Ref. Frontex/37/2016/JL

MyFrontex Digital Workplace (COTS-based intranet)

Annex II - Terms of Reference

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1.   Terms and Definitions

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

Term	Abbreviation	Meaning
24/7/365	24/7	Used for defining services to be provided around the clock every day of a year when differentiation of *Normal* and *Extended Working Hours* is not applied.
3rd Party Software	3rdP	Any other *COTS* software which is not *OOTB SP, COTS Extension to SP, Custom Development to SP, Customisation* or *Branding* that is not developed by the Tenderer but is offered or recommended by the Tenderer in order to fulfil Frontex requirements. It may cover management tools (e.g. web analytics tools), development tools and components (e.g. controls, SDK) as well as functional components or frameworks (e.g. digital signature, workflow engine).
Area of Solution	Area	Area of the Solution shall be considered from end user point of view. This a user oriented functional and self-contained product that covers all the requirements defined for the Area. In can be delivered in one or more Waves in order to manage its level of complexity and adoption.
Branding		Alignment of the default *OOTB SP* or *COTS SP* navigation, master pages, pages layouts, styles, graphics, composed looks and used snippets to Frontex requirements in the scope and methods foreseen for *MS SharePoint 2013* platform including use of custom developed java scripts for better user experience. Branding shall be controlled centrally for the whole *Solution* and delivered as SharePoint Solution Package (*.wsp files) by adding components (not modifying the existing ones).
Commercial Off-The-Shelf Software	COTS	A non-developmental and pre-built software that is both commercial and sold in substantial quantities in the commercial marketplace. It can be purchased, leased or licensed to the general public.
COTS Extension TO SP	COTS SP	*COTS* product composed of coherent and unified software components, web parts, add-ons, configuration data, scripts and installation packages, APIs and tools for configuration and management of the mentioned components which extends and improves the functionalities and features of *OOTB SP*.
Custom Developed Software	Custom Development	Software components or improvements to the *OOTB SP, COTS SP and 3rd Party Software* that are designed to address specific requirements and implemented in programming language, using whether SharePoint development constructs (Client Object Model, SharePoint apps and Business Connectivity Services), compiled and distributed in form of SharePoint Solution Package (*.wsp) or the 3rd Party Software SDK.
Custom Mobile Application	Mobile App	Thick client application working on mobile devices (tablets and smartphones) using iOS and Android operating system that is designed specifically for its business purpose (e.g. for reading news, for approving workflow tasks) and specifically for the mobile device in order to maximize productivity under the limitation of the mobile device characteristics. *Mobile Apps* for Frontex shall by default establish secure connection and protect data stored locally on the device.
Customisation		Alignment of the *OOTB SP* or *COTS Extension to SP* functionalities and features to Frontex requirements by configuration, setting and scripting (including sql queries, power shell and java scripts) without *Custom Development*. *Customisations* shall be delivered in form of templates and power shell scripts for the distribution of the templates.

		Configuration and scripting of Workflows, as long as *Custom Development* is not performed, shall be considered as *Customizations*.
Extended Working Hours	EWH	Any working hours other than *Normal Working Hours*.
Folksonomy		Folksonomy shall be understood in this document as keywords in MS SharePoint meaning that the users can introduced freely not being limited by the Solution to the corporate terminology only.
Frontex Headquarters	FX HQ	Frontex premises located in Warsaw, Poland
Frontex Leave Management System	LeaMa	The Leave Management (LeaMa) is the web-based Frontex system that provides the Frontex staff members with the functionalities of end-to-end leave management for all types of leave requests.
Frontex Media Monitor System	FMM	The Frontex Media Monitor (FMM) is a web-based media monitoring application that collects and displays information from world press related to Frontex and MS' border agencies, border security and irregular migration.
Frontex Mission Management System	MiMa	The Mission Management (MiMa) is the web-based Frontex system that provides the Frontex staff members with functionalities of end-to-end mission management process including reimbursement management for staff going for missions.
Frontex One-Stop-Shop System	FOSS	The Frontex One-Stop-Shop (FOSS) is web-based Frontex platform for sharing information with Member States, Schengen-Associated-Countries and other designated partners acting as a library of targeted information related to border security and Frontex operations.
Frontex Document Management System	DMS	The document management system in the meaning of MoReq[1] standard to be implemented for Frontex in integration with MyFrontex Digital Workplace.
Member State	MS	The European Union *Member State*.
Metadata		Metadata shall be understood in this context as a set of attributes describing contents (e.g. document, set, list item, list, article, post, news etc.), site, workflow and task composed of automatic entries (e.g. date of creation) and user entries (for example *taxonomy* terms).
MS SharePoint 2013	OOTB SP	Microsoft SharePoint 2013 Enterprise Edition or newer with no *Custom Development*.
MyFrontex Digital Workplace	Solution	Product of this Contract that covers the totality of the functionalities and features of *MyFrontex Digital Workplace* including its *Technical Platform*, interfaces, configuration and the accompanying documentation, policies and procedures.
Normal Working Day	NWD	From Mondays to Fridays inclusive, excluding Frontex holidays. Frontex holidays usually cover Easter Break, 1-3 May, 9 May, Corpus Christi in June, Assumption Day in August, 1 and 11 of November, last week of December and 1st day of January. Detailed list will be provided to the Contractor at the end of each calendar year.
Normal Working Hours	NWH	During *Normal Working Days* from 08:00 to 20:00.

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[1] MoReq® is a records management specification published by the DLM Forum that describes "modular requirements for records systems".
The latest edition of the MoReq® specification is MoReq2010®. See http://moreq.info/

Out of the Box Software	OOTB	A ready-made software that meets a requirement that works straight after its installation without a special software development effort.
Person-day	pd	8 hours of work by one person.
Responsive Web Design	RWD	Sites respecting the *Responsive Web Design* work on desktop computer browser but in addition can be also displayed in a user friendly way and aware of the limited display parameters on mobile devices (tablets and smart phones) using iOS and Android operating systems.
Shall, Should, May, Shall Not		The terms shall be used in specification of requirements in line with RFC2119 [2].
Solution Building Block	Building Block	A component of the Solution, specifically of the COTS SP, that can be used to cover one or more requirements. Building Blocks can be reused in various Areas in different context and with different configuration. Building Blocks carry vendor's standard naming (as in commercial catalogue), while requirements and Areas follow Frontex terminology.
Tags	#tags	Hashtags shall be understood in this document as tags in the MS SharePoint meaning that are introduced by the users in the Newsfeeds for tracking newsfeeds' threads.
Taxonomy		Taxonomy shall be understood in this document as managed metadata terms in MS SharePoint meaning that are predefined and maintained on the corporate level.
Technical Platform	Platform	The *Technical Platform* includes all ICT tangible elements needed for the implementation and usage of the *Solutions* with the exception of site and site collections, contents, *branding*, integration interfaces - configured or developed for Frontex. *Technical Platform* covers all the elements of the TOGAF Technical Reference Model TRR [3] except the business applications.
Wave of Implementation	Wave	A time-boxed increment of the implementation of the *Solution* that covers a subset of the requirements. Any *Wave* finishes with a delivery of a self-contained working solution that can be used operationally by the end users in the Production Environment. A Wave includes testing, deployment and training.

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[2] *https://www.ietf.org/rfc/rfc2119.txt*

[3] *http://www.opengroup.org/public/arch/p3/trm/trm_dtail.htm*

2.   Objectives

Frontex wants to implement a digital workplace *Solution* for all it staff members to facilitate their daily tasks (except the domain specific tasks e.g. situation surveillance, risk analysis, accounting, etc.) and at the same time bring Frontex as an organisation up into higher productivity and collaboration levels. Seven main objectives have been set for this implementation (G01-G07) and several (not exhaustive list) key features and attributes of the *Solution* have been linked to the objectives in order to rationalise the scope of the implementation.

