposed HR and AHR available for return operations from HR/AHR pools.

Implemented in Opera: No

### 3.4.6 Integration with TRU IT system

RQ.5437 System allows TRU user to select training categories and names from training dictionary provided by TRU IT system.	E
RQ.5500 System allows TRU IT system to read list of HR/AHR selected for training.	E
RQ.5444 System allows TRU IT system to add results of training to HR/AHR data: training category, training name, date of training, certification number, comments and recommendation for other profiles.	E

Figure 177: Integration with TRU IT system

RQ.5437 System allows TRU user to select training categories and names from training dictionary provided by TRU IT system.

Implemented in Opera: No

RQ.5444 System allows TRU IT system to add results of training to HR/AHR data: training category, training name, date of training, certification number, comments and recommendation for other profiles.

Implemented in Opera: No

RQ.5500 System allows TRU IT system to read list of HR/AHR selected for training.

Implemented in Opera: No

### 3.4.7 Integration with FPS

RQ.5529 System allows reporting user to select TE patrolling schedule with planned hours and real patrolling hours from Frontex Positioning System.

RQ.5530 System allows FPS to read list of operational activities, details of each operational activity and TE assigned to the operational activities.

Figure 178: Integration with FPS

RQ.5529 System allows reporting user to select TE patrolling schedule with planned hours and real patrolling hours from Frontex Positioning System.

Implemented in Opera: No

RQ.5530 System allows FPS to read list of operational activities, details of each operational activity and TE assigned to the operational activities.

Implemented in Opera: No

### 3.4.8 Integration with FOSS

RQ.5532 System automatically sends to FOSS administrator an email notification with information about requested user account and access rights based on access rights information provided with deployment details for HR/AHR.

Figure 179: Integration with FOSS

RQ.5532 System automatically sends to FOSS administrator an email notification with information about requested user account and access rights based on access rights information provided with deployment details for HR/AHR.

Implemented in Opera: No

### 3.4.9 Integration with Data Sets

RQ.5590 The system provides a separate database with all non-sensitive business data accessible in read-only mode for other analytical solutions (e.g. SAS) used by RAU/VAU/FSC users to build their own specific data sets.

Figure 180: Integration with Data Warehouse

RQ.5590 The system provides a separate database with all non-sensitive business data accessible in read-only mode for other analytical solutions (e.g. SAS ) used by RAU/VAU/FSC users to build their own specific data sets.

Implemented in Opera: No

## 3.4.10 Reports

### 3.4.10.1 KPI Reports

- RQ.5511 System on user command prepares a report which presents number of HR/AHR deployments for ongoing year compared with deployment plans per selected period, location, operational activity, home MS/SAC, HR profile and AHR function. E
- RQ.5512 System on user command prepares a report which presents number of TE/SE deployments for ongoing year compared with deployment plans per selected period, location, operational activity, home MS/SAC, TE types and SE categories and types. E
- RQ.5520 System on user command prepares a report on HR resource ratio for selected periods per host MS/SAC, operational activities and border type. E
- RQ.5521 System on user command prepares a report on TE resource ratio for selected periods per host MS/SAC, operational activities and border type. E
- RQ.5522 System on user command prepares a report on HR average operational day ratio for selected periods per host MS/SAC, operational activities and border type. E
- RQ.5523 System on user command prepares a report on TE average operational day ratio for selected periods per host MS/SAC, operational activities and border type. E
- RQ.5524 System on user command prepares a report on HR contribution size for selected periods and operational activities per host MS/SAC. E
- RQ.5525 System on user command prepares a report on TE contribution size for selected periods and operational activities per host MS/SAC. E
- RQ.5526 System on user command prepares a report on MS/SAC participation index on operational activities for selected periods per host MS/SAC. E
- RQ.5527 System on user command prepares a report on HR pool utilization for selected periods and operational activities per host MS/SAC. E
- RQ.5528 System on user command prepares a report on TE pool utilization for selected periods and operational activities per host MS/SAC. E

Figure 181: KPI Reports

RQ.5511 System on user command prepares a report which presents number of HR/AHR deployments for ongoing year compared with deployment plans per selected period, location, operational activity, home MS/SAC, HR profile and AHR function.

Implemented in Opera: Partially

RQ.5512 System on user command prepares a report which presents number of TE/SE deployments for ongoing year compared with deployment plans per selected period, location, operational activity, home MS/SAC, TE types and SE categories and types.

Implemented in Opera: Partially

RQ.5520 System on user command prepares a report on HR resource ratio for selected periods per host MS/SAC, operational activities and border type.

Implemented in Opera: Yes

RQ.5521 System on user command prepares a report on TE resource ratio for selected periods per host MS/SAC, operational activities and border type.

Implemented in Opera: Yes

RQ.5522 System on user command prepares a report on HR average operational day ratio for selected periods per host MS/SAC, operational activities and border type.

Implemented in Opera: Yes

RQ.5523 System on user command prepares a report on TE average operational day ratio for selected periods per host MS/SAC, operational activities and border type.

Implemented in Opera: Yes

RQ.5524 System on user command prepares a report on HR contribution size for selected periods and operational activities per host MS/SAC.

Implemented in Opera: Yes

RQ.5525 System on user command prepares a report on TE contribution size for selected periods and operational activities per host MS/SAC.

Implemented in Opera: Yes

RQ.5526 System on user command prepares a report on MS/SAC participation index on operational activities for selected periods per host MS/SAC.

Implemented in Opera: Yes

RQ.5527 System on user command prepares a report on HR pool utilization for selected periods and operational activities per host MS/SAC.

Implemented in Opera: Yes

RQ.5528 System on user command prepares a report on TE pool utilization for selected periods and operational activities per host MS/SAC.

