

Frontex/RP/1485/2019/SB

**Framework Contract for the development of ICT
software solution for EBCG Team Members Access
to Schengen Information System (A2SISII)**

Annex I

Guide for Candidates

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1. Summary

Awarding authorities	The European Border and Coast Guard Agency referred to as “Frontex” and “contracting authority”
Procedure	Restricted procedure
Purpose	Framework Contract for the development of ICT software solution for EBCG Team Members Access to Schengen Information System
Lots	This call for tenders has one single lot.
Volume (indicative)	The estimated volume is five million (5,000,000) euro net for the whole duration of the framework contract.
Contract	Frontex will sign a single framework contract with the successful tenderer.
Submission of application	Each Candidate can only submit one application (Annex II - Candidate’s Submission Form).
Duration of framework contract	<p>The framework contract (signed during the second phase of the restricted procedure) is expected to consist of two (2) consecutive phases:</p> <ul style="list-style-type: none"> • Implementation phase - fourteen (14) months with two (2) optional extensions each time for a period of one (1) year • Maintenance phase - six (6) months with five (5) optional extensions each time for a period of six (6) months
Main places of delivery	It is assumed that majority of services under the contract shall be executed outside Frontex’ premises however Frontex may request to carry out the work at its premises or at ‘other locations’. Every time place of performance shall be indicated in Specific Contract.
Particulars of delivery	<p>Delivery must be in conformity with the placed orders.</p> <p>Services will normally be carried out during Normal Working Days and Normal Working Hours; however, the delivery of certain services outside the Normal Working Days and standard Normal Working Hours may be required.</p>
Variants	Not permitted.
Joint applications/tenders	Permitted.
Subcontracting	Permitted. However, any intention to subcontract must be clearly announced in the request to participate.

2. Terms, acronyms and abbreviations

Term	Description
A2SISII system	Access To Schengen Information System II - name of a system being developed as a main output of A2SISII project.
Biographical data	Most basic personal information, includes name, address, gender, marital status, date of birth, etc.
Biometric data	Personal data resulting from specific technical processing relating to the physical or physiological characteristics of a natural person, which allow or confirm the unique identification of that natural person, namely photographs, facial images, dactyloscopic data, retina, iris, signature, voice.
BPMN	Business Process Model and Notation (BPMN) is a standard for business process modelling that provides a graphical notation for specifying business processes in a Business Process Diagram (BPD).
CEFR	Common European Framework of Reference for Languages
EBCG	European Border and Coast Guard
EBCG Team Members	Member of the European Border and Coast Guard teams.
ETD	Emergency Travel Documents
eu-LISA	The European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice.
Extended Working Hours	Any working hours other than <i>Normal Working Hours</i> , including weekends, public and <i>Frontex holidays</i> .
Fixed Price	Fixed Price assignments as defined in the GTCITC.
Frontex Holidays	Frontex holidays are the days when Frontex is generally shut down for business with the exception of vital function support, mostly of operational nature; this usually covers the 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 the first, sometimes also the second day of January. The list of Frontex holidays for each upcoming year is a subject of an administrative decision by Frontex. Detailed list of Frontex holidays might be provided to the Contractor on request.
Frontex DPO	Frontex Data Protection Office
Frontex ECRET	Frontex European Centre for Returns Unit
Frontex FDU	Frontex Field Deployment Unit
Frontex ICT	Frontex Information and Communication Technology Unit

Term	Description
Frontex ORD	Frontex Operational Response Division
Frontex PROC	Frontex Procurement
Frontex PRU	Frontex Pooled Resources Unit
FWC	Framework Contract
GTCITC	General Terms and Conditions for Information Technologies Contracts - contractual provisions applicable to this Contract.
High-availability architecture	High availability architecture of IT solution is an approach of defining the components, modules or implementation of services of a system which ensures optimal operational performance, even at times of high loads (generated i.e. when some of the servers which host solution are down or there is a bigger than usual interest in service).
LDAP	The Lightweight Directory Access Protocol is an open, vendor-neutral, industry standard application protocol for accessing and maintaining distributed directory information services over an Internet Protocol (IP) network.
Local Officers	Local officers from the hosting MS or hosting Third Country where TMs have executive powers.
MS	Member State
MRP	A machine-readable passport (MRP) is a machine-readable travel document (MRTD) with the data on the identity page encoded in optical character recognition format.
MRZ	Machine readable zone (MRZ) is usually at the bottom of the identity page at the beginning of a passport standardized by the ICAO Document 9303.
NIST	National Institute of Standards and Technology, non-regulatory agency of the United States Department of Commerce, responsible for developing “Data Format for the Interchange of Fingerprint, Facial, & Scar Mark & Tattoo (SMT) Information”.
Normal Working Day	The weekdays from Monday to Friday inclusive, except for Frontex holidays.
Normal Working Hours	From 08:00 to 20:00 on Normal Working Days
Personal Data	Shall have the same meaning as set out in the Regulation (EC) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.
PKI/CA	A public key infrastructure (PKI) is a set of roles, policies, hardware, software and procedures needed to create, manage, distribute, use, store and revoke digital certificates and manage public-key encryption.

Term	Description
	In cryptography, a certificate authority or certification authority (CA) is an entity that issues digital certificates.
Profile	A description of the requirements that a Consultant with a given Profile must meet. It refers to knowledge, skills, experience and tasks to be performed.
Quoted Times & Means	Quoted Times & Means assignments as defined in the GTCITC.
RFID	Radio-frequency identification (RFID) uses electromagnetic fields to automatically identify and track tags attached to objects.
SAC	Schengen associated country
SIS	Schengen Information System (currently second generation - SIS II), most widely used and largest information sharing system for security and border management in Europe based on alerts and hit/no-hit system.
SIS alert	Set of data entered into SIS allowing the competent authorities to identify a person with a view to taking specific action.
SIS hit	Any SIS match which has been confirmed by the end-user or by the competent authority in accordance with national procedures, where the match concerned was based on the comparison of biometric data.
SIS match	Conducted search in SIS by an end-user that has revealed an alert entered into SIS and data concerning the alert in SIS match the search data.
SIS query	Any attempt to conduct search in SIS with the search data (biometric or biographical data).
SLA	A service-level agreement (SLA) is a commitment between a service provider and a client. Particular aspects of the service - quality, availability, responsibilities - are agreed between the service provider and the service user. The most common component of an SLA is that the services should be provided to the customer as agreed upon in the contract.
Specific Contract / Order Form	Specific Contract and Order Form as defined in the GTCITC.
TAP	Turnkey Access Point, network device (gateway) which allows secure connection with SIS network. Provided by eu-LISA.
TM	Team Members, members of the teams, a member of the European Border and Coast Guard teams or teams of staff involved in return-related tasks participating in return operations or return interventions;
Tenderer / Candidate	Participant in this procurement procedure submitting an application/tender. Tenderer with whom the framework contract has been signed becomes the Contractor

Term	Description
Times & Means	Times & Means assignments as defined in the GTCITC.
UML	The Unified Modeling Language (UML) is a general-purpose, developmental, modeling language in the field of software engineering that is intended to provide a standard way to visualize the design of a system.
Web API	A Web API is an application programming interface (API) for either a web server or a web browser. It is a web development concept, usually limited to a web application's client-side (including any web frameworks being used).

Annex III General Terms and Conditions for Information Technologies Contracts provides additional terms and definitions applicable to the mentioned documents.

3. General information

3.1. Contracting Authority

Frontex, the European Border and Coast Guard Agency, which was established by the Council Regulation (EC) [Regulation \(EU\) 2016/1624](#), supports EU Member States and Schengen Associated Countries in the management of EU's external borders and fighting cross-border crime. The Agency is a centre of excellence for border control activities at the EU's external borders, sharing intelligence and expertise with all EU Member States, as well as neighbouring non-EU countries affected by migratory trends and cross-border crime. Among its many tasks, the agency coordinates the deployment of border and coast guards, along with boats, airplanes, patrol cars and other equipment, to EU countries facing exceptional pressure at their external borders.

The new European Border and Coast Guard Regulation ([Regulation \(EU\) 2019/1896](#)), which entered into force on 4 December 2019, entrusted Frontex with new powers and tools that will help it meet three main strategic objectives: reduced vulnerability of the external borders based on comprehensive situational awareness; safe, secure and well-functioning EU borders and sustained European Border and Coast Guard capabilities.

Further information about Frontex origin, organisation, its mandate, fields of activities, strategy and planned activities can be read on the Agency's web site: www.frontex.europa.eu.

3.2. Procurement procedure

For its fast growing organisation and performance, Frontex is in constant need of goods and services. Tendering is the structured way to consult the market for the purchase of these goods and services.

The purpose of competitive tendering for awarding contracts is two-fold:

- To ensure the transparency of operations;
- To obtain the desired quality of services and supplies at the best possible price.

The procurement procedure is governed by the following legal provisions: Title VII of Regulation (EU, Euratom) 2018/1046 on the financial rules applicable to the general budget of the Union (Financial Regulation), repealing Regulation (EU, Euratom) No 966/2012 and Annex I to the same regulation

This call for tenders is based on the **restricted procurement procedure** in accordance with Art. 164 of the Financial Regulation.

The restricted procedure is composed of two distinct phases:

- **Candidature/application phase (phase 1)** - concerns the selection of Candidates/applications following the publication of a contract notice in the Official Journal;
- **Tendering phase (phase 2)** - concerns the evaluation of tenders/offers submitted by the Candidates selected in the first phase.

The assessment of the Candidates in the **candidature/application phase (phase 1)** will comprise the following steps:

- 1) Exclusion of Candidates
- 2) Selection of Candidates based on their:
 - a) Legal capacity
 - b) Economic and financial capacity
 - c) Technical and professional capacity

The assessment of the tenders in the **tendering phase (phase 2)** will comprise the following steps:

- 1) Technical evaluation
- 2) Financial evaluation

This document ("Annex I - Guide for Candidates") is concerned with the Candidates in the candidature/application phase (phase 1).

Only Candidates selected in the candidature/application phase (phase 1) will participate in the tendering phase (phase 2) and will receive the "Invitation to Tender", which will contain further information related to the scope of the contract, administrative procedure, contractual and financial issues, (guarantees, terms of payments, draft framework contract and draft specific contracts, etc.), the awarding procedure and the detailed technical specifications.

3.3. Eligibility

Participation in this procedure is open on equal terms to all natural and legal persons coming within the scope of the Treaties, as well as to international organisations.

It is also open to all natural and legal persons established in a third country which has a special agreement with the European Union in the field of public procurement on the conditions laid down in that agreement, including the following:

- Under the Stabilisation and Association Agreements (SAA) economic operators established in North Macedonia, Albania, Montenegro, Serbia, Bosnia and Herzegovina and Kosovo have been granted access to procurement procedures of the Union institutions, agencies and bodies regardless of the value of the purchase.
- Under the EEA Agreement, economic operators established in Iceland, Norway and Liechtenstein have full access to procurement procedures of the Union institutions, agencies and bodies regardless of the value of the purchase.