The goal of this Contract it to effectively implement the Solution in the defined scope which can be measured by adoption of the Solution by end users and its contribution to the below objectives.

G01: Increase awareness of Frontex business objectives and effective dissemination of decisions, policies and best practices

- WeAll area[4] for news, mandatory reading, announcements and events enriched with social features
- HowTo area for managing best practices and knowledge sharing

G02: Boost cross-unit collaboration and teamwork (vs the current information silos)

- Online and mobile collaborative development of documents (including initiation from a template, annotating with taxonomies, versioning, commenting, following, approving and discovery)
- Self-managed Project and Working Group sites that assemble users from various units around tasks, activities and interests, and provide them with unified methods of work (templates, registers, terminology, sharing knowledge, means of communication etc.)
- Search for people, competencies and interests, social collaboration and engagement features

G03: Enable knowledge sharing

- Comprehensive use of search, taxonomies and templates for documents
- Search for people, competencies and interests, social collaboration and engagement features
- HowTo space for managing best practices and knowledge sharing

G04: Facilitate internal communication including informal channels

- Search for people, competencies and interests, social collaboration and user engagement features
- HydePark area for informal communication including announcements and discussions
- Multiple communication channels including discussions, blogs, video-blogs, newsfeeds, surveys, news, integration with MS Lync (Skype for Business) and MS Outlook

G05: Eliminate duplication of effort/content and increase productivity

- Online and mobile collaborative development of documents (including template driven documents, annotating with taxonomies, versioning, commenting, following, approving and discovery)
- Comprehensive use of search, taxonomies and templates for documents
- Automation and monitoring of workflows for business processes, approvals, content lifecycle, events management and ticketing
- Personalisation and aggregation of links to personalised content on MySite

G06: Ease staff's work and increase their satisfaction

- Personalisation and aggregation of links to personalised content on MySite
- Follows, subscriptions, alerts on the contents

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[4] *According to Frontex vision the Solution is structured into functional areas (WeAll, HowTo, MyCommunities, HydePark, MySite, MyWorkflows) that offer predefined features and functionalities for different use cases. The areas are described in the requirements as well as in the Business vision.*

- Centralised catalogue and Launchpad for Frontex applications
- Mobile access to documents and other contents
- HydePark area for informal communication including announcements and discussions
- User-friendly interface

G07: Foster and harvest creativity of the staff

- Online and mobile collaborative development of documents (including template driven documents, annotating with taxonomies, versioning, commenting, following, approving and discovery)
- Multiple communication channels including discussions, blogs, video-blogs, newsfeeds, surveys, news, integration with MS Lync (Skype for Business) and MS Outlook
- Self-managed Project and Working Group sites that assemble users from various units around tasks, activities and interests, and provide them with unified methods of work (templates, registers, terminology, sharing knowledge, means of communication etc.)
- Search for people, competencies and interests, social collaboration and engagement features
- HowTo area for managing best practices and knowledge sharing

3.   Background

Frontex is a European Union agency coordinating operational cooperation of national border authorities of the EU member states and Schengen associated countries. The agency was set up in 2004 to reinforce and streamline cooperation between national border authorities. In pursuit of this goal, Frontex has several operational areas, which are defined in the founding Frontex Regulation. These areas of activity are:

- Joint Operations: Frontex plans, coordinates, implements and evaluates joint operations conducted using member states' staff and equipment at the external borders (sea, land and air) of the EU.
- Training: Frontex is responsible for developing common training standards and specialist tools. These include the Common Core Curriculum, which provides a common entry-level training rationale for border guards across the Union, and mid- and high-level training for more senior officers.
- Risk Analysis: Frontex collates and analyses intelligence on the on-going situation at the external borders. These data are compiled from operational information as well as from the member states and open sources including mass media and academic research.
- Research: Frontex serves as a platform to bring together Europe's border-control personnel and the world of research and industry to bridge the gap between technological advancement and the needs of border control authorities.
- Providing a rapid response capability: Frontex has created a pooled resource in the form of European Border Guard Teams (EBGT) and an extensive database of available equipment which brings together specialist human and technical resources from across the EU. These teams are kept in full readiness in case of a crisis situation at the external border.
- Assisting Member States in joint return operations: When member states make the decision to return foreign nationals staying illegally, who have failed to leave voluntarily, Frontex assists those member states in coordinating their efforts to maximise efficiency and cost-effectiveness while also ensuring that respect for fundamental rights and the human dignity of returnees is maintained at every stage.
- Information systems and information sharing environment: Information regarding emerging risks and the current state of affairs at the external borders form the basis of risk analysis and so-called "situational awareness" for border control authorities in the EU. Frontex develops and operates several information systems enabling the exchange of such information, including the European border surveillance system (Eurosur).

4.   Stakeholders

From the point of view of this Contract there are 6 primary stakeholders who will be directly affected by the *Solution* or the implementation process. They are:

- Frontex staff members from various business units and who shall be considered as the primary users of the *Solution*. Moreover, following the proposed vision of the *Solution,* they may become content contributors, content owners, knowledge domain owners or even site collection administrators (project or working group owners). This group is critically important for the adoption of the Solution.

- Frontex managers who also fall into the group above; however in addition to that, they approve documents and tasks in the *Solution,* as well as the seek for specific views of the contents that allow decision making and control (e.g. KPI dashboards, tasks of subordinates, aggregated calendars, outdated tasks etc.)

- Frontex ICT unit which shall be considered as internal supplier of the *Solution* as well as its administrator, to whom the *Solutions* shall be handed over for operational maintenance.

- Users of Frontex *Document Management System* (*DMS*) who may transfer documents from the *Solution* into *DMS*, search for documents in *DMS* and link document from *DMS* in the contents of the *Solution*.

- Administrators of Frontex *taxonomy* and document templates who provide the managed metadata into the solution and definitions of content types.

- Other Contractors who administer Frontex ICT systems, provide help-desk services or implement other related ICT systems (*URVE Room Booking, URVE TV Sets, FOSS, FMM, DMS, MDAMS* etc.)

Based on the above understanding the number of users have been estimated as follows:

- 450 Frontex Staff members who are the primary end users of the *Solution*. They all may use the *Solution* on the mobile devices.

- 30 Content Administrators who provide the majority of the contents, own most of the site collections, own the publication workflows and are responsible for keeping the contents up to date. The content administrators shall be considered as the trained power users who may support their teammates in daily use of the *Solution*.

- 10 System Administrators who manage the *Solution* composed of the *SP* farm, *OOTB SP, COTS SP* and other *3rd Party Software*, interfaces to other Frontex ICT systems. This group includes Frontex Help Desk and Frontex ICT 2nd Line support including applications and systems administration teams.

In addition to the above, Frontex may consider future expansion of the *Solution* towards extranet and invite external partners from Member States and 3rd Countries to use it. The scope of the Contract does not include the use of the *Solution* for extranet purposes. The *Solution* shall nonetheless allow future extensions in order to serve additional 2500 extranet users (700 concurrent).

5.   Description of the current and target situation

5.1.   Current Situation

Frontex currently uses a number of electronic content management and communication platforms. Some of them are used to serve information exchange with external partners (like Frontex Media Monitoring, Frontex One Stop Shop, Border TechNet, Virtual Aula and others) while some are built to support Frontex internal tasks and communication (e.g. Frontex Informer, ESRI WebGIS, various projects' or teams' level collaboration sites).

Most of internal sites are built on MS SharePoint 2013 platform. They are hosted on premises and are managed by Frontex ICT Unit with support of external Contractors. The mentioned sites serve daily work of various communities (units and cross-unit teams) and projects teams e.g. Risk Analysis Unit Collaborative Spaces, EUROSUR team sites or the intranet project site). Moreover several applications and workflows developed for this platform are being used daily (e.g. Human Resources Data Base, Frontex Lending Library, Frontex Programme of Work and others).