Implemented in Opera: Yes

### 3.4.10.2 Historical reports

- RQ.5038 System on user command prepares a report which presents, in table and as graphs, numbers of all real HR deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and profile. E
- RQ.5039 System on user command prepares a report which presents, in table and as graphs, costs of all real HR deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and profile. E
- RQ.5040 System on user command prepares a report which presents, in table and as graphs, numbers of all real TE deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and TE type. E
- RQ.5041 System on user command prepares a report which presents, in table and as graphs, costs of all real TE deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and TE type. E
- RQ.5042 System on user command compares the reports with numbers and costs of real HR/TE deployments with HR/TE deployment plans per selected deployment periods and locations, operations, profiles and TE types. E
- RQ.5047 System allows system administrator to grant access to the historical reports only to supervisory users. E

Figure 182: Historical reports

RQ.5038 System on user command prepares a report which presents, in table and as graphs, numbers of all real HR deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and profile.

Implemented in Opera: No

RQ.5039 System on user command prepares a report which presents, in table and as graphs, costs of all real HR deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and profile.

Implemented in Opera: No

RQ.5040 System on user command prepares a report which presents, in table and as graphs, numbers of all real TE deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and TE type.

Implemented in Opera: No

RQ.5041 System on user command prepares a report which presents, in table and as graphs, costs of all real TE deployments from previous years on timeline. It is possible to generate the report per deployment period and location, operation and TE type.

Implemented in Opera: No

RQ.5042 System on user command compares the reports with numbers and costs of real HR/TE deployments with HR/TE deployment plans per selected deployment periods and locations, operations, profiles and TE types.

Implemented in Opera: No

RQ.5047 System allows system administrator to grant access to the historical reports only to supervisory users.

Implemented in Opera: No

### 3.4.10.3 Pooled resources management reports

RQ.5490 System on user command prepares a statistical report on number of active HR/AHR records per HR profile, AHR function and home MS/SAC.

RQ.5491 System on user command prepares a report with HR/AHR details filtered by parameters and attributes selected by user from predefined lists.

RQ.5492 System allows user to save parameters and attributes defined for report and use them for next reports as predefined set of parameters and attributes.

RQ.5505 System on user command prepares a statistical report on number of active TE records per TE type and home MS/SAC compared with minimal numbers from OMNTE for selected year.

RQ.5506 System on user command prepares a report with TE details filtered by parameters and attributes selected by user from predefined lists.

RQ.5507 System on user command prepares a statistical report on number of active SE records per SE category, type and source.

RQ.5508 System on user command prepares a report with SE details filtered by parameters and attributes selected by user from predefined lists.

Figure 183: Pools management reports

RQ.5490 System on user command prepares a statistical report on number of active HR/AHR records per HR profile, AHR function and home MS/SAC.

Implemented in Opera: Yes

RQ.5491 System on user command prepares a report with HR/AHR details filtered by parameters and attributes selected by user from predefined lists.

Implemented in Opera: Yes

RQ.5492 System allows user to save parameters and attributes defined for report and use them for next reports as predefined set of parameters and attributes.

Implemented in Opera: Yes

RQ.5505 System on user command prepares a statistical report on number of active TE records per TE type and home MS/SAC compared with minimal numbers from OMNTE for selected year.

Implemented in Opera: Yes

RQ.5506 System on user command prepares a report with TE details filtered by parameters and attributes selected by user from predefined lists.

Implemented in Opera: Yes

RQ.5507 System on user command prepares a statistical report on number of active SE records per SE category, type and source.

Implemented in Opera: No

RQ.5508 System on user command prepares a report with SE details filtered by parameters and attributes selected by user from predefined lists.

Implemented in Opera: No

### 3.4.10.4 Operational reports on pooled resources

RQ.5515 System on user command prepares report with management overview which groups operation overview, HR/TE deployment and HR/TE overview reports per MS/SAC and selected period. E

RQ.5516 System on user command prepares report on planned HR/AHR arrivals to deployment location per operational activity and selected period. E

RQ.5517 System on user command prepares report on planned HR/AHR departures from deployment location per operational activity and selected period. E

RQ.5518 System on user command prepares report on selected operational activity overview with summary of HR/TE deployments per host MS/SAC and deployment locations. E

RQ.5519 System on user command prepares report on annual activity of selected MS/SAC with information about participating and hosting operational activities, number of deployed HR/TE and deployment days per operational activity and selected years. E

Figure 184:

Operational reports on pooled resources

RQ.5515 System on user command prepares report with management overview which groups operation overview, HR/TE deployment and HR/TE overview reports per MS/SAC and selected period.

Implemented in Opera: Yes

RQ.5516 System on user command prepares report on planned HR/AHR arrivals to deployment location per operational activity and selected period.

Implemented in Opera: Yes

RQ.5517 System on user command prepares report on planned HR/AHR departures from deployment location per operational activity and selected period.

Implemented in Opera: Yes

RQ.5518 System on user command prepares report on selected operational activity overview with summary of HR/TE deployments per host MS/SAC and deployment locations.

Implemented in Opera: Yes

RQ.5519 System on user command prepares report on annual activity of selected MS/SAC with information about participating and hosting operational activities, number of deployed HR/TE and deployment days per operational activity and selected years.

Implemented in Opera: Yes

### 3.4.11 Documents Repository

RQ.5003 System allows user to select MB decision from Documents Repository. E

RQ.5010 System allows PRU user to select EU Regulation from Documents Repository. E

RQ.5100 System allows user to select ED decision from Documents Repository. E

RQ.5132 System allows user to export spreadsheet file directly to shared folder selected by user in Documents Repository. E

RQ.5318 System allows user to select OPLAN document from Documents Repository. E

RQ.5497 System automatically forwards CV and questionnaire documents to Document Repository. E

Figure 185: Document Management System

RQ.5003 System allows user to select MB decision from Documents Repository.