The rules on access to procurement do not apply to subcontractors. Economic operators are free to choose their subcontractors from any country. Thus, in principle all economic operators can act as subcontractors of other economic operators who have themselves access to the EU procurement procedures. Subcontracting may not be used with the intent to circumvent the rules on access to procurement.

For tenderers established in the United Kingdom:

Please be aware that following the entry into force of the EU-UK Withdrawal Agreement* on 1 February 2020 and in particular Articles 127(6), 137 and 138, the references to natural or legal persons residing or established in a Member State of the European Union are to be understood as including natural or legal persons residing or established in the United Kingdom. **UK residents and entities are therefore eligible to participate under this call.**

* Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union and the European Atomic Energy Community (https://ec.europa.eu/commission/publications/agreement-withdrawal-united-kingdom-great-britain-and-northern-ireland-european-union-and-european-atomic-energy-community_pl).

Participation is open to all natural and legal persons as defined above, under the condition that:

- 1) They are not in any of the situations excluding them from participation and that they have no conflict of interest in connection with this contract;
- 2) They have all the necessary knowledge and experience as well as technical and human resources to implement the contract; and
- 3) They possess adequate economic and financial capacity to perform the required services.

3.4. Penalties

Without prejudice to the application of liquidated damages laid down in the contract, Candidates, Tenderers and Contractors who have been guilty of making false declarations concerning situations referred to in point 5.2, shall be subject to the financial penalties set out in Article 135 and 138 of the above mentioned Regulation No 2018/1046.

3.5. Joint Tenders

The organisation of joint candidatures, irrespective of the legal form is at the sole discretion of the involved legal entities, provided that this does not infringe the rules of public procurement and fair competition.

In the event a group of economic operators submits an acceptable application, it shall be necessary to provide an undertaking that each legal entity shall be jointly and severally responsible for the due performance of the contract. In the case of a consortium tender, the Contractor shall be required to act on behalf of the consortium.

If awarded, members in a joint candidature will assume joint and several liabilities towards the contracting authority for the performance of the contract as a whole.

Statements saying, for instance, that:

- “...one of the partners of the joint tender shall be responsible for part of the contract and another one for the rest...”, or
- “...more than one contract shall be signed if the joint tender is successful...”

are thus incompatible with the principle of joint and several liability. The contracting authority will disregard any such statement, and reserves its right to reject such candidatures/tenders on the grounds of non-conformity with the rules of public procurement and fair competition.

If Candidates intend to submit a joint candidature with a view to submitting a joint-tender during phase 2, they must mention this fact in their candidature, together with any other relevant information in this respect including in detail the contractual arrangements or agreements between them. They must specify the entity leading the grouping. The party identified as the leader of the group shall be responsible for the receipt and processing of payments for members of the grouping, for managing and coordination the contract administration. In this case, a power of attorney shall be provided (section 1.4 of Annex II Candidate's Submission Form).

Joint-candidatures must specify the role, qualifications and experience of each member of the group. Each applicant (including members of a consortium) must complete and/or sign the identification forms in accordance with instructions provided in Annex II Candidate's Submission Form and provide all the necessary documents for assessing the candidature with regard to the exclusion and selection criteria.

The joint tender itself must come from the same group of legal entities that submitted the request to participate (“joint candidature”), and only if that group is subsequently invited to submit a tender (phase 2). This means that the tender has to be submitted by the same entity that presented its request to participate was selected and invited to submit a tender.

In case of a joint-candidature (e.g. consortiums or or similar entity) shall furnish proof of its legal form in the application. This may take one of the following forms:

- an entity with legal personality recognised by a Member State; or
- an entity without legal personality but offering sufficient protection of Frontex's contractual interests (depending on the Member State concerned, this may be, for example, a consortium or a temporary association).

Based on the above, for joint-candidatures, the Candidate is required to provide a power of attorney (section 1.4 of Annex II Candidate's Submission Form), by using one of the two models depending on the set up that has been chosen. The document supplied must prove the consortium's actual status.

In the case of a consortium of economic operators, each member will furnish proof of the right of access to the contract (eligibility), as well as proof concerning compliance with the exclusion and selection criteria. With regard to the selection criteria, Frontex may rely on the capacity of the other members of the consortium in order to establish whether the tenderer will have the resources needed to perform the contract. In this case an undertaking will be required from those members stating that they will make available to the other members the resources needed to perform the contract.

Frontex may accept other legal forms not referred to above, provided that they ensure the parties' joint and several liability and are compatible with performance of the contract. However, in the contract to be signed with the consortium Frontex will refer expressly to the existence of such joint and several liability. In addition, it reserves the right to require, contractually, the appointment of an authorised representative who may represent the members and who is empowered, inter alia, to issue invoices on behalf of the other members.

Frontex reserves the right to require the consortium or similar entity retained to have a given legal form if this is necessary for the proper performance of the contract. This requirement may be communicated by Frontex at any time during the contract award procedure, but in any case before the contract is signed.

3.6. Sub-contracting

Sub-contracting is allowed, provided that the subcontractor(s) and his scope of work shall be clearly indicated in the tender. Nevertheless, the responsibility for the full execution of the contract rests with the Contractor, as Frontex has no direct legal commitment with the subcontractor(s).

Accordingly:

- 1) Frontex shall treat all contractual matters (e.g. payment) exclusively with the main Contractor, whether or not the tasks are performed by a subcontractor;
- 2) Under no circumstances the main Contractor can avoid liability towards Frontex on the grounds that the subcontractor is at fault.

If subcontracting is envisaged in the tender it shall include a complete documentation that:

- 1) defines clearly the roles, activities and responsibilities of subcontractor(s);
- 2) specifies the volume / proportion of the tender being subcontracted for each subcontractor; and
- 3) contains a letter of intent by each subcontractor stating its intention to collaborate with the main Contractor in case the contract is awarded.

All members of the consortium and subcontractors shall meet the eligibility and exclusion criteria given in points 3.3 and 5.2.

If a relatively large proportion of the contract is plan to be subcontracted, Frontex may require the subcontractor to send all the information and documents requested from Candidates before formally accepting or rejecting the subcontractor proposed.

3.7. Cost of preparing tenders

The contract notice does not constitute any commitment on behalf of Frontex for award of the contract to a company. Frontex shall not reimburse any costs incurred in preparing and submitting applications.

3.8. No obligation to award

Fulfilment of conditions for award will not oblige Frontex to award the framework contract.

Frontex shall not be liable for any compensation with respect to Candidates and tenderers whose requests to participate or offers have not been accepted. The same applies in case Frontex decides not to award the contract.

3.9. Misrepresentation and corruptive practices

The contract shall not be awarded to Tenderers who, during the procurement procedure:

- 1) are subject to a conflict of interest;
- 2) are guilty of misrepresentation in supplying the information required by Frontex as a condition of participation in the contract award procedure or fail to supply this information;
- 3) attempt to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Frontex during the process of examining, clarifying, evaluating and comparing tenders.

All the above-mentioned circumstances shall lead to the rejection of the offer and may result in administrative penalties.

3.10. Confidentiality and public access to documents

In the general implementation of its activities and for the processing of tendering procedures in particular, Frontex observes the following EU regulations:

- 1) Regulation (EC) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC;
- 2) Regulation (EC) No. 1049/2001 of the European Parliament and of the Council of 30 May 2001 regarding public access to European Parliament, Council and Commission documents.

For the purpose of preparation of the tender and potential execution and/or performance of the contract the Candidates shall sign the Declaration of Confidentiality (see Annex II - section 6).

Moreover, for the confidentiality and security reasons, Frontex reserves the right to require from the selected Tenderers to sign the Non-Disclosure Agreement prior their participation in the tendering phase (phase 2).

For the purpose of performing the services all Contractor's personnel engaged in the implementation of the contract will be required to sign the Declaration of Confidentiality, prior to the start date of their direct involvement in the Contract.

3.11. Security

The Contractor shall respect 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 the Contract to the involved employees of the Contractor and updates, changes in these documents or publication of new documents will be communicated during the execution of the contracts.

If the Contractor or his personnel and, where applicable, subcontractors fail to comply with the Frontex security rules. 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 will requires from the Contractor to demonstrate the valid excerpt of the criminal record of the Contractor staff members planned to participate in the execution of this Contract. Frontex will 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.

Frontex does not foresee a need for access to any documentation marked as EU classified. Nevertheless, Frontex reserves the right to require the Contractor to initiate security screening for his personnel directly involved in the execution of this Contract to obtain the security clearance at CONFIDENTIEL UE/EU CONFIDENTIAL or SECRET UE/EU SECRET level in order to provide specific services planned in the course of this Contract.

4. Specific information

4.1. Background and Current Situation

To ensure a high level of security within the area of freedom, security and justice of the European Union, including the maintenance of public security and public policy and the safeguarding of security in the territories of the Member States, Schengen Information System (SIS) was put in operation in 1995. Its second generation started operations in 2013 (SIS II) as a result of Regulation 1987/2006¹. The main purpose of SIS is to make Europe safer as the system assists the competent authorities in Europe to preserve internal security in the absence of internal border checks, by storing and sharing records (alerts) on persons and objects on which actions needs to be taken, which in turn can be queried and validated (HIT / NO-HIT system).

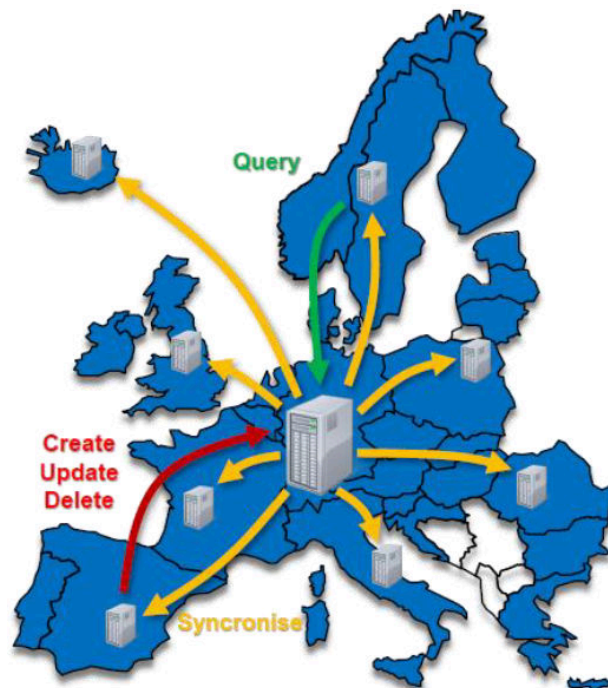


Figure 1. Schengen Information System (SIS) overview.