In addition to that, Frontex recently ported the internal monthly e-newsletter 'Frontex Informer' to MS SharePoint 2013 environment. Migration to SP platform allowed enriching the newsletter with search capability, launch-pad and catalogue for applications, discussions, Frontex organizational chart, Frontex corporate calendar and publication workflow. Currently the publication of news takes place continuously with no need for monthly releases and the staff members are contributing directly in the tool. The HydePark and HowTo areas are self-developed for trial and gathering experience. OneDrive for Business on premise service in combination with Office 365 for mobile devices under control of Mobile Device Management XenMobile is just about to be released to end users.

In parallel to the work on intranet Frontex is working on a number of initiatives related to this project. One of them is Frontex Media / Digital Assets Management System (MDAMS) that has been commenced recently. Another one, well-advanced project, is the development of a complex automated workflow solution for operations' planning (ADMOP) and Frontex Return Operations Application (FAR), both in MS SharePoint 2013.

Frontex Training Unit (TRU) is currently initiating 2 years investment programme into a comprehensive TRU ICT Platform that will cover: Training Management, Learning Management, training Knowledge Management and Project Management functions. A number of functionalities will be made available to large number of external users (especially events management, training courses and knowledge management). The technical platform cannot be stated at this stage. However it is highly probable that parts of it will be shared with MyFrontex. The minimum integration is that the TRU ICT Platform can store, fetch and search documents from MyFrontex preserving its logic.

Implementation of document management system and document-based workflows (*DMS*) is to be conducted in parallel and in close integration with intranet project. Preparations for *DMS* project are advanced in a number of fields i.e.: screening of documents for the migration from the current Shared Folders, drafting of Frontex *taxonomy*, designing of document templates as well as definition of so-called file plan. Currently Frontex implements a selected document type and the related process in the OOTB SP as a pilot. However, any final decision about the selection of the platform for implementation of the DMS has not been taken.

Besides larger projects, various Frontex entities are requesting implementation of MS SharePoint-based tools serving different business purposes. Some of them are implemented in ad-hoc manner (mainly lists or library-based simple solutions), others being more complex workflows or applications (e.g. ticketing system, events management) are considered as work-packages candidates for this project.

Frontex staff members use MS Outlook and Skype for Business (former MS Lync) for everyday communication. No social communication tools or any type of cloud solution are being used at the moment. Currently Frontex is implementing Mobile Device Management (MDM) policy and related tools. Frontex purchased MS Office 365 E3 for a limited number of users and enable fully-fledged MS Word functionalities as well as the access to OneDrive for Business hosted on premise on their mobile devices. This will increase productivity of Frontex staff members in missions.

In addition Frontex started using Digital Signatures for personal use and functional mailboxes to digitally sign and encrypt office documents and emails. The implementation is currently limited to 15 certificates.

Despite the fact that a number of documents are stored in local thematic repositories (MS SharePoint libraries, FOSS and others), the primary tool for storing, sharing and retrieving documents is the Windows Server Shared Folders mechanism (Shared Folder). Although the Shared Folder is well structured and the access rights are strictly controlled by ICT, it is prone for duplications, very low discovery ratio and potential security gaps (e.g. no audit trail). In fact the disabilities of the system lead to underperformance (time spent on discovery of documents, manual collaboration on documents), enforce user-unfriendly workflows (e.g. paper-based routing slips) and provoke unwanted users' behaviours such as duplication of files locally, printing-signing-scanning cycle for the important documents that become not searchable or versioning by naming the files.

Although relatively large number of existing solutions use elements of MS SharePoint 2013, the collection of existing portals and communication tools cannot be considered as an integrated intranet *Solution*. All of them are built and managed with neither central vision nor governance practice in place.

Several attempts have been undertaken in the past to deliver comprehensive and integrated intranet. The hereby request fully relies on the results of work completed in spring 2015 in scope of analysis and design of the *Solution* performed under a separately concluded framework contract FRONTEX/NP/239/2014. The deliverables of this project will be fully available to the awarded Contractor after conclusion of the Contract. The recently performed Competitive Dialog procedure FRONTEX/CD/436/2015/JL was canceled before its final stage due to the need for implementing changes in the selection criteria.

The project for implementing the *Solution* is well defined and managed in a controlled way according to Frontex project management practices.

5.2.   Target Situation

The lack of central architecture, standardisation and defined governance of various portals, collaborative tools and document-handling mechanisms used currently by Frontex entities was identified as an issue and a growing risks at the corporate level. There is a myriad of specialised solutions that ultimately do not cater for the needs of business. Frontex ICT unit does not fully support some of implemented systems while business has continued to develop ad-hoc solutions.

All existing gaps are to be covered by an integrated enterprise-level intranet solution that combines content management, document management, team collaboration, social and application integration features with a defined governance and security measures.

Frontex seeks for an integrated *Solution* that can take the role of a digital workplace addressing all common tasks of Frontex staff regardless if they work in the Frontex HQ or remotely. The scope of functionalities and features foreseen for the target situation is described in the functional requirements part of this document. The same requirements are presented in more explanatory and narrative way in Appendix 1 *Vision of the Solution*. The vision explains Frontex expectations and relates the requirements presented in this document to users' tasks and their way of work. In addition, the vision includes provisional mock-ups of the *Solution's* user interface. The screens presented in there visualise Frontex expectations regarding: the division of the *Solution* into functional Areas and subareas and re-usable components, overall expectations regarding navigation and the minimum level of user experience and the intended *branding*. The screens can also be helpful in interpreting some of the functional requirements (please note that the screens shall not be considered as a mandatory design). The actual graphic design of the *Solution* will depend on the *COTS SP* features and the best practices recommended by the successful Contractor. It can provide equivalent or better implementation as long as it serves the purpose set by Frontex. The intended colour-pallet, font-face, styles and icons will be shared with the Contractor upon commencement of the Contract implementation.

This Contract includes a large number of document management and workflow features and functionalities. They shall be considered as important and inherited part of the Solution. Frontex wants to get the most from the document management capabilities of the selected COTS SP before any potential decision for extending it by specilied separate document, record and workflow management tools.

The *Solution* is required to be integrated with a number of applications. The already mentioned *DMS*, MDAMS, ADMOP, HR DB, Frontex MS Exchange system, Frontex Active Directory, MS Outlook, MS Office, room booking systems, *taxonomy* and templates repository are the primary integration endpoints.

In the desired state, Frontex wants to apply central governance of all new sites, collaboration and social tools, their *branding* and configuration, security and retention models as well as use of metadata. Adversely, according to agreed central governance model, Frontex wants to delegate administration of individual sites to users who will become owners of specific sites (i.e. project manager for a project site or chairman for a Working Group site).

The intended *Solution* shall allow Frontex to elaborate and extend it in future by adding new spaces, templates, *COTS* web parts and self-developed *custom applications*. Frontex may want to implement more business workflows or extend the installation with additional workflow engine; it can better integrate the *Solution* with administrative applications (e.g. leave management) and operational applications (use of ESRI web parts and business intelligence web parts) or implement comprehensive use of digital signature across the platform. Finally, Frontex may want to expand the *Solution* towards extranet.

Technically, the *Solution* shall be based on on-premise MS SharePoint 2013 with future possibility of upgrading it to new versions of this platform. The complete set of non-functional requirements and the intended configuration of the technical platform is attached in Appendix 1 *Vision of the Solution*. The design presented therein may be changed to fit better the technical specification of the *COTS SP* offered, and the best knowledge of the Contractor. The *Solution* will exist in the ecosystem of technologies and tools already accepted and maintained in Frontex. In particular, the following items are specifically important for this implementation:

- XenMobile for the management of mobile devices and its SDK for mobile applications,

- Office 365 for fully fledge MS Office functionalities on mobile devices (no cloud store is allowed),

- MS Outlook for emailing and Skype for Business for instant contacts,

- MS Exchange Server,

- MS SQL Server 2012,

- MS Windows Server 2008,

- MS Windows Server,

- VMWare 4.1: MS SCOM, SCCM and SCOM 2007,

- ESRI ArgGis Server,

- MS Visual Studio 2013 Ultimate, and

- Telerik controls.