Implemented in Opera: No

RQ.5010 System allows PRU user to select EU Regulation from Documents Repository.

Implemented in Opera: No

RQ.5100 System allows user to select ED decision from Documents Repository.

Implemented in Opera: No

RQ.5132 System allows user to export spreadsheet file directly to shared folder selected by user in Documents Repository.

Implemented in Opera: No

RQ.5212 System automatically forwards supporting documents to Document Repository and links the documents with SFD detailed estimated budget.

Implemented in Opera: No

RQ.5318 System allows user to select OPLAN document from Documents Repository.

Implemented in Opera: No

RQ.5497 System automatically forwards CV and questionnaire documents to Document Repository.

Implemented in Opera: No

### 3.4.12 Visualization on geographical maps

	RQ.5034 System is able to present HR/AHR/TE/SE needs on geographical maps based on planned deployment location.	E
	RQ.5227 System is able to present HR/AHR/TE/SE deployments on geographical maps based on deployment location.	E

Figure 186: Visualization on geographical maps

RQ.5034 System is able to present HR/AHR/TE/SE needs on geographical maps based on planned deployment location.

Implemented in Opera: No

RQ.5227 System is able to present HR/AHR/TE/SE deployments on geographical maps based on deployment location.

Implemented in Opera: No

### 3.4.13 User Experience

	RQ.5591 System allows users to generate dynamic, customizable statements of collected data in the form of dashboard (statistical and graph information) with the possibility to filtering, drilling down, going into details.	E
	RQ.5592 System allows user to look for any information collected in the system by displaying all occurrences of searched topic among collected data.	E

Figure 187: User Experience

RQ.5591 System allows users to generate dynamic, customizable statements of collected data in the form of dashboard (statistical and graph information) with the possibility to filtering, drilling down, going into details.

Implemented in Opera: No

RQ.5592 System allows user to look for any information collected in the system by displaying all occurrences of searched topic among collected data.

Implemented in Opera: No

## 4 Non-functional Requirements

*Table 1 Non-functional requirements*

ID	Name	Description
TR1	GIS integration	The System shall consume existing Frontex-provided CoreGIS services for all visualizations on geographical maps.
TR2	DMS capabilities	The System shall use Frontex Document Management System as a Document Repository.
TR3	User management and authentication	<p>The System shall use Frontex central user management and authentication service (under implementation) based on Microsoft ADFS and Internal/External Active Directory Services in line with the Frontex Authentication Strategy for Applications.</p> <p>The user's passwords shall only be kept in Frontex Active Directories.</p> <p>The System shall employ Single Sign-On, once the users are logged on a client computer with their Active Directory account, they can access the System without entering their login credentials.</p>
TR4	Compatibility	<p>The System's components shall be compatible with Microsoft technology stack.</p> <p>The back-end components shall be compatible with MS Windows Server 2016 64bit in a VM.</p> <p>The database shall be compatible with MS SQL Server 2017 with AlwaysOn enabled.</p> <p>All System VMs running in an Active Directory domain shall:</p> <ul style="list-style-type: none"> <li>• use existing Active Directory Domain Services, including time synchronization through the Windows Time service.</li> <li>• use the existing Public Key Infrastructure through Active Directory Certificate Services (ADCS)</li> </ul>
TR5	Deployment on premises	System shall be deployed on premises in Frontex network (not in the public cloud) for data security reasons. It shall be administered fully from Frontex internal networks.
TR6	Architecture	<p>The architecture of the Solution shall be in-line with the "N-Layer" architecture or the Onion architecture (Clean architecture)<sup>1</sup>.</p> <p>The following principles, patterns and styles will be applied while defining the architecture:</p> <ul style="list-style-type: none"> <li>• Separation of concerns principle</li> <li>• MVC architectural pattern</li> <li>• Service Oriented Architecture (SOA) style</li> </ul>
TR7	UI technology	<p>The user interface shall be developed using HTML5.</p> <p>The user interface shall not require any client-side run time environment (e.g. Silverlight, plugins) installable on the client machine.</p>
TR8	Frontex system analysis and design standards compliance	The system shall be analysed and designed in compliancy to Frontex standards related to system models and documentation. The standards will be made available after FWC is signed.

<sup>1</sup> <https://docs.microsoft.com/en-us/dotnet/standard/modern-web-apps-azure-architecture/common-web-application-architectures>

TR9	Read-only database copy for data sharing and reporting purposes	<p>The system shall provide the copy of the database with up-to-date read-only non-sensitive business data extracted from the Opera transactional database servers. The extraction process shall be executed automatically either on-the-fly or every specific configurable period of time (e.g. 2, 4, 6 hours, 1 day).</p>
		<p>This read-only database server will be used for executing reports with long-running SQL queries that could affect the performance of the application if executed on the primary transactional database server. It will be used by authorized RAU/VAU/FSC users to build their own specific data sets and analyse the data in their analytical solutions (e.g. SAS).</p>
TR10	Interoperability	<p>The interoperability between the System and other systems in scope shall be achieved using Web Services.</p> <p>No direct database connections between the System and the other systems shall be allowed to prevent tightly coupling between the systems and their database schemas.</p>
TR11	Personal data protection	<p>Any personal data shall be handled in line with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), personal data protection rules and practices and additional requirements to be identified at the start of the project.</p> <p>Already identified data protection requirements are listed below, however additional requirements may be identified at later stage.</p>
		<p>The System shall log audit trail with following information:</p>
		<ul style="list-style-type: none"> <li>• Unique reference number,</li> <li>• User id, name and role (access level),</li> <li>• Action performed (search/view/create/edit/deactivate/remove/log on/log off)</li> <li>• Date and time</li> </ul>
		<p>This audit trail should have a retention period, the duration of which remains to be seen.</p>
		<p>The audit trail shall be extractable from the System by System Administrator upon request from Data Protection Officer. The audit trail shall be protected against unauthorized modification.</p>
		<p>The System welcome screen shall contain caveat (textual information) explaining the purpose of the System, user rights and obligations and link to more detailed privacy notice.</p>
		<p>The System shall allow removing personal data (e.g. submitted through forms, kept in logs, etc.) from the System at the end of its retention periods, which can be administratively defined.</p>
		<p>Real production data shall not be used for testing in other environments (UAT, DEV).</p>