SIS is the most widely used and largest information sharing system for law enforcement, security and border management in Europe.

- At the end of 2018, SIS contained approximately 82 million records, it was accessed 6 billion times and secured 267,000 hits (when a search leads to an alert and the authorities confirm it).
- Currently, it is used by 30 countries and 2 agencies (EUROPOL and EUROJUST).

¹ Regulation (EU) 1987/2006 of the European Parliament and of the Council of 20 December 2006 on the establishment, operation and use of the second generation Schengen Information System (SIS II).

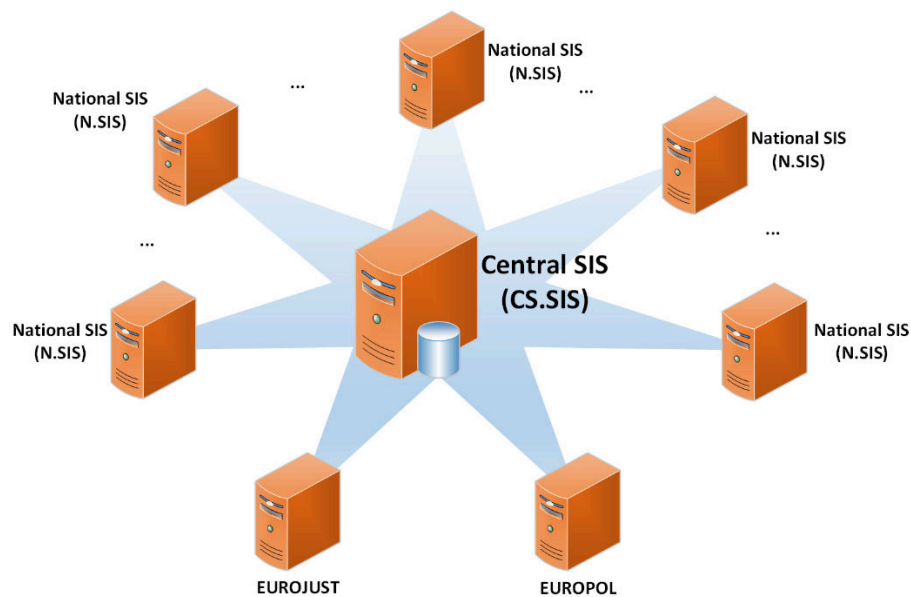


Figure 2. Current architecture of SIS.

Currently, EBCG Team Members deployed under Frontex Joint Operations do not have the access neither to the European nor national equipment and databases of the hosting Member State. This situation does not allow the team members to perform the border control efficiently in order to support the hosting Member State.

The same obstacles appears in the field of return. Deployed experts in the field of pre-return (obtaining valid ETDs) don't have the possibility to consult EU databases in order to pursue additional information about the returnees, which could support the identification and documentation of returnees.

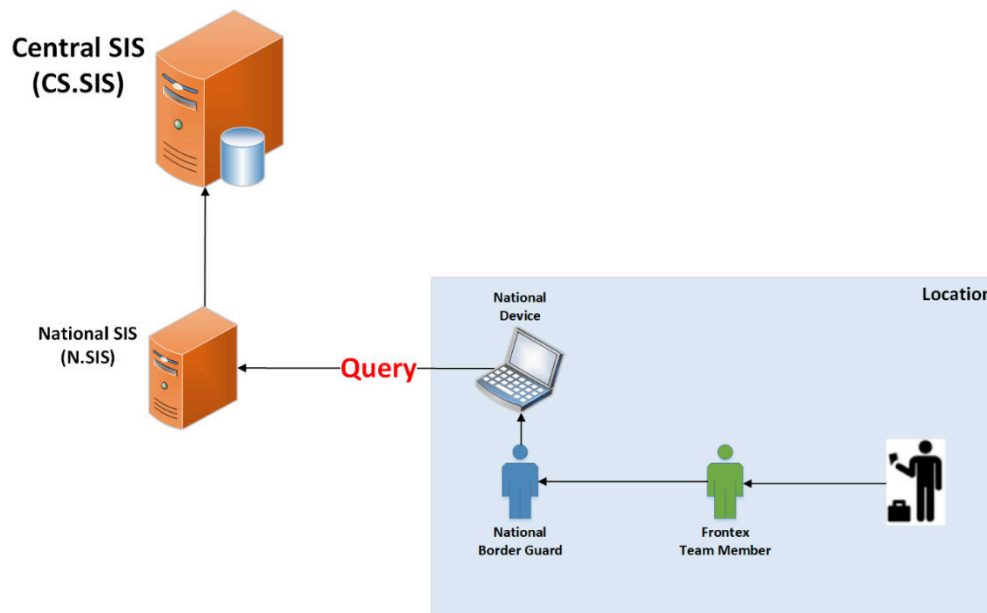


Figure 3. Current TMs support for local officers.

The European Border and Coast Guard Regulation 2019/1896² has established European Border and Coast Guard standing corps with a strategic target of having a capacity of 10,000 (ten thousand) operational staff. The article 82(10) of this regulation foresees access to the Union databases for the teams formed from the European Border and Coast Guard standing corps. Consequently the team members shall be authorised to consult Union databases. This kind of consultation is deemed to be necessary to fulfil operational aims specified in the operational plan on border checks, border surveillance and return. The members of the teams shall consult only those data which are required for performing their tasks and exercising their powers. Moreover, the host Member State may also authorise the team members to consult the national databases, where necessary for the same purposes.

Regulation 2018/1861³ on the establishment, operation and use of the Schengen Information System gave the basis to the EBCG Team Members for the operational use of the SIS in the field of border checks. At the same time Regulation 2018/1860⁴ created the ground for the Frontex return specialists to support the Member States in pre-return activities. This new legislation is a first step of the implementation of article 40(8) of EBCG Regulation, which gives the provision for team members deployed under the joint operations for consulting the European databases.

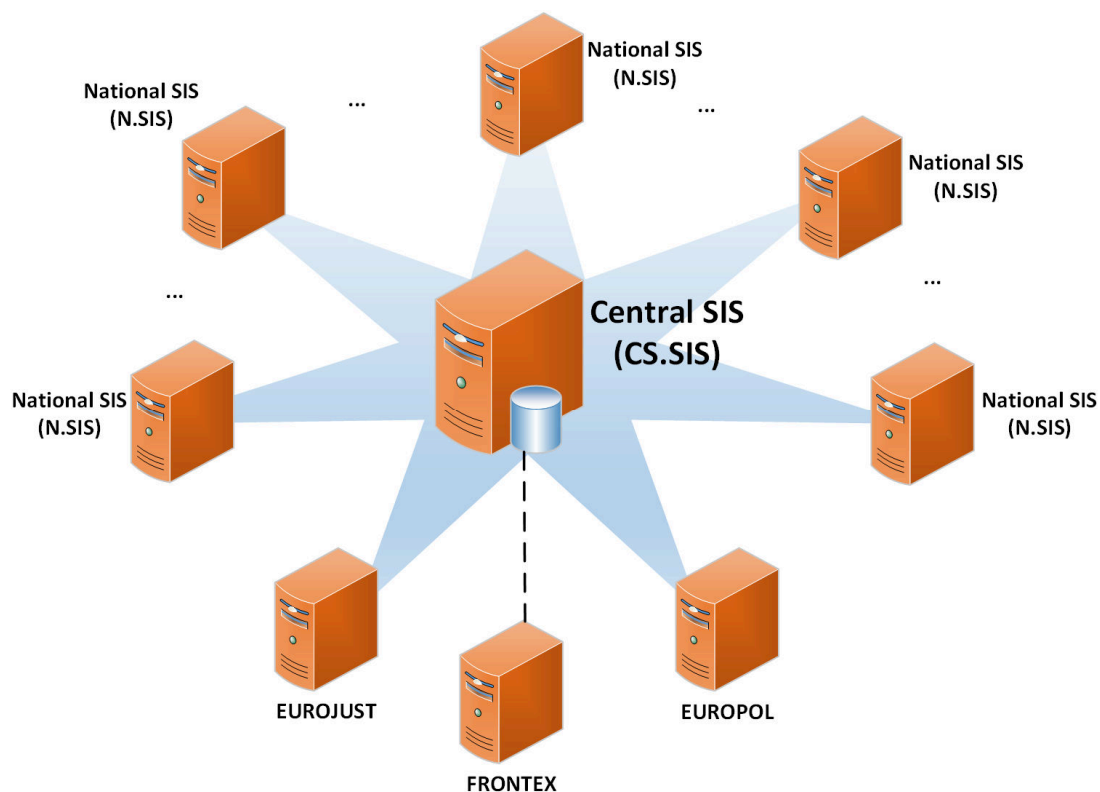


Figure 4. Frontex access to SIS.

²Regulation (EU) 2019/1896 of the European Parliament and of the Council of 13 November 2019 on the European Border and Coast Guard and repealing Regulations (EU) No 1052/2013 and (EU) 2016/1624

³Regulation (EU) 2018/1861 of the European Parliament and of the Council of 28 November 2018 on the establishment, operation and use of the Schengen Information System (SIS) in the field of border checks, and amending the Convention implementing the Schengen Agreement, and amending and repealing Regulation (EC) No 1987/2006

⁴Regulation (EU) 2018/1860 of the European Parliament and of the Council of 28 November 2018 on the use of the Schengen Information System for the return of illegally staying third-country nationals

Enhancing the operational capacity of deployed EBCG Team Members becomes even more important in the context of the EBCG Regulation 2.0⁵ to establish a ten thousand (10,000) Standing Corps.

According to the above mentioned regulations, Frontex shall have the read only access to SIS database, namely to its Central System (Central SIS) maintained by eu-LISA. What has to be highlighted is that the Agency shall only access data which is required for the performance of its tasks. Therefore, relevant provisions for granting the access to the SIS shall be included in the operational plans for a specific operation.