- GlobalSign digital certificates

It is assumed that *COTS SP* functionalities will be available on mobile devices under iOS, Android and MS Windows systems by effective implementation with Responsive Design mechanisms. In order to increase effectiveness of the business operations and its safety, Frontex plans to extend the mobility of the *Solution* in future by development of dedicated *mobile apps* for specific functionalities. The complete list of technologies and applications accepted for use in Frontex is presented in Appendix 2 Current ICT Baseline.

Assuming that a number of Frontex requirements is identical to all organisations building their intranets with the use of MS SharePoint platform, Frontex decided to use *COTS SP* instead of designing and developing all required functionalities from scratch. Thus, Frontex is expecting that the awarded Contractor can deliver such functionalities as *COTS SP*, available and maintained for a wide pool of customers. In that way Frontex can deploy them quickly. Then a number of enhancements and customisations to the *COTS* will be necessary in order to fulfil specific business needs. Finally *custom development* will be required for those requirements that are unique for Frontex.

6.   Scope

6.1.   Scope Statement

Frontex is looking for the   products and services (as indicated in chapter 6.2 and 6.3) needed for the provision of comprehensive, high-quality implementation, maintenance and evolution of MyFrontex Digital Workplace resulting from the context demonstrated in the description of the current and target situation (chapter 5.1 and 5.2), fulfilling the objectives (chapter 2) and materialising the vision presented in Appendix 1 under the applicable requirements (chapters 7 and 8, and the appendixes).

6.2.   Product Breakdown

The Solution is broken down into listed below Areas. Functionalities and features of the Solution shall be understood as described in Appendix 1 Vision of the Solution and by the requirements in chapter 8 Key Requirements. Frontex will be ordering Areas of the Solution.

- Common
- WeAll
- HydePark
- MyCommunities
- Documents
- HowTo
- MySite
- MyWorkflows
- Search

6.3.   Work Breakdown

The table below presents the breakdown of the scope of work. The work is divided into work packages. It differentiates the MANDATORY and OPTIONAL ones. The mandatory work packages must be offered and priced. Optional packages may or may not be included in the prospective Contract and the tenderers are not required to offer them. The work packages and related deliverables shall be understood, interpreted and their price shall be quoted according to Frontex definitions set in Appendix 3 Processes, services and deliverables catalogue. Optionality remains in the tendering process only. Once a work package is offered and included in the Contract it becomes a part of the scope and must be delivered if Frontex orders it. Frontex will be ordering:

1. Areas of the Solution (including delivery of the part of PROD-MAIN, project management, implementation, deployment services. Delivery of the Area includes packages not mentioned in the below points 2-5 which will be ordered separately yet in synchronization.
2. products (PROD-COTS, PROD-3rdP),
3. maintenance services (MTN-COTS, MTN-SOL, MTN-COTSHOT, MTN-3rdP, MTN-3rdPHOT),
4. additional fixed price services (TDD-SP, DEP-SP, TRN-END, IA)
5. additional T&M and QT&M services (CHNG).

WBS CODE	Deliverable/Work Package	optionality	Frontex comments
	DELIVERY OF THE MAIN PRODUCT		
PROD-COTS	COTS SP	MANDATORY	Covers licenses, media, standard documentation, release notes for all the required environments and volume.

PROD-MAIN	The Solution (main product of the project)	MANDATORY	Composite deliverable as a result of all waves of implementation and all services. To be delivered in waves. It is decomposed into Areas.
PROD-3rdP	3r Party Components	OPTIONAL	Covers licenses, media, standard documentation, release notes for all the required environments and volume.
	PROJECT MANAGEMENT		
PM-PMP	Project Plan	MANDATORY	Once at the beginning and following updates if needed.
PM-RLG	Project Reports, Risks Log and Issue Log	MANDATORY	Continuously.
PM-PWP	Wave Work Plan (including rolling Schedule)	MANDATORY	For each wave of implementation.
	IMPLEMENTATION		
SRS/NFR	Requirements On-line Repository	MANDATORY	Continuously maintained.
BRAND	Branding	MANDATORY	For each wave of implementation.
CONFIG	Customization of the Solution to the requirements	MANDATORY	For each wave of implementation.
IA	Recommended Information Architecture	OPTIONAL	Once.
DEV	Custom Development	OPTIONAL	Composite deliverable of custom software development. In case a MANDATORY feature is offered as CUSTOM this item becomes MANDATORY.
	SOLUTION DEPLOYMENT		
TEST-UAT	User Acceptance Test	MANDATORY	For each wave of implementation.
DEP-ENV	Deployment to Frontex environments	MANDATORY	For the initial wave of implementation with subsequent updates and regression tests after each wave if applicable.
DEP-SOP	Solution Standard Operating Procedures	MANDATORY	After the initial wave of implementation with subsequent updates after each wave if applicable.
TRN-POWER	Trainings and training materials for Power Users	MANDATORY	For each wave of implementation.
TRN-END	Trainings and training material for End User	OPTIOMAL	1 day of training and set of materials for 10 End Users. Training in Frontex.
TRN-ADMIN	Training and training materials for Solution Administrators	MANDATORY	For each wave of implementation or as offered by the Contractor.
	PLATFORM DEPLOYMENT		
TDD-SP	Platform Technical Design Document Update and compliancy check	MANDATORY	Once.
DEP-SP	Deployment of SP Platform	OPTIONAL	Once. Covers Production, Staging, Development and Training environments with SOPs and complete testing.
	MAINTENANCE		
MTN-COTS	COTS Vendor Maintenance	MANDATORY	For 12 months based on Order Form.
MTN-SOL	Solution Third Level Support	MANDATORY	For 12 months based on Order Form.
MTN-COTSHOT	COTS SP Hotline Support	OPTIONAL	For 12 months based on Order Form
MTN-3rdP	3rd Party Vendor Maintenance	OPTIONAL	In case the PROD-3rdP is offered this item is MANDATORY. For 12 months based on Order Form.
MTN-3rdPHOT	3rd Party Software Hotline Support	OPTIONAL	For 12 months based on Order Form
	T&M/QT&M Services		
CHNG	Change Requests pool for 400 MD	MANDATORY	Can be ordered any time during the Contract based on Order Form

In addition it shall be borne in mind that the Contractor is not requested to provide MS SharePoint licenses for the environments installed in Frontex. Frontex holds valid MS SharePoint 2013 Enterprise licenses in the sufficient volume.

Contractor is not required to implement the business change in Frontex organization that may be related to the implementation of the Solution. However the Contractor is required to provide support to the business change in his project management and implementation services by increasing awareness of the Solution and its impact on the business processes, monitoring adoption of the Solution, providing contribution to Frontex polices and procures, including knowledge about Frontex business processes in maintenance of the requirements, developing IA, testing and training.

7.   General Requirements

7.1.   Duration and implementation schedule

The Contract is expected to have an initial duration of 2 years and can be extended, if needed, for up to 2 additional periods of 12 months each under the discretion of Frontex.

The initial 2 years are foreseen for the implementation of the Solution. The possible 1st-year extension (the 3rd year of the Contract) is foreseen for fine-tuning the Solution. The both possible 1st-year and 2nd-year extensions (the 3rd and 4th year of the Contract) could be intended for maintenance services (MTN-COTSAS, MNT-COTS, MTN-3rdP and CHNG work packages of WBS).