TR12	Eurosur integration	<p>The application shall publish new/updated data on assets and operations to EUROSUR Application using SOAP-based web service: NII push interface (NIILimitedPushInterface/NIIRestrictedPushInterface depending on decision to make Opera accredited to process EU-RESTRICTED information) within less than 15 minutes after update in Opera.</p> <p>TLS1.2 or newer shall be used for encryption of traffic between Opera and NII. WS-Security protocol shall be used for secure communication between Opera and NII.</p>
TR13	JORA integration	The application shall expose data on assets and operations (and related dictionaries) as Opera data service in order to allow JORA to update its internal database with current data from the Opera data service.
TR14	FPS integration	The application shall expose data on assets and operations (and related dictionaries) as Opera data service in order to allow FPS to update its internal database with current data from the Opera data service on daily basis.
TR15	ID cards printing	The solution shall enable users to use the HID FARGO HDP5000 ID Card Printer and Encoder to issue the accreditation documents for border guards.
TR16	Opera as reference data source for operations, human resources and technical equipment	<p>The Opera data services designed and implemented for the purpose of exchanging reference information regarding operations, human resources and technical equipment (and related entities) with systems already identified in scope shall be reusable, and extensible so that in the future additional systems can be securely connected to consume these services.</p> <p>Other systems will be allowed to reuse this data (instead of entering it manually once again) for increased efficiency, data consistency and better user experience.</p>
TR17	UI look & feel	<p>The System's look &amp; feel shall comply with the colour palette defined in the Frontex Corporate Visual Identity standard.</p> <p>The System's User Interface shall support multi-touch.</p>
TR18	UI responsiveness	All pages in the System shall load and become interactive for the user within 3 seconds when the System is subjected to an average level of usage. When over 100 records are to be retrieved the response time may be longer provided that a progress indicator is displayed.
TR19	UI compatibility	<p>The System's web interface UI shall render correctly and remain uniform on devices with screen resolution 1024x768 or higher and across the following current stable versions at the time of release deployment:</p> <ol style="list-style-type: none"> <li>1. Standard web browsers: <ul style="list-style-type: none"> <li>a. MS Edge</li> <li>b. MS IE 11</li> <li>c. Firefox ESR</li> </ul> </li> <li>2. And mobile web browsers: <ul style="list-style-type: none"> <li>a. Apple Safari on iOS</li> <li>b. Google Chrome on Android</li> </ul> </li> </ol>

UI tests shall be executed in two resolutions:

- Desktop (1920x1080) - default resolution used for every-day testing
- Mobile (1024x768) - each new or modified page shall be tested at least once

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TR20	UI usability	<p>Usability shall be understood as in ISO/IEC 25060:2010 and 25062:2006 norms.</p> <p>The user interface of the System shall be user-friendly (i.e. screen elements density, layouts and flow, colours, UI metaphors). Any user with basic computer knowledge and ability to use MS Office suite at beginner level shall be able to employ the System's UI after basic training.</p> <p>The user interface of the System shall provide the same set of functionality across all user-base regardless from the client devices used (desktop, mobile, VR).</p> <p>The System shall support users in a correct usage of the System by proper navigation and sequence of operations, contextual list of values, checking ranges, requiring compulsory fields, validating dates and units of measures, avoiding duplications, eliminating duplicates.</p>
TR21	UI navigation	<p>The System's UI navigation shall be intuitive, hierarchical, contextual, personalized and supported by graphical means (trees, scales, active icons).</p>
TR22	UI security	<p>The System shall secure user connections from Frontex and from Internet networks to ensure integrity and confidentiality of information, at minimum using the HTTPS with TLS 1.2, 256 bit keys, eg. <b>TLS_ECDHE_RSA_WITH_AES_GCM_SHA384</b>.</p> <p>The System shall allow disabling of client-site caching of data remotely.</p>
TR23	UI composition	<p>The System's Graphical User Interface shall include at least:</p> <ol style="list-style-type: none"> <li>a. Frontex logo and name of the application</li> <li>b. Application version and instance of the application (PROD, UAT, TRAIN, DEV)</li> <li>c. Currently logged in user along with its primary role</li> <li>d. Breadcrumbs trail showing where the active tab is in the overall hierarchy</li> <li>e. Hierarchical menu with links to application screens (Home screen button shall be included)</li> <li>f. Notification panel (with access to notifications view)</li> <li>g. Frequently used links to tabs in the application</li> <li>h. Task bar listing open tabs in the application</li> <li>i. Application search box</li> <li>j. Configurable landing page when logging-in (per role, to be assembled with modules: views, dashboards, maps, reports, static text)</li> <li>k. Highlight on the active tab and active field</li> <li>l. Buttons depicting available actions to be taken on a given tab (e.g. Accept and Cancel)</li> <li>m. Clear indication which text is a label, which field is meant for input and which field is calculated by the application</li> </ol>