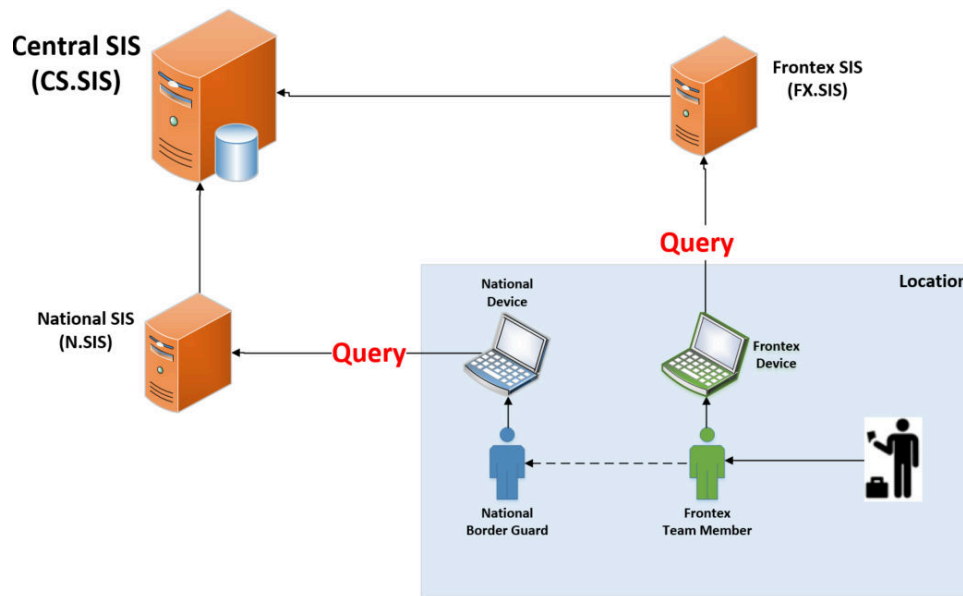


Figure 5. Envisioned TMs support for local officers.

4.2. Objectives

The main objective of this framework contract is to deliver effective ICT solution (i.e. A2SISII System) that will enable European Border and Coast Guard Agency teams to access to Schengen Information System in line with current Regulations (e.g. Regulations (EU) 2018/1725, 2018/1861, 2019/1896).

Frontex considers this framework contract to become a flexible tool for the contracting and delivery of the A2SISII System. Subsequent stages grouping the functionalities to be delivered may be ordered together under one Specific Contract or separately, depending on Frontex needs and the outcome of the previous specific contracts.

The framework contract resulting from this tender procedure is also to provide products and services to support and maintain the A2SISII System and to provide changes to its functionalities and to the underlying technical infrastructure in response to changing legal, political, organizational or technical environments.

⁵REGULATION (EU) 2019/1896 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 13 November 2019 on the European Border and Coast Guard and repealing Regulations (EU) No 1052/2013 and (EU) 2016/1624.

4.3. Stakeholders

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

Stakeholder	Role
Frontex PROC	Purchaser representative for the contract. Frontex Procurement, which is a part of the Legal and Procurement Unit, ensures the successful establishment of contracts to procure goods and services including operational technical equipment for Frontex during a time of rapidly changing objectives and priorities.
Frontex ORD	Business owner of the project, responsible for strategic management of project direction. The ORD enables the carrying out of flexible, robust and multipurpose operational responses, the operationalising of the Coast Guard functions, Law Enforcement and cross-border crime prevention and detection for the purposes of effective security at EU external borders. ORD delivers its support through a wide variety of flexible, robust and multipurpose joint operations, pilot projects and deployments.
Frontex FDU	Administrator users of the system in the area of border checks operations, responsible for user access management and monitoring of border check operations. Additionally responsible for project management from business area and for contract management. The FDU plans, conducts, monitors and evaluates field deployments by implementing operational activities at the external borders of Member States and on the territory of third countries, and provides an appropriate response to specific threats or vulnerabilities in line with European standards and fundamental rights.
Frontex ECRET	Administrator users of the system in the area of return operations, responsible for user access management and monitoring of return operations. The ECRET provides operational, technical and financial support to MSs for the development, organisation and implementation of any activities related to return. ECRET also provides support and coordination for the harmonisation and integration of MSs best practices in the field of pre-return and return.
Frontex ICT	Administrator users of the system in the area of technical administration, responsible for technical and security monitoring and audits and application configuration. Provides ICT service and supply ICT infrastructure. Additionally responsible for project management from ICT area and for contract management. The ICT operates as a centre of expertise and support for the development of existing and new ICT systems and ICT components of Frontex entities. The Unit is responsible for the development, maintenance and support of Frontex's ICT infrastructure, as well as the IT services and products.
Frontex DPO	Administrator users of the system in the area of data protection, responsible for data protection monitoring and audits. The DPO ensures, in an independent manner, the internal application of Regulation (EU) No 2018/1725, the EBCG Regulation concerning the processing of personal data and any other applicable rules.
EBCG Team Members	Primary users of the system, responsible for querying SIS, who are geographically distributed across MS/SAC locations (Border Control Points, Border Sections, Hotspots, Return Offices).

Frontex PRU	Provider of biometric/fingerprint and document scanners. The PRU is functioning as an acquisition and logistics centre. It is responsible for the acquisition and management of the technical equipment and services. Once the capabilities are deployed in operations, the Unit is responsible for the logistic support.
eu-LISA	Operator of Schengen Information System. The European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA) provides a long-term solution for the operational management of large-scale IT systems, which are essential instruments in the implementation of the asylum, border management and migration policies of the EU. The Agency is currently managing Eurodac, the second generation Schengen Information System (SIS II) and the Visa Information System (VIS).

4.4. Scope and contractual information

4.4.1. Scope of the contract

The subject of the contract is the development of ICT software solution that will enable EBCG teams access to Schengen Information System - hereinafter defined as A2SISII system, including the deliverables related to its design, development, testing, deployment and training for the users (internal and external) and administrators.

The framework contract resulting from this tender procedure is also to provide products and services to support and maintain the A2SISII System and to provide changes to its functionalities and to the underlying technical infrastructure in response to changing legal, political, organizational or technical environments.

More specifically, the framework contract shall cover the following main areas:

- A2SISII System delivery - Web application - Delivery (including the deliverables related to its design, development, testing, deployment and training for the users and administrators) of web application (frontend) and technical interface (backend) located at Frontex HQ that will enable connection and alphanumeric and biometric queries to Central SIS.
- A2SISII System delivery - Mobile application - Delivery of mobile application (including the deliverables related to its design, development, testing, deployment, data migration and training for the users and administrators), utilizing mobile connection to A2SISII technical interface to enable alphanumeric and biometric queries to Central SIS. Additionally interim support and maintenance services for already delivered part of the solution shall be provided.
- A2SISII System maintenance services - Provisioning of support and maintenance services for delivered solution (3rd level solution support and the further development of the system).
- A2SISII System Author's supervision services - Provisioning of services dedicated to:
 - Delivering extensions, enhancements or modernisation of A2SISII System (including tasks related to analysis, design, development, testing, deployment, data migration and training for the users and administrators).
 - Supporting Frontex in analysis and solving issues or malfunctions of ICT infrastructure components connected to or interlinked with A2SISII System.
 - Supporting Frontex in research and analytical activities related to further development and evolution of A2SISII System.
 - Supporting Frontex in operational usage of A2SISII including activities related to installations, configuration, migration and administration of A2SISII System.
- A2SISII System related software products delivery

The table below presents a provisional schedule of implementation of the framework contract.

Title	Schedule in months																																																							
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50						
A2SISII System delivery - Web application	8 months																																																							
A2SISII System delivery - Mobile application								8 months																																																
A2SISII System maintenance services																6 months					1 st optional extension					2 nd optional extension					3 rd optional extension					4 th optional extension					5 th optional extension															
A2SISII System Author’s supervision services	on demand														on demand																																									
A2SISII System related software products delivery	on demand														on demand																																									
	Implementation phase														Maintenance phase																																									

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

4.4.2. Type of the contract

Frontex will conclude a single framework service contract with the successful Tenderer following the second phase of the procedure. The framework contract shall be implemented by means of:

- Specific Contracts: Fixed Price, Quoted Time & Means and Time & Means.
- Order Forms.

The draft of the framework contract will be included in the tender documentation for the **tendering phase (phase 2)**.

4.4.3. Contractual information

This framework contract will establish the terms governing Specific Contracts or Order Forms to be awarded during a given period, in particular, with regard to price. Signature of the framework contract imposes no obligation on the contracting authority to order services. Only the implementation of the framework contract through Specific Contracts or Orders Forms is binding for Frontex. Each Specific Contract or Order Form will contain details of deliverables and timelines for particular services to be provided.

Frontex considers this framework contract to become a flexible tool for the contracting and delivery of the A2SISII system. Subsequent stages grouping the functionalities to be delivered may be ordered together under one Specific Contract/ Order Form or separately, depending on the outcome of the previous Specific Contracts or Order Form.

General Terms and Conditions for Information Technologies Contracts, Annex III of the Invitation to tender shall apply to this FWC. Any definition of a term used in this document, if not included in section 2, shall be identified in the GTCITC. 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'.

4.4.4. Duration of the contract

This framework contract is expected to consist of two (2) consecutive phases:

- Implementation phase - expected to have an initial duration of fourteen (14) months for the implementation of the solution, starting from the date of entry of the framework contract into force. The Implementation phase can be extended, if needed, no more than two (2) times, each time for a period of maximum one (1) year and on the same conditions, under the sole discretion of Frontex.
- Maintenance phase - covering support and maintenance services for the duration of six (6) months, starting from the date of completion and approval of Implementation phase. The maintenance can be extended, if needed, no more than five (5) times, each time for a period of six (6) months and on the same conditions, under the sole discretion of Frontex.

4.4.5. Place of performance

It is assumed that majority of services under the contract shall be executed outside Frontex' premises however Frontex may request to carry out the work at its premises or at 'other locations'. In cases of services ordered by Frontex for execution at locations other than FX premises, the reimbursement of incurred travel expenses will be made by Frontex.

Every time the place of performance shall be indicated in Specific Contract.

4.4.6. Volume of the contract

The maximum value estimated for the whole duration of the framework contract with all possible renewals is five million (5,000,000) euro net.

Frontex reserves the right to conduct negotiated procedure without prior publication of a contract notice based on point 11.1 (e) of the Annex I to Financial Regulation to increase the ceiling, if such a need occurs and the respective conditions apply.

4.4.7. Variants

Variants are not allowed.

4.4.8. Replacement of personnel

In case of planned replacement of consultant in the course of FWC and Specific Contract under Quoted Time & Means and Time & Means conditions, the Contractor shall give Frontex at minimum one month's advance notice and get Frontex acceptance for the replacement.

At the latest one month before the planned date of departure of the consultant, the Contractor shall propose a minimum of one substitute candidate. Each candidate must have the required qualifications and experience for the profile and they must have at least the same level of qualifications/education, skills and experience as the person proposed in the original offer.

If the substitute candidate is recognized by Frontex as compliant with the profile and suitable for the replacement, he/she can assume the work at identical financial conditions and the Contractor ensures the transition of service between the initial consultant and the substitute.

The replacing person shall be given sufficient training from the Contractor and provided with all information necessary to guarantee continuity of the service provided to Frontex. All such training and handover work will be carried out at no additional cost to Frontex.

The detailed replacement procedure and technical evaluation process of the proposed candidate(s) for replacement will be specified in the procurement documents for the Tendering phase (phase 2).