Schedule shall be organised in Waves of Implementation. Each Wave shall be time boxed (equal in duration) and should end up with operational, self-contained and logically consistent part of the Solution that can be used by the end users. Such a part of the Solution shall be delivered with a complete tests, documentation and integration with the already delivered parts. It should be deployed on Staging Environment and handed over for a deployment and maintenance on Production Environment. It is allowed that a Wave delivers a core part of a Solution Area while the subsequent Wave delivers the other less critical part of the Area and perfective improvements. For the detailed implementation description of the prospective Contract, see chapter 10.

The implementation schedule cannot be limited to the delivery of the technical capabilities only but it shall take into account time and activities need for adoption of the system including: training, engagement, content transfer, development of policies and procedures, even if they are not in scope of this Contract.

7.2.   Venue

Works contracted such as: (i) project management meetings, (ii) meetings with users, (iii) deployment, (iv) testing, (v) training and (vi) T&M assignments should be performed by the Contractor in Frontex Headquarters.

Reimbursement of travel, accommodation and subsistence costs of the Contractor's personnel is not foreseen and shall be fully included in the price.

7.3.   Guarantee

The *Solution* guarantee is required for a minimum of 2 years. The guarantee price shall be included in the product purchase price (although no maintenance fee shall be included in the product purchase price). The guarantee starts from the date of written acceptance of the *Solution* delivery by Frontex.

7.4.   Working environment and conditions

Frontex will provide to the Contractor the following resources for the consultants:

- Office space for the Contractor's staff performing intra muros assignments.

- Access to all necessary premises and elements of infrastructure to conduct the tasks.

- Access to all necessary documentation and information in Frontex possession required to conduct the tasks of the Contract.

- Computers, software licenses and other ICT tools that are considered as components of the *Solution* for the duration of the Contract. Frontex may require exclusive use of it.

However, Frontex will not deliver to the Contractor tools (including licenses) needed for the development or maintenance of the *Solution* (e.g. testing tools, development libraries etc.). They are supposed to be in possession of the Contractor as needed for acting in professional manner.

7.5. Language

All the communication, user interface of the *Solution* and documentation, both in paper and electronic form and any other deliverables, including software, source codes with its naming conventions and comments, shall be in English and shall adhere to a high standard appropriate for technical documentation, with no ambiguities and no mistakes in grammar or spelling. All members of the Contractor's staff allocated to this Contract shall speak and write in English at least at the B1 level, according to the Common European Framework of Reference for Languages (http://www.coe.int/t/dg4/linguistic/Manuel1_EN.asp). The staff providing project management services, trainings and analytical services shall speak and write in English at least at C1 level.

7.6. Documentation

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

Frontex requires that all the documents created in the course of the Contract implementation maintain a high quality by:

- Using a document structure, i.e. the organisation of the document into chapters, sections, subsections etc. in a clear way.

- The compliance with standards and a writing style that supports a consistent structure, form and style of documents.

- The completeness of documents, i.e. the complete presentation of the entire scope of the described issue without clear and evident omissions.

- The consistency and coherence of documents, i.e. ensuring mutual accordance of all types of information and lack of logical contradictions of information between the submitted documents or between parts of the same document.

- Proper identification of its title, scope, authors, reviewers, related dates, status, versions, history log, audience, quality or acceptance criteria (if the document is subject to acceptance).

The documentation shall be delivered both in editable electronic and printed format - at least 3 paper copies. Editable source files for all pictures shall be supplied.

The Contractor shall implement and maintain in perfect order an electronic repository of the technical and project management documentation produced during the implementation of the Contract. This documentation shall be well organised, identified, kept up-to-date, and marked with its actual status (draft, rejected, approved). The repository shall be accessible from Frontex. A backup (dump) of the repository shall be delivered to Frontex regularly.

8.   Key Requirements

8.1.   Functional Requirements

The following table presents Frontex functional requirements. The requirement starts with its ID number followed by indication of priority (P:3 stands for the highest priority) and indication whether it is mandatory (-M) or optional (-O). The *Areas* are shown in green dividing strips while subareas and titles are set in the square brackets. A single requirement is specified only once.

Each requirement shall be annotated by the Tenderer with one of the following indications:

- *COTS* which means that the requirement is already covered by the *COTS Extension to SP* or the *3rd Party Software* offered, including its necessary *branding* and *customizations and no CUSTOM* coding is needed. It should be born in mind that configuration, high-level scripting, modelling by visual means or wizards including extensive testing for it is not considered as custom development and is recognized as customization.

- *OOTB SP* which means that it is offered based on *OOTB SharePoint* with the necessary *branding* and *customizations*.

- *CUSTOM* which means that it cannot be implemented by *branding* and *customization* of neither *COTS SP, 3rd Party Software* nor *OOTB SP* but is offered as *development*.

- *No* means that this functionality is not offered by the Tenderer.

In case the functionality is fully implemented in *COTS* or *OOTB SP* but in a different way than reflected in the requirement, a comment describing how it is implemented and its equivalency to Frontex need shall be provided. References to external attachments are acceptable. However comments cannot not be used for altering the requirements.

Optionality in the reply to an individual requirement is not allowed. Namely, replies "can be implemented in COTS or in 3rd Party Software" are not eligible.

Decomposition of the requirements is not allowed in the tender. In case when various parts of non-atomic requirement can be replied in different ways (COTS or OOTB SP or CUSTOM) the worse scenario shall be applied to the whole requirement. Namely, instead of replying "partially COTS, partially CUSTOM" the reply shall be "CUSTOM".

In case the requirement will be implemented in the 3rd Party Software with no coding it must be declared in the comments by indicating its name, version and vendor.

The requirements shall be interpreted in the context of the entire tender documentation, specifically: the vision, the objectives, the definition of processes, services and deliverables. The workflow Area shall be referred to the selected processes described in Appendix 4 Selected Business Processes.