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		<ul style="list-style-type: none"> <li>n. Buttons to put the tab on the left / right side of the screen or blow-up to full window</li> <li>o. Enable displaying two tabs side by side</li> </ul>
TR24	Capacity and scalability	<p>The System shall have the capacity to serve 5,000 named users as a minimum.</p> <p>The System shall have the capacity to serve 500 concurrent users as a minimum.</p> <p>The System shall have the capacity to manage 5,000 resources and 50 operations per year at minimum.</p> <p>The System shall be scalable to accommodate more than 500 concurrent users.</p> <p>The System shall not exceed 80% of available server resources in peak hours unless a specific component of the solution allocates more resources by default.</p>
TR25	Ability to scale-out	<p>The System shall support scaling out through adding nodes working behind a re-directing load-balancer in each of the application/database layers. In case of reconnection of a user to a node other than where the previous session was anchored the System shall seamlessly transfer the session along with its data.</p>
TR26	Availability	<p>The System shall be designed to meet the intrinsic availability with the Agreed Service Time of Working Hours shall be not less than 99% and the MTTR not more than 8 hours.</p> <p>The System's Standard Operating Procedures shall be designed so that with 0.35 Full Time Equivalent of a skilled System Administrator the System's operational availability is not worse than its intrinsic availability.</p>
TR27	Monitoring	<p>The System shall be monitored using the Frontex-provided MS SCOM tool. Each user-facing network services shall be polled to a sufficient degree enabling the System Administrator to confirm that the System remains available to its Users.</p> <p>The System shall be monitored for performance at a configurable level of detail, for front-end and back-end activity, i.e. page generation and delivery times, batch jobs runtime, etc.</p> <p>The Contractor shall plan, design, develop a SCOM management pack, test and document the monitoring logic of OPERA in the SCOM tool to be imported by Frontex administrators.</p>
TR28	Notifications	<p>The System shall allow sending system alerts on events related to business processes or administrative processes through the Frontex email infrastructure, based on MS Exchange, and supporting POP3, IMAP and SMTP.</p> <p>Whenever the UI allows the user to select the e-mail addresses from the list, this list of available e-mail addresses shall be based on the Enterprise Directory through the Exchange Global Address List (GAL).</p> <p>Frontex will provide SMTP interface to Exchange and the interface to the Global Address List (GAL) to the Contractor.</p> <p>The Contractor shall plan, design, implement, test, enable and document the configurable notifications mechanism in the System.</p>
TR29	Reliability and recoverability	<p>The System's design shall meet the Mean Time Between Failures of not less than 40 days. The System Failure is defined as occurrence of an incident of</p>

		<p>MEDIUM (Service down for one user, or service degraded for multiple users) or HIGH (Service down for multiple users) Impact affecting business process activity at the CRITICAL or CORE level of Business Importance. Frontex will assess the MTBF metric annually for past 12 months.</p> <p>The System shall be fully redundant (deployed on high-availability cluster of web servers, DBMS servers cluster with Always-On feature enabled, ArcGIS servers cluster and other services).</p> <p>RPO: The maximum data loss for the System is 24 hours.</p> <p>RTO: The maximum recovery time for the System is 1 working day.</p>
TR30	Backup and recovery	<p>Backup and recovery mechanisms shall be integrated with the Frontex Backup system. Both incremental and full backups shall be supported for all System content. Both hot and cold backup modes shall be supported, with minimal disruption to users.</p> <p>Frontex will manage the daily scheduled backup or archiving at VM snapshot-level in training and production environment.</p>
TR31	Capacity monitoring	<p>The System shall provide Administrator with a dashboard depicting all System components along with their usage of capacity and numbers of active users / transactions per second.</p>
TR32	VMware virtualization	<p>The System shall be compatible with VMware ESX 5.5 virtualized environment to support scalability, maintenance and Central Disaster Recovery Plan.</p> <p>The System shall seamlessly resume its operation following recovery from an online snapshot of each of its VMs.</p>
TR33	Event logging	<p>The System shall log events to Windows Event Application Log at Information, Warning, Error and Critical levels. The encountered error code shall be reflected in the Event ID, the captured exception shall be reflected in the Operational Code attribute and the originating component in the Task Category.</p>
TR34	Performance monitoring	<p>The System shall publish its internal performance counters to the Windows Performance Counters, so that they can be collected and analysed. The minimum set of counters are:</p> <ol style="list-style-type: none"> <li>1. Current number of user sessions</li> <li>2. High-water mark of number of user sessions</li> <li>3. High-water mark of number of distinct named users</li> <li>4. Current number of user interactions per second</li> <li>5. Number of failed authentication attempts</li> </ol>
TR35	User authorization	<p>The System shall authorise user access using a role-based logic based on existing Active Directory Groups, application settings or security claims provided by ADFS in the session context.</p> <p>The System shall allow managing from a central point the access control for all content items, documents, records and folders. The access settings shall be respected, regardless of the way of retrieving or accessing the contents.</p>

The System shall allow limiting access to its areas (sites and sites collections), functionalities and contents to roles, users and group of users permanently or for limited periods of time.

The System shall allow Administrators to revoke user privileges to a selected role, user or group of users, to all or selected contents and functionalities regardless its version, state or location.

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TR36	Licence dongles	The System shall not depend on any hardware for licencing purposes.
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Opera system is planned to be used by the same user groups as Opera 2 (only personnel responsible for management of resources in operations rather than every border guard who is involved in them), therefore the capacity and scalability requirements are the same. Integration with other systems used by MS/SAC/TC is not foreseen at this stage (MS/SAC/TC were not involved during initial analysis). If during a detailed analysis such a need is discovered it will be evaluated and processed together with other new requirements and change requests. Similarly, reliability and recoverability requirements are based on Opera 2 ICT documentation and Opera 2 service level agreement/specification (SLA/SLS).