4.5. Form and content of the application

4.5.1. General conditions and form of application

The applications must be:

- written in one of the official languages of the European Union (preferably in English);
- clear and concise, with continuous page numbering, and assembled so as to constitute a coherent whole (e.g. bound or stapled, etc.) ;
- perfectly legible in order to rule out any doubt whatsoever concerning the words or figures;
- drawn up by using questionnaires and forms in accordance with Annex II Candidate's Submission Form together with all mandatory supporting documentation; **provided forms must not be changed**;

The applications must be submitted in the requested quantity and according to the rules set out in the invitation letter.

The applications must include all the information and documents required by Frontex for the evaluation of applicants on the basis of the exclusion and selection criteria, in the absence of which, Frontex may decide to reject the application.

4.5.2. Form and content of the Candidate Submission Form

The application must be submitted in the format of the Candidate's Submission Form according to the Annex II and include:

- 1) Identification and administrative information on the Candidate, any subcontractor or any member of a consortium or grouping), including:
 - a) Candidature Form
 - b) Legal Entity Form (with supporting documents)
 - c) Letter of Intent from Subcontractor
 - d) Power of Attorney (if applicable)
- 2) Documents related to the exclusion criteria;
 - a) Declaration on Honour
 - b) Extract from the judicial record
 - c) Proof of payment of social security contributions
 - d) Proof of payment of taxes
- 3) Documents related to the selection criteria - Economic and financial capacity:
 - a) Declaration of the company's total yearly turnover
 - b) Profit and loss accounts and balance sheets
 - c) Declaration of possessing insurance policy/certificate
 - d) Insurance policy/certificate
- 4) Documents related to the selection criteria - Technical and professional capacity;
 - a) Personnel Capacity
 - i) Relevant Manpower
 - ii) Named Personnel Available for the contract
 - iii) Statements of Compliancy to the Profile
 - iv) Statements of Intent
 - v) Copies of education diplomas and professional certification
 - b) Company Experience
 - i) Project Experience
 - (1) Reference Letters
- 5) Declaration of Confidentiality.

Candidates/Tenderers or in case of consortium all members of consortium will declare on their honour, by completing and signing the form Annex II - Candidate's Declaration on Honour that they are not in any of the situations excluding them from the participation in this tender.

5. Assessment of candidatures

The assessment will be based on the information provided by the Candidates via the forms and questionnaires that are part of the Annex II Candidate's Submission Form and of the accompanying documents.

All the information will be assessed in the light of the criteria set out in this document. The procedure for the selection of the Candidates, which will concern only admissible requests to participate, will be carried out in two successive stages. Only requests meeting the exclusion criteria will be examined in relation to the selection criteria

Assessment of applications will be conducted in following stages:

- 1) Exclusion criteria verification - the aim of this stage is to check, whether Candidates can take part in the tendering procedure and, where applicable, be awarded the contract;
- 2) Selection criteria verification - the aim of this stage is to check the legal capacity, the economic and financial capacity and minimal mandatory technical and professional capacity of each Candidate who has passed the exclusion criteria verification.
- 3) Assessment of the selection criteria - All Candidates achieving minimal requirements for technical and professional capacity will be ranked on the basis of Personnel capacity (ref. point 5.3.3.1) and Company experience (ref. point 5.3.3.2) as indicated in the section 5.3.3.3 - Summary of Assessment of the Technical and Professional Capacity.

Only the five (5) highest ranked Candidates shall be invited to participate in the tendering phase (phase 2).

Frontex may on its own discretion decide to change the order of the assessment stages.

All Candidates will be informed of the decision regarding their request to participate as soon as the selection is completed.

5.1. Opening of the requests to participate

In the Candidature/application phase (phase 1), the opening of the requests to participate will not be public.

5.2. Exclusion criteria

Requirement

Tenderers or in case of consortium all members of consortium (as well as all subcontractors) will declare on their honour, by completing and signing Declaration on Honour (section 2.1 of Annex II Candidate's Submission Form) that they are not in any of the situations excluding them from the participation in this tender.

Evidence required

The Candidates shall provide completed and signed Declaration on Honour and the following evidence confirming fulfilment of the Exclusion Criteria indicated therein (section 2 of Annex II Candidate's Submission Form):

- Recent extract from the judicial record;
- Recent certificate from the social security;
- Recent certificate on tax payment.

5.3. Selection criteria

Each application shall be verified against the criteria specified below. Incomplete application shall be rejected. However, Frontex may request that missing formal documents are submitted by email (normally these are to be submitted the latest within seventy-two (72) hours following the request during working days).

5.3.1. Legal Capacity

Requirement

The Candidate/tenderer shall provide evidence that is authorised to perform the contract under the national law by provision of the evidence that the Tenderer is already established as a recognised legal entity and is registered in a relevant professional or trade register.

Evidence required

The Candidate(s) shall provide a duly filled in and signed Legal Entity form (section 1.2 of Annex II Candidate's Submission Form) accompanied by the documents requested therein and enclose the power of attorney from the person(s) empowered to represent the tenderer.

5.3.2. Economic and Financial Capacity

Requirement

The Candidate/tenderer shall provide evidence of its economic and financial capacity to guarantee continuous and satisfactory performance throughout the envisaged lifetime of the contract. The economic and financial capacity of each Candidate will be evaluated on the basis of the following criteria:

- 1) The Candidate total turnover shall sum up to at least five million (5,000,000) euro during past three (3) years for which the accounts have been closed.
- 2) The Candidate must have a valid professional risk indemnity insurance.

Evidence required

The Tenderer must provide evidence of its economic and financial capacity as follows:

- 1) The declaration (section 3.1 of Annex II Candidate's Submission Form) of the company's total yearly turnover from the past three (3) financial years for which accounts have been closed (information shall be provided separately for each year).
If the currency of the tenderer's accountancy is other than Euro, the equivalent will be calculated on the basis of the exchange rates applicable for the month of tender submission published by the European Commission at:
http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm
- 2) Profit and loss accounts and balance sheets for the past three financial years for which accounts have been closed, on condition that the publication of profit and loss account and balance sheets is stipulated by the legislation on company in the country where the tenderer is established;
- 3) An insurance policy/certificate from the sole Candidate or -in case of joint candidature- from each economic operator composing the grouping (excluding subcontractors), proving that the Candidate is covered by a professional risk indemnity insurance which is valid at the time of submission of the candidature, and, in case of contract award, a commitment to keep it valid for the entire duration of the contract.

Frontex reserves the right to request any additional documentary evidence it deems necessary or useful in order to verify a tenderer's economic and financial standing.

5.3.3. Technical and Professional Capacity

The Tenderer shall prove its technical and professional capacity to perform the contract. The following selection criteria will be applied by Frontex to identify eligible offers:

5.3.3.1. Personnel capacity

Minimum Mandatory Requirement

The Candidate/tenderer must have sufficient professional capacity to provide the requested services under the envisaged framework contract. The Candidate must also ensure that the necessary individual resources will be available and mobilised throughout the entire duration of the framework contract.

The offered resources must be fully compliant with the following requirements set for the corresponding professional profiles:

- 1) Match the profiles described in section 6 - List of Profiles;
- 2) Cover required capacity in terms of qualified human resources, whose number must be at the minimum as indicated in the Table 1. List of required profiles and their capacities under Minimum capacity per profile of the section 6 - List of Profiles, throughout the entire duration of the framework contract;
- 3) Demonstrate the required minimum number of named personnel available for the contract per profile as indicated in the *Table 1. List of required profiles and their capacities* under Minimum number of named personnel available for the contract of the section 6 - List of Profiles. **Each person, from named personnel available for the contract list, shall be assigned only to one single profile.**

No points will be assigned during the verification of the selection criteria for required minimal mandatory technical and professional capacity.

Assessment of the Supplementary/Advantageous Requirements

For each person from the presented as Minimum number of named personnel **available for the contract** of the section 6 - List of Profiles who fulfils described below criterion Candidate/tenderer will score one (1) additional point:

- Participated in the role of Project Manager or Solution Architect or Business/System Analyst in project aimed at analysis, design, implementation and deployment of ICT System that was part of or was querying Schengen Information System (so called SIS Related project).

In total maximum five (5) points for named personnel may be awarded.

Evidence required

The Candidate/tenderer shall provide

- Overall number of staff members with roles matching the requirements set for the profiles described in section 6 - List of Profiles. The number of staff members shall be equal or greater (for each year: 2017, 2018, 2019) than the amount designated in Table 1. List of required profiles and their capacities, column "Minimum capacity per profile". The Candidate shall use the form provided in Candidate's Submission Form - section 4.1.1 Relevant Manpower. The form shall be duly filled and signed by the authorised representative of the Candidate.
- List of required minimum number of named personnel available for the contract per profile as described in section 6 - List of Profiles using the form provided in Candidate's Submission Form - section 4.1.2 Named Personnel Available for the Contract. The form shall be duly filled and signed by the authorised representative of the Candidate. For each offered named personnel there shall be attached the following documents: Statement of Intent, Statement of Compliancy to the Profile presented in forms provided in Candidate's Submission Form and copies of education diplomas and

professional certification. The number of the eligible personnel shall not be less than indicated in section 6 - List of Profiles. The Candidate may submit more named personnel for each profile than the minimum required to mitigate the risks that some of them are not recognized by Frontex as meeting the minimum mandatory criteria for the personnel.

The Statement of Intent refers to individuals who are not Candidate's personnel currently and Candidate ensures that in the event that a company is successful in the procedure, it will have the services of the relevant individual available for the execution of the contract with Frontex.

Moreover, the Statement of Intent is meant to preclude potential conflict of interest as well as to ensure transparency and consistency of the offers, since in the past the Contracting Authority found that certain Candidates did not have the authority or permission from individuals to submit their Curriculum Vitae or its parts for the purposes of the tendering procedure.

Finally, the Statement ensures that the proposed individuals are fully aware of the requirements for the personnel profile and they clearly fulfil the profile requirements. Therefore, the Statement of Intent is binding for the individuals who are not Candidate's personnel.

In case of the Candidate's personnel the Statement of Intent is not required, instead the Candidate shall provide self-declaration (free format and signed by the authorised representative of the Candidate) with the list of all personnel, confirming that the given personnel is employed by Candidate.

The form Statement of compliancy and copies of education diplomas and professional certification are mandatory for all personnel listed in the Form for the Named Personnel Available for the FWC and submitted for this request for participation.