Requirement	COTS OOTB SP CUSTOM NO	Comments
Common features		
PLG_SRS_0622 P:2-M [Discussions: Commenting articles] *As a reader of the news article, HowTo item or HydePark announcement I want to comment it, ask the author or other readers' questions, provide additional links with documents and other articles.*		
PLG_SRS_0289 P:2-O [Discussions: Marking discussions and questions] *As an author of a query based discussion I should be able to mark the best reply to my discussion so the user can quickly find the proper conclusion.*		
PLG_SRS_0111 P:1-O [Discussions: Discussion moderator] *For discussions in community sites and HowTo items a moderator of the discussion should be assigned automatically based on the ownership of the site or appointed manually by the site owner. The moderator may delete the discussion, withdraw a reply, indicate the most appropriate answer.*		
PLG_SRS_0099 P:2-O [Integration: Lync integration] *As a user I want to start Lync (Skype for Business) session from SharePoint whenever link to person appears in the Solution contents.*		
PLG_SRS_0212 P:1-O [Integration: Availability checker] *While scheduling the meeting for the community I want to see information about staff members availability that combines information from their MS Outlook calendars, leave management system (LeaMa) and missions management system (MiMa).*		
PLG_SRS_0113 P:2-O [LaunchPad: Frontex apps store] *Solution shall provide centrally managed catalogue of Frontex applications. The catalogue will be used by users when searching for the available applications or when selecting the favourite application for the Quick Menu and applications Launchpad, and by the community site administrator when configuring the community favourite applications and by owner of HowTo item when linking the article with application. The catalogue should present additional information of the applications including: its short name, name, description, main functionalities, service, category, owner, person responsible for access management and enable sending quick request for access.*		
PLG_SRS_0572 P:3-M [Lifecycle: Versioning] *As a user I want to keep track of all versions of the HowTo articles, news, announcements and documents. As a reader I want to be able to see the change log of the item.*		
PLG_SRS_0256 P:2-M [Lifecycle: Rich text formatting] *As an author of news, HowTo or announcement I want to use in-line rich format formatting tool, previewing and English spell checker when editing.*		
PLG_SRS_0263 P:2-O [Lifecycle: Drafts] *As an author of news, HowTo, HydePark announcement I want to have a possibility to save drafts and complete it later.*		
PLG_SRS_0264 P:2-O [Lifecycle: Scheduled publishing] *As an author of news, HowTo item and HydePark announcement I want to schedule the date when the contents becomes available to users.*		
PLG_SRS_0271 P:2-O [Lifecycle: Views] *As a reader of news, HydePark announcements, HowTo items I want to use predefined views and define my views.*		
PLG_SRS_1030 P:2-O [Lifecycle: Validity control] *As the Solution administrator I want the Solution to support me in controlling the contents (documents, articles, news, events, HowTo items, HydePark announcements) and community sites validity by: management of content owner; enforcing regular validity audits of the contents by the owners; automate retention of inactive sites; marking outdated contents and sites.*		
PLG_SRS_1004 P:3-M [Management: Management by power users] *As an owner of the site (power user) I want to be allowed and capable for maintaining site myself managing users, accepting users participation, managing groups of users, creating new lists, adding document templates, adding more functionalities available but not included in the site template or disable those provide by the site template.*		
PLG_SRS_1003 P:2-O [Management: Controlling sites] *As the Solution administrator I want to control all sites deployed in it by: approving deployments of the requested communities sites; enforcing minimum set of metadata for sites (name, purpose, id, owner, security level, audience, site template, document templates available); changing centrally graphics, layouts, templates, taxonomy sets, site structures, navigation menus used in the sites/workplaces (new and currently existing); deciding where the sites appear in search results and navigation menu; deciding about the retention policy so there are no abandoned inactive sites or sites not compliant with centrally established above rules.*		
PLG_SRS_1029 P:2-O [Management: COTS framework] *As an administrator of the Solution I want to have a central panel for administration of the COTS configuration, its components, upgrades/updates and possible APIs.*		
PLG_SRS_1007 P:1-O [Management: Solution Analytics] *As an administrator of the Solution I need to get web analytics in a form of report and graphical dashboards on adoption and usage of the Solution and its parts: most popular sites and contents with quantitative indicators (number of users, hints, versions, size, quantity), trending sites and content types, most active users, new sites, inactive sites, archived sites, time spend by users in the Solution, time patterns of use of the Solution, pages transition (what the users visit before a given page and after), findability of contents (successful searches, number of drill-down steps), responsiveness of web pages, inactive users.*		
PLG_SRS_0084 P:1-O [Media: Full screen for media] *As a user I want to switch video player or pictures preview to the full screen mode.*		
PLG_SRS_0581 P:3-M [Metadata: Autocomplete for tags and keywords] *As a user annotating the contents with Frontex taxonomy or folksonomy terms I shall be offered automatically and in-line with the already existing terms.*		
PLG_SRS_0234 P:3-O [Metadata: Annotating contents with Frontex Keywords] *It shall be possible to annotate each content and site with Frontex taxonomy terms that are managed centrally.*		
PLG_SRS_0083 P:2-O [Metadata: Folksonomy] *As a reader of contents (news, HowTo items, HydePark announcements, documents, discussions, sites) I want to annotate it with new folksonomy tags so they enrich the existing set of tags already defined by the article's author.*		
PLG_SRS_1014 P:1-O [Metadata: Management of taxonomies] *As a taxonomy manager I want to synchronise the taxonomies used in the Solution with external taxonomy repository.*		

PLG_SRS_1025 P:1-O [Metadata: Terms definitions / Glossary] *The Solution shall allow to maintain and discover central register of common terms and definitions (e.g. contractual definitions, subject specific terms).*

PLG_SRS_0300 P:3-M [Navigation: Top navigation] *As a user I want to use a fixed top-navigation to go into the main Solution areas.*

PLG_SRS_0309 P:3-M [Navigation: Breadcrumbs] *As a user I want to see the breadcrumbs to navigate backward in the hierarchy of the library and sites.*

PLG_SRS_0648 P:3-M [Navigation: Favourite application] *MySite, Project and Working Group site shall provide Applications LaunchPad element. The LaunchPad configured for project and working group shall link to the applications appropriate for specific community and personal favourites for the user of MySite.*

PLG_SRS_1001 P:3-M [Navigation: Search for sites] *As a user I want to discover all sites existing in the Solution regardless my access rights to them and see the list of sites with their basic metadata so I know about its existence, can join or request for joining the site that are interesting to me.*

PLG_SRS_0588 P:2-M [Navigation: Views] *As a user I want to select a method of displaying list of contents (in search results or when retrieving a library or a list). For list the following views shall be available: list with multiline description of the item, grid or spreadsheet-like view so the attributes can be edited directly and thumbnails.*

PLG_SRS_0594 P:2-O [Navigation: Contact the author] *There should be a quick contact feature to a real person for every portal page (sort of: I am the editor of this section, you can count on me) so the end user may quickly contact the proper individuals with their feedback or questions related to the site.*

PLG_SRS_0595 P:2-O [Navigation: Get support] *There should be a quick contact feature to notify helpdesk so the user may automatically create a ticket in the helpdesk system that contains a link to a page or screenshot of error message with additional description of the issue.*

PLG_SRS_0302 P:1-O [Navigation: User defined navigation] *As a user I want to use personalised Quick Menu feature available, fixed and the same on every space of the Solution that includes quick links customised by me so I can quickly access the most often used elements of the solution. The Quick Menu shall be limited in each section and cover the following sections: (i) templates the most often used by me so I can start a new document, (ii) applications the most often used by me so I can launch an application immediately, (iii) workflows that I often participate in so I can initiate a workflow or do my actions in the workflows quickly, (iv) links to community sites that I participate in. The quick menu sections expand by clicking the section name. The Quick Menu shall be initially delivered as a default and then customised by the user.*

PLG_SRS_0310 P:1-O [Navigation: Friendly URLs] *As a user I want to be able to quickly select and copy a friendly URLs to the contents in the Solution to be used for emails and cross-linking.*

PLG_SRS_1005 P:1-O [Navigation: Shortcuts to user's typical operations] *As a user I want the Solution to help me in typical user operations (start new document, approve document, start a workflow, post message etc.) in the given context (different when being on project site or in HydePark etc.) so there is no must for me to understand all OOTB functions available on the MS SharePoint ribbon.*

PLG_SRS_0477 P:2-O [Personalization: Setting follows and alerts] *As a user I want to follow sites, people and to create alerts on documents, list items, discussions, libraries, HowTo items so I am notified about updates.*

PLG_SRS_0570 P:2-O [Personalization: Recommendations] *As a reader of contents (document, news, HowTo article, discussion, site) I want to recommend it to other users and members of selected community.*

PLG_SRS_0063 P:1-O [Personalization: Targeting] *As a user I want to have a views of contents that is specifically published for me or marked as my favourite.*

PLG_SRS_0081 P:1-O [Personalization: Recommendations] *As a user I want that the Solution recommends to me news, HowTo items, HydePark announcements and documents corresponding to my profile. I can switch it off. Aggregation is allowed.*

PLG_SRS_0568 P:2-M [Popularity: Likes and feedback] *As a reader of contents (documents, news, HowTo items, HydePark announcements, discussions, sites, rich media) I want to express my appreciation with a "like" attribute, see how the article is appreciated by other readers and provide short direct feedback to the author. As a user I want to participate in the discussion of the article.*

PLG_SRS_1006 P:1-O [Popularity: Web Analytics for a site] *As a power user of a specific site/workspace I need to get web analytics in a form of a report and graphical dashboards on adoption of this part covering: (i) the most popular contents on this site; (ii) trending contents; (iii) the most active users of this site; (iv) new users; (v) time spend on the site; (vi) time patterns of use of this site and its components; (vii) findability of contents (successful searches, number of drill down steps); (viii) inactive users.*