# OPERA system

**Appendix 10.15 ICT Platforms  
ver.2**

06/06/2018

## 1. Configuration of ICT platforms provided by Frontex

For the purpose of solution design the Contractor shall assume that the ICT platform environments required for the Opera Evolution deployment are available as scheduled in the following configuration:

### 1. Clients:

- a. Access to Production and Training Environments
  - i. 2 x Standard client laptops , 2 CPU cores, 4GB RAM, 50GB storage, Wi-Fi access, Windows 10
- b. Access to Test Environment (UAT)
  - i. Up to 10 client sessions on a Windows Server 2016 with Terminal Services

### 2. Test Environment

- a. Application servers
  - i. 2 x VM, 2 vCPUs, 8GB RAM, 100GB storage, 1 x 1Gbps vNIC, Windows Server 2016
- b. Database servers
  - i. 2 x VM, 4 vCPUs, 16GB RAM, 100GB storage, 1 x 1Gbps vNIC, Windows Server 2016, MS SQL 2017 Always-On
- c. Common services (on-demand)
  - i. Authentication through Active Directory Services (ADS) and Active Directory Federation Services (ADFS - see Appendix 10.3 Current ICT baseline, section 5 Authentication Strategy for Applications)
  - ii. Authorization through the re-usable authorization component
  - iii. Enterprise Directory through Exchange Global Address List (GAL)
  - iv. Public Key Infrastructure through Active Directory Certificate Services (ADCS)
  - v. Time synchronization through NTP
  - vi. E-mail through Exchange
  - vii. Instant Messaging through Skype for Business
  - viii. Document Management through DMS (see Appendix 10.12 chapter 1.5)
  - ix. Geo-spatial through CoreGIS (ESRI ArcGIS - see Appendix 10.12 chapter 1.9)
  - x. TRU ICT Platform (see Appendix 10.12 chapter 1.3)
  - xi. Frontex Application for Return (FAR - see Appendix 10.12 chapter 1.2)
  - xii. Frontex Positioning System (FPS - see Appendix 10.12 chapter 1.4)
  - xiii. Erosur Communication Network (see Appendix 10.12 chapter 1.6)
  - xiv. Joint Operations Reporting Application (JORA - see Appendix 10.12 chapter 1.1)
  - xv. No service monitoring provided
  - xvi. No scheduled backup or archiving provided

### 3. Training Environment

- a. Application servers
  - i. 2 x VM, 2 vCPUs, 8GB RAM, 100GB storage, 1 x 1Gbps vNIC, Windows Server 2016
- b. Database servers
  - i. 2 x VM, 4 vCPUs, 16GB RAM, 100GB storage, 1 x 1Gbps vNIC, Windows Server 2016, MS SQL 2017 Always-On
- c. Common services (on-demand)
  - i. Authentication through Active Directory Services (ADS) and Active Directory Federation Services (ADFS - see Appendix 10.3 Current ICT baseline, section 5 Authentication Strategy for Applications)
  - ii. Authorization through the re-usable authorization component
  - iii. Enterprise Directory through Exchange Global Address List (GAL)

- iv. Public Key Infrastructure through Active Directory Certificate Services (ADCS)
- v. Time synchronization through NTP
- vi. E-mail through Exchange
- vii. Instant Messaging through Skype for Business
- viii. Document Management through DMS (see Appendix 10.12 chapter 1.5)
- ix. Geo-spatial through CoreGIS (ESRI ArcGIS - see Appendix 10.12 chapter 1.9)
- x. TRU ICT Platform (see Appendix 10.12 chapter 1.3)
- xi. Frontex Application for Return (FAR - see Appendix 10.12 chapter 1.2)
- xii. Frontex Positioning System (FPS - see Appendix 10.12 chapter 1.4)
- xiii. Eurosur Communication Network (see Appendix 10.12 chapter 1.6)
- xiv. Joint Operations Reporting Application (JORA - see Appendix 10.12 chapter 1.1)
- xv. Service monitoring through System Centre Operations Manager
- xvi. Scheduled backup or archiving provided (requirements to be agreed upon deployment)

#### 4. Production Environment

- a. Application servers
  - i. In EU-U network: 2 x VM, 2 vCPUs, 8GB RAM, 100GB storage, 1 x 1Gbps vNIC, Windows Server 2016
  - ii. In DMZ network: 2 x VM, 2 vCPUs, 8GB RAM, 100GB storage, 1 x 1Gbps vNIC, Windows Server 2016
- b. Database servers
  - i. 2 x VM, 4 vCPUs, 16GB RAM, 100GB storage, 1 x 1Gbps vNIC, Windows Server 2016, MS SQL 2017 Always-On
- c. Common services (on-demand)
  - i. Authentication through Active Directory Services (ADS) and Active Directory Federation Services (ADFS - see Appendix 10.3 Current ICT baseline, section 5 Authentication Strategy for Applications)
  - ii. Authorization through the re-usable authorization component
  - iii. Enterprise Directory through Exchange Global Address List (GAL)
  - iv. Public Key Infrastructure through Active Directory Certificate Services (ADCS)
  - v. Time synchronization through NTP
  - vi. E-mail through Exchange
  - vii. Instant Messaging through Skype for Business
  - viii. Document Management through DMS (see Appendix 10.12 chapter 1.5)
  - ix. Geo-spatial through CoreGIS (ESRI ArcGIS - see Appendix 10.12 chapter 1.9)
  - x. TRU ICT Platform (see Appendix 10.12 chapter 1.3)
  - xi. Frontex Application for Return (FAR - see Appendix 10.12 chapter 1.2)
  - xii. Frontex Positioning System (FPS - see Appendix 10.12 chapter 1.4)
  - xiii. Eurosur Communication Network (see Appendix 10.12 chapter 1.6)
  - xiv. Joint Operations Reporting Application (JORA - see Appendix 10.12 chapter 1.1)
  - xv. Service monitoring through System Centre Operations Manager
  - xvi. Daily scheduled backup or archiving at VM snapshot-level
  - xvii. Software deployment and updates through System Centre Configuration Manager (SCCM)
  - xviii. IT Infrastructure services, based on virtualization (ESX 6.5)
  - xix. Anti-malware protection
  - xx. VPN service for remote access to application (IPSec-based)

# OPERA system

## Appendix 10.21 Acceptance Criteria for SC1

09/04/2018

## 1. Introduction

Upon the FWC signature the first specific contract (hereinafter called SC1), covering the project planning, initial design and delivery of the first release of the Opera Evolution software will be awarded.