5.3.3.2. Company experience

Minimum Mandatory Requirements

The Candidate/tenderer have successfully completed in the recent five (5) years at least the following list of projects, as minimum requirements:

- 1) At least one (1) Web Application Project with, the following characteristics:
 - a) Project delivered custom developed Web application solution for at least one thousand (1000) registered end-users and with high-availability architecture.
 - b) The value is equal or greater than three hundred thousand (300,000) euro.
- 2) At least one (1) Mobile Application Project with the following characteristics:
 - a) Project delivered custom developed Mobile application solution for at least five hundred (500) registered end-users.
 - b) Solution delivered allows scanning of at least one of the following:
 - i) Enables scanning fingerprints (at least two (2) fingers) using NIST format
 - ii) Enables scanning documents that have MRZ, e.g. passports, national IDs, driving license, visa stickers, residence permit
 - iii) Enables scanning biometric documents that have RFID chip data, e.g. passports, national IDs
 - c) The value is equal or greater than three hundred thousand (300,000) euro.
- 3) At least one (1) SIS Enabled Project with the following characteristics:
 - a) Project delivered solution or functional update/extension to the existing solution that allows querying Schengen Information System or is a part of Schengen Information System.
 - b) The value is equal or greater than three hundred thousand (300,000) euro.
- 4) At least one (1) Maintenance Project with the following characteristics:
 - a) Project delivered 3rd line support services in 24/7 regime for Web or Mobile application solution.
 - b) The value is equal or greater than five hundred thousand (500,000) euro.

Provided that the aforementioned minimum requirements are met, on-going projects may be taken into consideration, if these projects effectively started no later than six (6) months before the deadline to submit candidatures in response to this call.

No points will be assigned during the verification of the selection criteria for required minimal mandatory technical and professional capacity.

Assessment of the Supplementary/Advantageous Requirements

Each Web Application Project above the mandatory minimum fulfilling all the characteristics listed in point 1) above will score one (1) additional point. Maximum two (2) additional projects may be presented, additional ones shall not be assessed.

Each Mobile Application Project above the mandatory minimum fulfilling all the characteristics listed in point 2) above will score one (1) additional point. Maximum two (2) additional projects may be presented, additional ones shall not be assessed.

Each SIS Enabled Project above the mandatory minimum fulfilling all the characteristics listed in point 3) above will score two (2) additional points. Maximum two (2) additional projects may be presented, additional ones shall not be assessed.

Additionally each project (so called Web Application Project with scanning capability) which delivered Web Application solution integrated via Web Application Programming Interface (Web API) with scanning peripherals that allows scanning of at least one of the following:

- Enables scanning fingerprints (at least two (2) fingers) using NIST format
- Enables scanning documents that have MRZ, e.g. passports, national IDs, driving license, visa stickers, residence permit
- Enables scanning biometric documents that have RFID chip data, e.g. passports, national IDs

will score one (1) additional point. Maximum two (2) additional projects may be presented, additional ones shall not be assessed.

In total maximum ten (10) points for company experience may be awarded.

Evidence required

The Candidate/tenderer shall supply a list of projects fulfilling requirements described above using the form provided in Candidate's Submission Form - section 4.2.1 Project Experience. For each project from the list the Candidate/tenderer shall provide description that must include the following information:

- Project Name,
- Completion status (completed, ongoing),
- Start and end date,
- Number of users,
- Overall volume of the project/Budget involved (in euro),
- Details of the client (name, address, contact details: name, function, tel., email),
- Principal contractor for this project (If it is not the Candidate, explain its role),
- Description of the functionalities,
- Description of the solution architecture (including security aspects),
- Any other relevant information considered as necessary,
- Information related to project experience requirements as described in section 5.3.3.2 - Company experience.

Successful implementation of these projects must be evidenced by reference letters issued and signed by the clients confirming as a minimum the timely delivery and good quality of the services provided; self-declarations by the Tenderers shall not be accepted. Frontex has the right to check the customer satisfaction directly with the mentioned point of contacts.

5.3.3.3. Summary of Assessment of the Technical and Professional Capacity

No points will be assigned during the verification of the Selection criteria for required minimal technical and professional capacity.

Reference No	Assessment criteria	Points	Max points to earn
5.3.3.1 Personnel capacity	Named personnel list - participated in the role of Project Manager or Solution Architect or Business/System Analyst in project aimed at analysis, design, implementation and deployment of ICT System that was part of or was querying Schengen Information System	1	5
5.3.3.2 Company experience	The Web Application Projects above the mandatory minimum fulfilling all the characteristics of the project listed in point 1) above.	1	2
5.3.3.2 Company experience	Mobile Application Projects above the mandatory minimum fulfilling all the characteristics listed in point 2) above.	1	2
5.3.3.2 Company experience	SIS Enabled Projects above the mandatory minimum fulfilling all the characteristics listed in point 3) above will score two (2) additional points. Maximum two (2) additional projects may be presented, additional ones shall not be assessed	2	4
5.3.3.2 Company experience	Project which delivered Web Application solution integrated via Web Application Programming Interface (Web API) with scanning peripherals of at least one of: fingerprints using NIST format, documents that have MRZ, biometric documents that have RFID chip data.	1	2
MAXIMUM TOTAL POINTS			15

5.4. Notification of outcome

Each Candidate will be informed in writing about the outcome of candidature/application phase (phase 1).

5.5. Assessment of joint tenders and tenders involving sub-contracting

Joint tenders shall be assessed as follows:

- a) The exclusion criteria and the selection criteria for economic and financial capacity shall be assessed in relation to each economic operator individually.

For the criteria that are deemed to be achieved above a certain level, e.g. overall turnover or turnover with the respect to the specific procurement, a consolidated assessment of all members of consortium together shall be made.

- b) The selection criteria for technical and professional capacity shall be assessed in relation to the combined capacities of all members of the consortium, as a whole.
- c) The award criteria shall be assessed in relation to the tender, irrespective of whether it has been submitted by a single legal or natural person or by a tendering group.

Joint tenders in the stage following the award:

If the Tenderer submits a joint tender but has not yet set up an entity with a legal form, and if he is awarded the contract, the contracting authority may require the Tenderer to give a formal status to his collaboration before the contract is signed, if this change is necessary for proper performance of the contract. This can take the form of an entity with or without legal personality but offering sufficient protection of Frontex contractual interests (depending on the Member State concerned, this may be, for example, a consortium or a temporary association).

The contract shall be signed by all members of the group, or by one of the members, which has been duly authorised by the other members of the group (a power of attorney or sufficient authorisation has to be provided and shall be attached to the contract as an annex), when the Tenderers have not formed a legal entity.

Tenders involving subcontracting shall be assessed as follows:

- a) The exclusion criteria and the selection criteria for economic and financial capacity shall be assessed in relation to each company individually.
For the criteria that are deemed to be achieved above a certain level, e.g. overall turnover or turnover with the respect to the specific procurement, a consolidated assessment of a Tenderer plus subcontractor together shall be made, to the extent that the subcontractor puts its resources at the disposal of the Tenderer for the performance of the contract.
- b) The selection criteria for technical and professional capacity shall be assessed in relation to the combined capacities of the Tenderer and the subcontractor, as a whole, to the extent that the subcontractor puts its resources at the disposal of the Tenderer for the performance of the contract.

The award criteria shall be assessed in relation to the tender. Subcontracting as such cannot be an award criterion.

6. List of Profiles

For the implementation of the specific contracts under this Framework Contract, some or all of the following roles may be required:

No	Profile	Minimum capacity per profile	Minimum number of named personnel available for the contract
1.	Project Manager	2	1
2.	Project Support Specialist	2	N/A
3.	Solution Architect	2	1
4.	Business/System Analyst	3	2
5.	Web Application Developer	4	N/A
6.	Mobile Application Developer	3	N/A
7.	Test Specialist	3	2
8.	IT Security Specialist	2	1
9.	GUI Designer	2	1
10.	Graphic Designer	1	N/A
11.	Quality Control Specialist	2	1
12.	User Training Specialist	2	1
13.	Technical English Writer	2	N/A
14.	System Administrator	2	N/A
15.	Network Administrator	2	N/A
16.	Database administrator	2	N/A
17.	Helpdesk Technician	2	N/A

Table 1. List of required profiles and their capacities

The minimum set of named personnel for each profile must be met by the future Contractor during the entire duration of the framework contract.

The minimum level of qualification must be met by each **named personnel** proposed for a given profile.

The following rules shall apply for the calculation of a level of qualification:

- The normal duration to obtain a qualification is taken into account in the total years of studies (for example 5 years for a master's degree, 3 years for a bachelor's degree).
- Where the minimum level of education is not achieved, 2 years of professional experience will be considered as equivalent for 1 year of study, with the exception for the 2nd cycle of higher education. The 2nd cycle of higher education can be compensated by the relevant professional experience for given profile of at least 4 years, with mandatory requirement of the 1st cycle of higher education.

All relevant professional experience equivalence periods must be accounted for and documented in addition to professional experience required by the profile and they must be relevant to the profile, well documented and non-overlapping with other professional experience periods.

- The training included in the studies shall not count as professional experience.
- A given period counts only once as either studies or professional experience (even for a person working during his studies).

6.1. Project Manager

AREA	REQUIREMENT
Certification	Holds a PRINCE2 Practitioner or PMP or equivalent
Education	At least 2 nd cycle of higher education
Language	Knowledge of English on at least C1 Advanced of CEFR level
Professional Experience	Has at least seven (7) years of professional experience in IT Has at least five (5) years of experience in delivering IT systems in role of Project Manager (or equivalent)
Project Experience	Has delivered as a Project Manager at least one project of a value of one million (1,000,000) EUR
Primary	Possesses a thorough understanding of IT and its application to business needs Expert in managing complex, business-led IT projects Proficient in adapting project management methodologies to the ICT context Is conversant with current technologies and trends relevant to the project
Personal qualities	Presents excellent communication skills Ability to produce high quality written material and presentations for a variety of audiences Aligns his work easily to the changing environment, is able to work effectively in a variety of situations, seeks improvements and proactively looks to further improvements Presents strong problem-solving skills Displays strong leadership Possesses the ability to work effectively with colleagues, managers and suppliers

Responsibilities	<p>Manages effectively and efficiently the project within its complete lifecycle and scope</p> <p>Establishes and manages project controls in order to ensure that the milestones are met and project products delivered on time and within scope and the business goals are enabled</p> <p>Assures and controls quality of the project deliverables</p> <p>Identifies, tracks, monitors and communicates project-related issues, scope changes, variances and contingencies that may arise during the implementation of the project</p> <p>Liaise with Project Board and other key stakeholders</p> <p>Assigns and controls the tasks, authorizes work packages, balance priorities and workload in the team, motivates project team members</p> <p>Plans and controls project products delivery processes</p> <p>Manages effective communication within the project and with external environment of the project</p> <p>Produces project management products (like plans, logs, schedules). Defines the responsibilities of parties involved in the project</p> <p>Prepares and presents oral and written technical reports and project presentations</p> <p>Organizes and conducts project meetings</p>
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6.2. Project Support Specialist