PLG_SRS_0119 P:3-O [Popularity: Sorting] *As the owner of corporate news, knowledge domain or user of the HydePark announcements I want to decide about sorting of the items by using the following criteria: popularity (most clicked), rating (likes), publish date, promoted items (decision of the owner to display it on top), categories.*

PLG_SRS_0190 P:1-O [Staff directory: External phone book] *As a user want to find contact data to Frontex external partners and Contractors in one central phone book.*

PLG_SRS_0189 P:2-O [Survey: Survey] *As a power user I want to be able to conduct survey that: (i) is anonymous (including administrators), (ii) guarantees "one vote per user", (iii) provides custom introduction messages at the beginning and ending, (iv) is composed of hierarchical questions with open and closed selectable answer, (v) is accompanied with help, graphics, video or a link to site or document, (vi) presenting the results of survey to all users in a cumulative graphical form as a separate dashboard on the site and summary to the user who has just finished filling out the survey, (vii) offers possibility to download the detailed results into MS Excel for further analysis to the owner of the survey, (viii) reminds participants about survey deadline, (ix) can be published on any site of the Solution, (x) can be addressed to all users or the selected group, (xi) is time bounded (deadline for closure), (xii) publishing can require acceptance workflow.*

PLG_SRS_0682 P:1-O [Survey: Quiz] *As a power user I want to have a possibility to prepare and publish quizzes for all staff members, site users or selected groups of users. It shall convey multiple-choice questions with one or more answers correct. Quiz session for an individual user shall be time-limited. It shall score the participants against the correct answers and present the cumulative results for each user separately and all participants cumulatively. The quizzes shall be assigned with a deadline and the users shall be notified about pending contribution.*

MyCommunities area

PLG_SRS_0498 P:3-M [Calendar: Meetings] *As a user of Project or Working Group site I would like to schedule a meeting for this community members, invite non-community participants, embed Lync connection, link site contents (agenda, supporting documents, specific lists items e.g. tickets), collect confirmations for participation and automate reminders for the meeting.*

PLG_SRS_0210 P:2-O [Calendar: Calendars integration] *As a user of Project or Working Group site I want to be able to use the community calendar in my MS Outlook.*

PLG_SRS_1019 P:3-M [Dashboard: Project Progress, Risk and Health] *Home page of a project shall display project's metadata and graphical dashboard (to visualise project progress, health, risk levels) so the site visitors can quickly access basic information and status of the project.*

PLG_SRS_0481 P:2-O [Dashboard: KPI for the community] *As a power user of Working Group site I want to display Key Performance Indicators panel defined for this specific community based on site contents (e.g. number of pending change requests, number of tickets, next release date etc.).*

PLG_SRS_0486 P:2-O [Dashboard: External data] *The Solution shall allow to display data from external SQL database and visualise them in form of listing or simple charts.*

PLG_SRS_0471 P:3-M [Discussions: Open and closed discussions] *As a staff member I want to start a discussion on a topic. The discussion can be limited to community members only or can be open to the public. If open to the public, every staff member should be able to participate in this discussion.*

PLG_SRS_0474 P:3-M [Documents: Community documents library] *As a Project or a Working Group member I want to store documents in this community site library. I want to navigate through them using search.*

PLG_SRS_1023 P:3-M [Documents: Community templates] *As a Project or Working Group owner I want that the newly deployed community site comes with document templates appropriate for my project type or working group, and inherits project or working group metadata from the site into the documents (e.g. project id, working group name).*

PLG_SRS_0476 P:3-O [Documents: Community and external documents] *As a user of document libraries on Project or Working Group sites I want to work with documents stored in the site library as well as with documents linked into the library (e.g. transferred to other location, declared as records or stored externally to the Solution).*

PLG_SRS_0480 P:3-M [Email: Email to All Community members] *As a user I want to contact all Project or Working Group members by email straight from Project or Working Group site.*

PLG_SRS_0668 P:2-O [Email: Functional mailbox] *As a member of the community I want to see functional mailbox for Project or Working Group site; emails to this functional mailbox may be addressed from internal users and external stakeholders, and can be read by all site members.*

PLG_SRS_0502 P:2-O [Enrolment: Enrolment list] *As a user I should be able to enrol on a list (e.g. vaccination list, contest).*

PLG_SRS_0503 P:2-O [Enrolment: Searching for volunteers by grade] *As a power user of the Working Group site I want to search, list and email to the volunteers enrolled on a list who meet specific criteria (e.g. certain level in the employment structure).*

PLG_SRS_1024 P:1-M [Events: Events management] *As a user (regardless if I'm the member of the community) I want to enrol for an event set in the community calendar. As the event organiser I want to invite participants, accept/reject requests for participation, send emails to all participants.*

PLG_SRS_0249 P:2-O [HowTo: Publishing lessons learned articles] *As a member of Project or Working Group I want to create and host lesson-learned reports on the community site and be able to publish some of the articles (enriched with links to documents, other sites and media) from this site to HowTo knowledge base, so the item becomes available to everybody even if they are not invited to the site of origin, and it remains in corporate knowledge database even if the Project is completed or the Working Group is disbanded, and it is preserved in the situation when the project is completed and the site is moved to archive. Duplication of articles is not required.*

PLG_SRS_0203 P:2-M [LaunchPad: Community Links] *There should be a possibility to define important links to other web sites and shared folders from a Project and Working Group site for all its users.*

PLG_SRS_0506 P:3-M [Management: Site deployment] *Project and Working Group sites shall be deployed from a request form submitted by the future owner of the site. The sites shall be deployed from predefined site templates. The request form conveys metadata for the Project or Working Group and list of its members. The request goes to the authorisation entity in a defined workflow.*

PLG_SRS_0510 P:3-M [Management: Requesting for invitation] *As a user with no access to a site I want to be able to request an invitation to this site by sending a request for membership to the site owner.*

PLG_SRS_0519 P:3-M [Management: Limiting access to Project Site] *As a power user responsible for the site I want to manage users' privileges, invite and delete users.*

PLG_SRS_0201 P:3-O [Management: Community site template] *The template for Working Group site shall provide the most often used elements including: Working Group metadata; Working Group terms definitions; Working Group links and applications; Working Group PKI dashboard; Working Group surveys and quizzes; Working Group documents; Working Group document templates (e.g. minutes, agendas, presentations); Working Group functional mailbox; Working Group calendar of events and availability of its members; Working Group tasks and actions; Working Group registers including: issues log, events log (calendarium), decisions log; Working Group ticketing/issue tracking; Working Group enrolment lists; Working Group newsfeed; Working Group news; Working Group members list; Working Group lessons learned and knowledge base; Working Group address book; Working Group media files; Working Group discussion for a; Working Group specific workflows (e.g. approval for decisions, accepting change requests); Listings or charts from external SQL data.*

PLG_SRS_0507 P:3-O [Management: Project Site Template] *Project site template shall include the following components: project metadata project terms definitions; project links and applications; project dashboard (3 primary indicators); project documents; project management document templates; functional mailbox; calendar of events and availability of project members; project organigram, roles and RACI matrix (combination of roles and products); project Work Breakdown hierarchical structure with a list of project work packages and the related products and deliverables; project schedule; project team tasks and actions; project registers including: change log, project log (calendarium), risk log, quality log, issues log; project team newsfeed; project news; project members list; project lessons learned and knowledge*

base; project address book; project media files; links to Frontex project management methodology and knowledge repository; project checklists (e.g. health check, checkpoint questionnaire); reference to Contract documents.