Since the scope of the SC1 is defined upfront in the ToR and Contract Deliverables this document provides the acceptance criteria to be used at the acceptance phase of the SC1 execution to arrive at acceptance of all deliverables in scope.

## 2. Acceptance Criteria

The table below gathers criteria to be used when considering acceptance of the SC1 deliverables:

#	Criterion	Required evidence	Tolerance
1	<p>The Project Management documents have been delivered, approved and are maintained, namely:</p> <ul style="list-style-type: none"> <li>1.1 Team Plan</li> <li>1.2 Schedule</li> <li>1.3 Minutes of Meetings</li> <li>1.4 Weekly Progress Reports</li> <li>1.5 Project Management Registers (updated weekly) <ul style="list-style-type: none"> <li>1.5.1 Issue Register</li> <li>1.5.2 Risk Register</li> <li>1.5.3 Team Daily Log</li> <li>1.5.4 Configuration Item Record</li> <li>1.5.5 Change Register</li> <li>1.5.6 Quality Register</li> </ul> </li> <li>1.6 Quality Approach</li> <li>1.7 Product Descriptions</li> </ul>	<p>Duly signed acceptance protocol for each document or register</p>	<p>All requirements against documents must be addressed, minor deficiencies may be accepted provided that are remedied within 2 weeks;</p> <p>For MoM at minimum a register of agreed statements shall be provided;</p> <p>For Weekly reports at least one report per week lapsed is required;</p> <p>For each register at least one snapshot of a register per month is required.</p>
2	<p>The solution design documentation has been delivered, reviewed / consulted through workshops, approved and is maintained throughout development, namely:</p> <ul style="list-style-type: none"> <li>2.1 Initial System Requirements Document (SRD)</li> <li>2.2 System Requirements Review (workshop)</li> <li>2.3 Initial Technical Design Document (TDD)</li> <li>2.4 Technical Design Review (workshop)</li> <li>2.5 Initial Product Backlog</li> <li>2.6 Input to Security Risk Assessment</li> <li>2.7 Test Case and Test Scenario template</li> </ul>	<p>Duly signed acceptance protocol for each document;</p> <p>Duly signed list of participants, MoM, materials provided for each workshop, duly signed workshop acceptance protocol</p>	<p>All requirements against documents must be addressed,</p> <p>minor deficiencies may be accepted provided that are remedied within 2 weeks;</p> <p>Each section of a document under review must be reviewed with Frontex representative confirming agreement or providing remarks.</p>

#	Criterion	Required evidence	Tolerance
3	<p>The requested capabilities have been designed, built, integrated, tested, prepared for release in the form of:</p> <ul style="list-style-type: none"> <li>• Executable code</li> <li>• Updated SRD and TDD</li> <li>• Capability-specific Test Cases and Test Scenarios</li> <li>• Capability-specific Unit Tests and Automated Tests</li> <li>• Capability-specific Manuals</li> </ul> <p>for the following capabilities in scope of the SC1:</p> <ul style="list-style-type: none"> <li>3.1.1 Human Resources Pools Management <ul style="list-style-type: none"> <li>3.1.1.1 EBCGT Pool Management</li> <li>3.1.1.3 Return HR Pool Management</li> <li>3.1.1.4 HR Overall Number Management</li> <li>3.1.1.5 Additional HR Management</li> </ul> </li> <li>3.1.2 Technical Equipment Pools Management <ul style="list-style-type: none"> <li>3.1.2.1 TE Pool Management</li> <li>3.1.2.4 TE Overall Minimum Number Management</li> </ul> </li> <li>3.1.3 Operational Activity Planning <ul style="list-style-type: none"> <li>3.1.3.1 Operation Planning and Management</li> <li>3.1.3.2 Operational Needs Definition</li> </ul> </li> <li>3.1.4 Resources Deployment <ul style="list-style-type: none"> <li>3.1.4.1 TE deployment</li> <li>3.1.4.2 HR Deployment</li> <li>3.1.4.5 Situation Monitoring</li> </ul> </li> <li>3.1.5 Seconded Team Members Management <ul style="list-style-type: none"> <li>3.1.5.1 sTM Needs Verification</li> </ul> </li> <li>3.1.6 Finance Management <ul style="list-style-type: none"> <li>3.1.6.1 Operational Year Budget Management</li> </ul> </li> </ul>	<p>Duly signed acceptance protocol for each document;</p> <p>For each capability: Test report proving that the test cases proving compliance with each requirements listed under the Solution Requirements for given business processes and capabilities has been met;</p> <p>For executable code: the source code along with all required resources, libraries, scripts, solutions forming a coherent package that can be imported into the MS TFS and built to result in an application readily executable on top of an application server, all applicable test reports, clear release and deployment documentation provided, duly signed executable code acceptance protocol</p>	<p>All requirements against documents must be addressed, minor deficiencies may be accepted provided that are remedied within 2 weeks;</p> <p>All functional requirements for each business processes supporting capabilities have been met and that is confirmed through a successful test.</p> <p>For executable code: successful build from source code, all critical and major bugs resolved, UAT passed without major issues</p>