AREA	REQUIREMENT
Certification	Holds a PRINCE2 Foundation or CAPM or equivalent
Education	At least 1 st cycle of higher education
Language	Knowledge of English on at least C1 Advanced of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in delivering IT systems in role of Project Support Specialist (or equivalent)</p>
Primary	<p>Understands the Software Development Life Cycle (SDLC)</p> <p>Presents the Foundation level knowledge of Managing Successful projects with Prince2 ed.2017</p>
Personal qualities	<p>Is a productive teamwork player</p> <p>Holds ability to document effectively</p> <p>Presents problem solving skills</p>
Responsibilities	<p>Support in the initiation, planning, implementation, monitoring, reporting, coordination and completion of projects</p> <p>Monitor and assure the quality of services and deliverables</p> <p>Writing and maintaining project management documentation</p>

	<p>Give presentations and chair workshops for business users</p> <p>Conduct project management status meeting with project team</p> <p>Document meeting minutes</p>
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6.3. Solution Architect

AREA	REQUIREMENT
Certification	Holds a TOGAF certified or equivalent
Education	At least 2 nd cycle of higher education
Language	Knowledge of English on at least C1 Advanced of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in architecting IT systems in role of Solution Architect (or equivalent)</p>
Project Experience	Has participated as a Solution Architect in at least one project of a value of one million (1,000,000) EUR
Primary	<p>Expert in systems architecting in the domain of the contract</p> <p>Expert in designing enterprise level software systems</p> <p>Expert in planning capacity and security of the systems</p> <p>Holds excellent technical knowledge about: databases, application servers, communication middleware, web servers, GIS services, directory services, systems security on Microsoft platforms, business intelligence concepts, systems integration and Integrated Development Environments</p> <p>Expert in designing in UML</p> <p>Expert in software development methodologies, lifecycles and artefacts like RUP, ISO12207 and agile methodologies</p> <p>Is proficient in using systems modelling tools like Sparx Enterprise Architect, Aris Architect or others</p>
Personal qualities	<p>Presents excellent communication skills</p> <p>Holds ability to document effectively</p> <p>Presents problem solving skills</p> <p>Presents leadership skills</p>
Responsibilities	<p>Sets standards in scope of design, development, quality and testing</p> <p>Designs and communicates system architecture</p> <p>Design interoperability and interfaces with other systems</p> <p>Elicits needs, analyses requirements</p> <p>Transfers business, users and technical needs into architectures</p> <p>Maps business goals, project benefits, priorities, components, system features</p> <p>Analyses available systems</p>

	<p>Identify options for potential solutions</p> <p>Maintains and tracks architecture in systems lifecycle</p> <p>Estimate and size software development works</p> <p>Contributes to systems design, testing, quality assurance, change management</p> <p>Prepares system documentation and provides presentations</p> <p>Lead development teams and development processes</p> <p>Selects and evaluates technologies</p> <p>Collects and interprets system metrics</p> <p>Optimizes system from performance, security and quality points of view</p>
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6.4. Business/System Analyst

AREA	REQUIREMENT
Certification	<p>Holds Certified Business Analysis Professional (CBAP) or PMI Professional in Business Analysis (PMI-PBA) or equivalent</p> <p>Holds OMG Certified UML Professional at intermediate level or OMG Certified Expert in BPM at Fundamental level or equivalent</p>
Education	At least 2 nd cycle of higher education
Language	Knowledge of English on at least C1 Advanced of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in analysis of IT systems in role of Business/System Analyst (or equivalent)</p>
Project Experience	Has participated as a Business/System Analyst in at least one project of a value of five hundred thousand (500,000) EUR
Primary	<p>Expert in Business and System analysis and requirements elicitation</p> <p>Expert in modelling notation such as UML and BPMN</p> <p>Knows how to develop Application and Data Architectures and its elements.</p> <p>Knows system development methodologies</p> <p>Is proficient in using systems modelling tools like Sparx Enterprise Architect, Aris Architect or others</p>
Personal qualities	<p>Presents excellent communication skills qualities</p> <p>Holds ability to document effectively</p> <p>Presents problem solving skills</p>
Responsibilities	<p>Analyses business processes, capabilities, functional requirements and user stories</p> <p>Transfers requirements and user stories into system design and specifications</p>

	<p>Models and documents Application and Data Architectures and its elements: logical data model, system roles, use cases, acceptance criteria, system logic and UI prototypes in cooperation with GUI specialist.</p> <p>Manages non-functional requirements</p> <p>Identify options for potential solutions</p> <p>Maintains Application and Data Architectures in systems lifecycle</p> <p>Presents and explains software design to business experts and product owners</p> <p>Contributes to systems prototyping by UX designers</p> <p>Prepares system documentation and provides presentations and trainings to business users</p> <p>Supports tests, development, quality assurance, change management</p>
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6.5. Web Application Developer

AREA	REQUIREMENT
Certification	None required
Education	At least 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in software development of IT systems in role of Web Application Developer (or equivalent)</p>
Primary	<p>Expert in developing enterprise level software systems and web applications</p> <p>Proficient in designing and developing: data layer, business logic layer and UI layer</p> <p>Proficient in software development methodologies, lifecycles and artefacts</p> <p>Experienced in using integrated software development platforms, bug tracking and version control systems</p>
Personal qualities	<p>Is capable for leading technical teams</p> <p>Holds ability to document effectively technical solutions</p> <p>Presents problem solving skills</p>
Responsibilities	<p>Designs and develops the system</p> <p>Lead development teams</p> <p>Translates requirements into design</p> <p>Optimizes software from performance, security and quality points of view</p> <p>Produces technical documentation</p> <p>Estimates effort and time for development</p> <p>Sets software development standards</p> <p>Propose technical solutions for business needs and technical problems</p>

	<p>Collects and interprets software metrics</p> <p>Manages configuration and releases</p> <p>Contributes to requirements analysis, testing, quality assurance, change management, deployment.</p> <p>Prototypes solutions</p> <p>Acts as 2nd and 3rd line support</p>
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6.6. Mobile Application Developer

AREA	REQUIREMENT
Certification	None required
Education	At least 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in software development of IT systems in role of Mobile Application Developer (or equivalent)</p>
Primary	<p>Expert in developing enterprise level software systems and mobile solutions</p> <p>Proficient in designing and developing: data layer, business logic layer and UI layer</p> <p>Proficient in software development methodologies, lifecycles and artefacts</p> <p>Experienced in using integrated software development platforms, bug tracking and version control systems</p>
Personal qualities	<p>Is capable for leading technical teams</p> <p>Holds ability to document effectively technical solutions</p> <p>Presents problem solving skills</p>
Responsibilities	<p>Designs and develops the system</p> <p>Lead development teams</p> <p>Translates requirements into design</p> <p>Optimizes software from performance, security and quality points of view</p> <p>Produces technical documentation</p> <p>Estimates effort and time for development</p> <p>Sets software development standards</p> <p>Propose technical solutions for business needs and technical problems</p> <p>Collects and interprets software metrics</p> <p>Manages configuration and releases</p> <p>Contributes to requirements analysis, testing, quality assurance, change management, deployment.</p> <p>Prototypes solutions</p>

	Acts as 2nd and 3rd line support
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6.7. Test Specialist

AREA	REQUIREMENT
Certification	Holds ISTQB Certified Tester at Advanced Level or equivalent
Education	At least 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	Has at least five (5) years of experience in IT Has at least three (3) years of experience in testing IT systems in role of Test Specialist (or equivalent)
Primary	Expert in testing including unit testing, integration testing, functional testing, performance and stress testing, acceptance testing and regression testing Well versed in software testing tools, both automated and graphical ones Expert in designing testing environments and automating tests at least in Microsoft Visual Studio Practical knowledge of testing tools as in ICT Baseline
Personal qualities	Presents excellent communication and documentation skills Analytical mind, attention to detail and an ability to pick things up quickly
Responsibilities	Responsible for testing strategy and planning test activities Develops test plan, test cases and designs testing environment Implements, executes and debugs application test cases and scripts Validate and document completion of testing and development Interprets test results, reports on test progress and issues Analyses functional and technical system design for testability Contributes to quality assurance in the project Develops and mains test scripts and robots Documents tests and tracks bugs Monitors test results, analyses quality of the system and reports on status and trends Cooperates with analysis, architects software development and service desk teams

6.8. IT Security Specialist

AREA	REQUIREMENT
Certification	Holds Certified Information Systems Security Professional (CISSP) or Certified Information System Auditor (CISA) or equivalent
Education	At least 2 nd cycle of higher education

Language	Knowledge of English on at least C1 Advanced of CEFR level
Professional Experience	Has at least five (5) years of experience in IT Has at least three (3) years of experience in dealing with security issues of IT systems in role of IT Security Specialist (or equivalent)
Project Experience	Has participated as a IT Security Specialist in at least one project of a value of five hundred thousand (500,000) EUR
Primary	Expert in providing support in defining, designing, and implementing security related aspects of IT systems Carrying out complete security studies of ICT Projects/systems, using standards like ISO 15408 and ISO 2700x or equivalent. Is proficient in evaluation of results of security audits and tests, security findings, prioritises, plans, and implements remediation Knows how to identify possible business risks resulting from implementation of remediation
Personal qualities	Presents excellent communication skills Ability to produce high quality written material and presentations for a variety of audiences Holds ability to document effectively Analytical mind, attention to detail and an ability to pick things up quickly
Responsibilities	Provides forensic analysis in response to information security incidents Assesses security controls of new applications to establish compliance level and appropriate configuration Assists in the support of security technologies such as user access, Internet filtering, email security, antivirus, data loss protection, document management, forensics, vulnerability assessments, collaboration technologies and mobile platforms Actively participates in information security reviews and audits Updates the technical documentation and operating procedures Monitors security systems, responds to events and alerts Designs, oversees and/or perform comprehensive technical threat assessments to identify vulnerabilities, exploits, and potential attack patterns. This includes providing reporting on assessment results as well as risk mitigation and remediation recommendations and plans Analyses security incidents to determine root cause and identify process or system changes to prevent reoccurrence Recommends & evaluates security tools to identify improvements in security measures Implements changes according to ICT change management procedures

6.9. Graphic Designer

AREA	REQUIREMENT
Certification	Holds any Adobe Certified Expert certification (InDesign, Illustrator, Photoshop) or equivalent
Education	At least 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	Has at least three (3) years of experience in IT Has at least two (2) years of experience in designing graphics of IT systems in role of Graphic Designer (or equivalent)
Primary	Presents capability to deliver raster and vector images along with HTML structure and transitions to web developers Presents capability to create and arrange graphical elements such as colours, fonts, images, blocks of text in layouts Is proficient in using graphic design tools like Adobe InDesign, Adobe Illustrator, Adobe Photoshop, Corel Draw or others
Personal qualities	Presents excellent communication skills Holds ability to document effectively Creativity
Responsibilities	Designing layout and producing graphical artefacts to be included in mobile and web application user interface Elicits needs, analyses requirement and transfers business, users and technical needs into Graphic design