#	Criterion	Required evidence	Tolerance
	3.1.6.2 Operational Activity Budget Management		
3.1.7	Supporting		
	3.1.7.1 Access Management		
	3.1.7.3 Notification Management		
	3.1.7.5 Dictionary Management		
4	The release has been successfully deployed carrying capabilities listed in criterion 3, namely:	Duly signed acceptance protocol for each document;	All requirements against documents must be addressed, minor deficiencies may be accepted provided that are remedied within 2 weeks;
	3.2.1 Release documentation	For each sprint executed under the release a copy of all documents and registers;	For the release package to be approved all development documentation, software to be deployed, technical documentation and manuals must be delivered to the target environment, the deployed release must pass regression testing and the documentation must be made available to its users.
	3.2.1.1 Software development tools list with descriptions	For source code: the source code along with all required resources, libraries, scripts, solutions forming a coherent package that can be imported into the MS TFS and built to result in an application readily executable on top of an application server, all applicable test reports, clear release and deployment documentation provided, duly signed source code acceptance protocol	Also the early support service must be active for the release to be approved.
	3.2.1.2 Updated Test Plan (TP) including testing traceability matrix		
	3.2.1.3 Establish Test Log		
	3.2.1 Sprint documentation		
	3.2.1.1 Updated Product backlog		
	3.2.1.2 Sprint Backlog		
	3.2.1.3 Sprint burn-down chart		
	3.2.1.4 Updated Quality Register		
	3.2.1.7 Updated Test Log		
	3.2.2 Release Package	For support to release deployment: duly signed acceptance protocol of the intramural service of assisting Frontex in deploying the release;	
	3.2.2.1 Release Technical Documentation		
	3.2.2.2 Develop common features for release (Access Mgmt, Reporting, GUI adjustments, Employment of Shared Services)		
	3.2.2.3 Release Source Code		

#	Criterion	Required evidence	Tolerance
	<p>3.2.2.4 Release Deployment Package (Executable software, Configuration, Release notes)</p> <p>3.2.2.5 As-Built Documentation</p> <p>3.2.2.6 Administrator Documentation (AD) (Installation, Upgrade, Removal and Maintenance Manuals)</p> <p>3.2.2.7 User Manuals (UM) for internal and external users</p> <p>3.2.2.8 Test Summary Report</p> <p>3.2.2.9 Support to release deployment (including data migration, integration)</p>		
4	<p>All training required for the release to be put to use have been planned, developed, prepared, delivered and accepted, namely:</p> <p>3.2.3 Training</p> <ul style="list-style-type: none"> <li>3.2.3.1 Training Plan</li> <li>3.2.3.2 Training materials</li> <li>3.2.3.3 Training environment</li> <li>3.2.3.4 Training for Power users</li> <li>3.2.3.5 Training for End users</li> <li>3.2.3.6 On-the-job Training</li> <li>3.2.3.7 Training for Administrators</li> <li>3.2.3.8 Training Report</li> </ul>	<p>Duly signed acceptance protocol for each document;</p> <p>For training sessions: duly signed list of participants, materials provided, duly signed training acceptance protocol</p>	<p>No less than 90% of participants agreed in the training plan must have received the training and no less than 75% of trainees must confirm readiness to use the solution following the training.</p>
5	<p>All OOTB products marked in the price list as required for the solution under the release have been delivered, deployed, configured, tested and integrated with the solution.</p>	<p>Duly signed delivery and acceptance protocol for each OOTB product;</p> <p>Clearly marked usage of OOTB components with applicable</p>	<p>All OOTB products shall be delivered, deployed, configured, tested and integrated with the solution prior to System deployment in UAT / PROD.</p>

#	Criterion	Required evidence	Tolerance
		configuration and customizations explained in the TDD.	
6	<p>The provided release of the System complies with the applicable non-functional requirements put forward, namely:</p> <ul style="list-style-type: none"> <li>TR3. User management and authentication</li> <li>TR4. Compatibility</li> <li>TR5. Deployment on premises</li> <li>TR6. Architecture</li> <li>TR7. UI technology</li> <li>TR8. Frontex system analysis and design standards compliance</li> <li>TR9. Read-only database copy for data sharing and reporting purposes</li> <li>TR10. Interoperability</li> <li>TR11. Personal data protection</li> <li>TR15. ID cards printing</li> <li>TR16. Opera as reference data source for operations, human resources and technical equipment</li> <li>TR17. UI look &amp; feel</li> <li>TR18. UI responsiveness</li> <li>TR19. UI compatibility</li> <li>TR20. UI usability</li> <li>TR21. UI navigation</li> <li>TR22. UI security</li> <li>TR23. UI composition</li> <li>TR24. Capacity and scalability</li> <li>TR25. Ability to scale-out</li> </ul>	<p>For each non-functional requirement:</p> <p>Test report proving that the test cases have been executed and proving compliance with each NFR requirement;</p> <p>Additionally: a report of static analysis proving compliance (document reviews/walkthroughs/code inspections) if the requirement cannot be fully verified by dynamic testing (i.e. executing the programmed code).</p>	<p>All requirements for each NFR has been met and that is confirmed through a successful test supplemented by static analysis techniques (document reviews/walkthroughs/code inspections).</p> <p>Static analysis is applied in addition to dynamic tests if the requirement cannot be fully verified by dynamic testing.</p>

#	Criterion	Required evidence	Tolerance
	TR26. Availability		
	TR27. Monitoring		
	TR28. Notifications		
	TR29. Reliability and recoverability		
	TR30. Backup and recovery		
	TR31. Capacity monitoring		
	TR32. VMware virtualization		
	TR33. Event logging		
	TR34. Performance monitoring		
	TR35. User authorization		
	TR36. Licence dongles		
7	The early support services are ready to be employed from the moment of release deployment onwards.	Duly signed protocol confirming readiness of the Contractor personnel to respond to calls under the early support.	The service availability may be based on the attendance sheet of the Contractor personnel delegated to provide the early support.