6.10. GUI/UX Designer

AREA	REQUIREMENT
Certification	None required
Education	At least 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	Has at least five (5) years of experience in IT Has at least three (3) years of experience in designing GUI/UX of IT systems in role of GUI/UX Designer (or equivalent)
Primary	Proficient in developing wireframes, mock-ups and prototypes of user interface Expert in graphical design for software applications Proficient in requirements analysis Expert in analysis and design of application usability and user experience Presents capability to guide development teams and consult business stakeholders on GUI and user experience Expert in developing GUI components of software systems in HTML5

	<p>Understands software development technologies and their limitations</p> <p>Is proficient in using GUI/UX design tools like Adobe Photoshop, Adobe Illustrator, UX Map or others</p>
Personal qualities	<p>Presents excellent communication skills</p> <p>Holds ability to document effectively</p> <p>Creativity</p>
Responsibilities	<p>Designing user interface mock-ups, transferring requirements into graphical elements of the system,</p> <p>Elicits needs, analyses requirement and transfers business, users and technical needs into GUI design</p> <p>Develop GUI standards and related policies</p> <p>Test software against compliancy with the GUI standards</p> <p>Designs and balance usability of the application GUI with limitation of the technology</p> <p>Implements graphical mock-ups and prototypes of the GUI</p>

6.11. Quality Control Specialist

AREA	REQUIREMENT
Certification	None required
Education	At least 2 nd cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in quality control aspects of IT systems in role of Quality Control Specialist (or equivalent)</p>
Primary	<p>Expert in Quality Control domain</p> <p>Knows how to establish quality control procedures to meet defined quality levels</p>
Personal qualities	<p>Presents excellent communication and documentation skills</p> <p>Analytical mind, attention to detail and an ability to pick things up quickly</p>
Responsibilities	<p>Ensure that all processes related to Quality management are set up and maintained;</p> <p>Maintain all documentation related to quality management;</p> <p>Support the project team and the Contracting Authority on all issues related to quality management;</p> <p>Carrying out quality audits and IT processes quality assessments.</p> <p>Person responsible to control the correct implementation and execution of the quality processes and procedures and support the Project Manager in all Quality related aspects of the Framework Contract</p>

	<p>Assistance and support on the SLA and quality procedures or documents associated with the systems and services in these Tender Specifications.</p> <p>Assist project manager during the regular internal assessment and internal audits of all services provided by this Framework contract.</p>
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6.12. User Training Specialist

AREA	REQUIREMENT
Certification	Holds professional certification in deliver of ICT trainings (e.g. Microsoft Certified Trainer (MCT), Google Certified Trainer)
Education	At least 1 st cycle of higher education
Language	Knowledge of English on at least C1 Advanced of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in delivering user training of IT systems in role of User Training Specialist (or equivalent)</p>
Primary	<p>Expert in conducting training delivery</p> <p>Is conversant with current technologies and trends relevant to the project</p>
Personal qualities	<p>Presents excellent communication skills</p> <p>Ability to produce high quality presentations for a variety of audiences</p>
Responsibilities	<p>Carrying out training needs analysis to identify gaps between current and desired skills levels</p> <p>Gathering, registering in single repository, safeguarding and making available for reuse the existing training materials for ICT applications and related business processes</p> <p>Collecting lessons learned from previous and current trainings</p> <p>Setting objectives, proposing education means, learning styles, education programme, sourcing and methods of measuring effectiveness of education for use of ICT applications</p> <p>Providing directly training classes, workshops, lab trainings for end users of ICT applications</p> <p>Providing direct trainings and mentoring in scope of use of ICT applications to mid and top management in Frontex</p> <p>Bridging developers with the end users by contributing to the requirements and change management processes for new applications and further evolution of existing applications based on feedback from trainings</p> <p>Participating in delivery of new ICT applications and contribute to the projects in scope of planning and delivering of trainings related to these projects</p> <p>Analysing business process and learning the new applications being delivered to support this business process in scope and depth necessary for actual delivery of trainings for use of these applications</p>

	<p>Designing training programme, training materials, training hand-on exercises, evaluation of training effectiveness</p> <p>Producing training materials, computer-based training, e-learning, video tutorials, training scenarios</p> <p>Promoting training offering among staff</p> <p>To manage training schedules, booking training facilities, preparing training technical environments (training instances of the ICT applications)</p>
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6.13. Technical English Writer

AREA	REQUIREMENT
Certification	None required
Education	Has got 1 st cycle of higher education
Language	Knowledge of English on at least C1 Advanced of CEFR level
Professional Experience	<p>Has at least three (3) years of experience in IT</p> <p>Has at least two (2) years of experience in preparing technical documentation of IT systems in role of Technical English Writer (or equivalent)</p>
Primary	<p>Expert in providing technical, user and project documentation</p> <p>Thorough knowledge of ICT terminology and concepts</p>
Personal qualities	<p>Holds ability to document effectively technical solutions</p> <p>Presents problem solving skills</p> <p>Expert in determining documentation needs (in both contents and form) based on continuous collaboration with users, designers, programmers, system and network engineers and an understanding of the project and its products</p> <p>Well versed with graphical design, authoring and office automation software</p>
Responsibilities	<p>Composes technical documents including user guides, manuals, bulletins, publications, training</p> <p>manuals, process documentations, workflows, contextual help and special reports</p> <p>Develops policies and guidelines for format and style for documents in order to ensure consistency across all deliverables</p> <p>Provides Quality Assurance for all documents produced under the project/contract</p> <p>Confers with staff in the development of formats, graphics, and layout of publications; organize</p> <p>and coordinate the composition of material and drafting of forms suitable for reproduction</p> <p>Develops executive level reports/briefings from strategy papers and analytical reports.</p>

	<p>Synthesize key messages out of reports to convey information as required</p> <p>Recommends and implements improvements and automation of development of documentation</p> <p>for greater efficiency and quality</p> <p>Manages document repository, manage versions and releases</p> <p>Implements and maintains tools for development and management of technical documentation</p> <p>Provides QA for software system interactions and messages addressed to the end user</p> <p>Manage standard project vocabulary</p>
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6.14. System Administrator

AREA	REQUIREMENT
Certification	Holds professional certification in system administration (e.g. Microsoft Certified Systems Administrator (MCSA))
Education	Has got 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in system administration of IT systems in role of System Administrator (or equivalent)</p>
Primary	Expert in system administration
Personal qualities	<p>Holds ability to document effectively technical solutions</p> <p>Presents problem solving skills</p>
Responsibilities	<p>Administration of operating system services</p> <p>Administration of the virtual computing environment</p> <p>Managing user accounts and LDAP services</p> <p>PKI/CA administration and certificates management</p> <p>Managing mail and collaboration services</p> <p>Administration and monitoring of servers, data storage and backup services</p> <p>Providing 2nd line support to systems and coordinating with 3rd line of support</p> <p>Administering of backup systems</p> <p>Administering of MS SQL</p> <p>Administering of LDAP services</p> <p>Administering of mail and collaboration services</p> <p>Administering data storage services</p> <p>Troubleshooting integration of services</p>

	<p>Designing and implementing cross systems authentication and authorization solutions</p> <p>Update the technical documentation and operating procedures</p> <p>Implementing changes according to ICT change management procedures</p>
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6.15. Network Administrator

AREA	REQUIREMENT
Certification	Holds Cisco Certified Network Associate (CCNA) or equivalent
Education	Has got 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in network administration of IT systems in role of Network Administrator (or equivalent)</p>
Primary	Expert in network administration
Personal qualities	<p>Holds ability to document effectively technical solutions</p> <p>Presents problem solving skills</p>
Responsibilities	<p>Administer, monitor and troubleshoot IP communication services</p> <p>Advise and/or propose possible network improvements, changes or upgrades</p> <p>Evaluate local area network or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems/issues, future network strategy, or for disaster recovery purposes.</p> <p>Create and update the technical documentation and operating procedures</p> <p>Provide 2nd line support to Frontex system and network users</p> <p>Administer, monitor and troubleshoot IP communication services</p>

6.16. Database administrator

AREA	REQUIREMENT
Certification	Holds professional certification in database administration (e.g. Oracle DB Certified Associated, Microsoft SQL Server Certified).
Education	Has got 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	<p>Has at least five (5) years of experience in IT</p> <p>Has at least three (3) years of experience in database administration of IT systems in role of Database Administrator (or equivalent)</p>
Primary	Expert in database administration
Personal qualities	<p>Holds ability to document effectively technical solutions</p> <p>Presents problem solving skills</p>

Responsibilities	Administration and monitoring database management software Providing 2nd line support to databases Update the technical documentation and operating procedures Administration of operating system services Administration of the virtual computing environment Managing user accounts and LDAP services Troubleshooting databases Deploying databases Extracting, transforming and loading data Planning capacity and availability of databases, tuning and optimizing databases PKI/CA administration and certificates management Designing and implementing cross systems authentication and authorization solutions Implementing changes according to ICT change management procedures
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6.17. Helpdesk Technician

AREA	REQUIREMENT
Certification	Holds ITIL Foundation or equivalent
Education	Has got 1 st cycle of higher education
Language	Knowledge of English on at least B2 Upper Intermediate of CEFR level
Professional Experience	Has at least five (5) years of experience in IT Has at least three (3) years of experience in helpdesk support of IT systems in role of Helpdesk Technician (or equivalent)
Primary	Expert in helpdesk area
Personal qualities	Holds ability to document effectively technical solutions Presents problem solving skills
Responsibilities	Provides 1st level ICT support to the users Manages end users' desktop environment Dispatches end users' requests Performs patching, upgrading and updating end users' environment Performs administration tasks according to the standard operating procedures Deploys applications Performs scripting and configurations distribution

7. References

- Regulation (EU) 1987/2006 of the European Parliament and of the Council of 20 December 2006 on the establishment, operation and use of the second generation Schengen Information System (SIS II).
- Regulation (EU) 2018/1860 of the European Parliament and of the Council of 28 November 2018 on the use of the Schengen Information System for the return of illegally staying third-country nationals.
- Regulation (EU) 2018/1861 of the European Parliament and of the Council of 28 November 2018 on the establishment, operation and use of the Schengen Information System (SIS) in the field of border checks, and amending the Convention implementing the Schengen Agreement, and amending and repealing Regulation (EC) No 1987/2006.
- Regulation (EU) 2018/1862 of the European Parliament and of the Council of 28 November 2018 on the establishment, operation and use of the Schengen Information System (SIS) in the field of police cooperation and judicial cooperation in criminal matters, amending and repealing Council Decision 2007/533/JHA, and repealing Regulation (EC) No 1986/2006 of the European Parliament and of the Council and Commission Decision 2010/261/EU.
- Regulation (EU) 2019/1896 of the European Parliament and of the Council of 13 November 2019 on the European Border and Coast Guard and repealing Regulations (EU) No 1052/2013 and (EU) 2016/1624.
- Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data.