PLG_SRS_0198 P:2-O [Management: Community Sites retention and closing] *There should be a mechanism that automatically informs the owners of Project and Working Group sites about a need for checking the site validity. The alert shall be generated based on predefined period for checks. In case the request is not fulfilled in a defined time than it shall be escalated to the Solution administrator.*

PLG_SRS_1002 P:2-O [Management: Limited view to non-members] *As a power user responsible for the Project or Working Group site I should be able to restrict access (hide) to selected components of the community site.*

PLG_SRS_0238 P:1-O [Management: Tips on new community request form] *As a user filling out the request form for a new Project or Working Group site I would like the Solution to propose similar already existing sites, in order to avoid potential duplications.*

PLG_SRS_0535 P:1-O [Management: Project Site available] *Project and Working Group sites by default shall be visible to all in read only mode unless the access to them is restricted (hidden) by decision.*

PLG_SRS_0674 P:1-O [Management: Recent actions on site] *As a user I would like to see the most recent activities (top contributors, what happening, recent documents edited, new members, requests for membership, etc.) performed by users of this Project or Working Group site.*

PLG_SRS_1027 P:3-M [Metadata: Quick identification] *The home page of the Project and Working Group site shall display the community metadata so the site visitors can quickly access this basic identification information.*

PLG_SRS_1026 P:1-M [Metadata: Terms definitions / Glossary] *As the site owner I want to link definitions applicable to this community from a corporate central repository of definitions (glossary).*

PLG_SRS_0496 P:3-M [News: Publishing information] *As a Project or Working group member I would like to prepare news and publish it for this community and/or submit it for publication in corporate news.*

PLG_SRS_0195 P:2-O [Personalization: Recommending and sharing sites] *As a user I want that the Projects and Working Group sites are recommended to me automatically by the Solution based on my interests and competencies register in my profile. Other users can share the sites with me. As a user I want to see the most active communities on the top of search results or recommendations.*

PLG_SRS_0672 P:1-O [Personalization: Marking parts of solution to follow] *As a user I want to have possibility to "follow" specific Project and Working Group sites to be notified about updates and new contents.*

PLG_SRS_1020 P:1-O [Scheduling: MS Project sync] *As a project manager I want to display high level project schedule on the site and integrate it with MS Project file.*

PLG_SRS_1028 P:2-O [Survey: Community surveys] *As an owner of Project or Working Group site I may prepare and publish a survey or quiz to the community, then analyse and share its results.*

PLG_SRS_0667 P:3-M [Tasks: Task assigning] *Project and Working Group sites shall allow for allocation of tasks to the community members and tracking their status. The tasks can be disjoint from the schedule.*

PLG_SRS_0241 P:2-O [Tasks: Task remainders] *There should be automatic method of reminding pending tasks to the actioners from Projects and Working Group sites.*

PLG_SRS_0553 P:2-O [Tasks: Tasks integration] *As a Project or Working Group member I want to be able to integrate community site tasks with my MS Outlook tasks.*

PLG_SRS_0646 P:2-O [Ticketing: General purpose ticketing] *The Solution shall provide a generic purpose issue tracking/ticketing functionality. It can be hosted on various Working Group sites and configured for their purposes (e.g. change requests, phone requests, training requests). The users may submit a request to the specific Working Group which goes to its authorisation/tasking role, then the ticket is manually or automatically allocated to the persons responsible for fulfilling it and the status of the ticket is being monitored and communicated to the initiator and assignee. The tickets shall be classified in groups. There should be possibility to report out-dated tickets.*

PLG_SRS_1022 P:2-M [Workflows: Approving lists items] *As an owner of the Project or Working Group site I may require the selected members to approve the list items of decisions log, and change requests.*

PLG_SRS_0666 P:2-O [Workflows: Community specific workflows] *As a Project or Working Group member I would like to start and monitor status of workflows predefined for this community.*

PLG_SRS_0204 P:1-O [Workflows: Signing lists items] *As an owner of the Project or Working Group site I want to require the selected members to sign digitally the list items in order to approve some decisions, authorisation and change requests.*

Document features

PLG_SRS_0605 P:2-O [Digital signature: Checking signatures] *As a reader I want to quickly see, on-line and off-line, on desktop and on mobile, in document and not opening the document, who signed digitally the document and whether the document has been changed since signing. The signature should be compliant with EU Regulation 910/2014 so the signed documents are legally binding..*

PLG_SRS_0042 P:1-O [Digital signature: Signing documents] *As a user I want to sign a document with a digital signature as a single signee or one of coosignees with possibility to put my comments in the signature. The signed documents will not be scanned with hand-writing signatures and consequently the search engine will be able to better index the document contents for search yet assures the authenticity.*

PLG_SRS_1035 P:1-O [Digital signature: Signing documents] *As a user I want to distribute a document into simple workflow for getting digital signatures under the document to selected signees.*

PLG_SRS_0022 P:3-M [Lifecycle: Template characteristics] *Document template should provide: default values to metadata, definition of content layout, definition of header & footer static (predefined text) and dynamic values (e.g. title, security labels, file plan, version) on all pages.*

PLG_SRS_0025 P:3-M [Lifecycle: Declare as a record] *As a user I want to declare a document as in-line record or transfer it into Frontex SP records centre. The document will be replaced by a link to its new location. The transfer shall check and enforce filling the metadata required for records.*

PLG_SRS_0051 P:3-M [Lifecycle: Documents on mobile] *As a user of a mobile device I want to access the documents from the Solution, check out/in, edit, comment, track changes, approve/reject, sign, view the history log.*

PLG_SRS_0208 P:3-M [Lifecycle: Inline web documents] *As a user I want to work (create/edit/delete) with office documents (MS Word/Excel/Power Point/One Note) in the Solution with no need to use desktop application.*

PLG_SRS_0613 P:3-M [Lifecycle: Templates driven] *As a user I want to start a document from the Solution (MySite, community site, central repository of the documents) and from inside of MS Office with blank generic template or select Frontex template. The document shall follow the restrictions attributed to the template and its hosting location regarding metadata. Filling of metadata shall be required in the Solution when starting the document in its library and when uploading the document into it. It shall be required directly in the MS Office application when starting and saving the document from that application.*

PLG_SRS_1033 P:3-M [Lifecycle: Central documents store] *In case a site is being deleted the documents stored in that site shall be automatically transferred into central documents store. The source of origin shall be recorded in the document metadata.*

PLG_SRS_1034 P:3-M [Lifecycle: Approving documents] *As a user I want to distribute a document for approvals to selected approvers, set their sequence and attach a note to the approvers. The information who approved the specific version of the document shall be recorded for non-repudiation, stored and protected in the system from any alteration. It should be possible to print out the history log as an evidence of decisions and opinions taked to the document that exchanges the current paper signed "routing slip".*

PLG_SRS_0603 P:2-M [Lifecycle: Deletion] *As an authorised user I want to delete the document which is not declared as a record and all its historical versions so it is moved to a trash container managed by the ICT administrators, available for recovery by the administrators in a defined time period.*

PLG_SRS_0610 P:2-M [Lifecycle: Transferring between locations] *As a user I want to transfer document to another document library in the Solution with all its metadata, history log and leave the link to the destination documents in the source library.*

PLG_SRS_1038 P:2-M [Lifecycle: Hold] *As a user I want to put a hold on the document so any other user cannot make changes to it. The author, site owner or administrator can change this status.*

PLG_SRS_0020 P:3-O [Lifecycle: Centralization of templates] *As a person responsible for Frontex templates I want to make the template available in the whole Solution, control versions of templates and update the templates in one central place, so that I am sure that only up-to-date versions of templates are being used and proper sets of metadata are filled.*

PLG_SRS_0559 P:2-O [Lifecycle: Approval log] *As a user who initiated an approval workflow I want to be able to check the workflow status for selected documents.*

PLG_SRS_0560 P:2-O [Lifecycle: Approval actions] *As an approver of a document I want to be able to accept, reject or delegate tasks, put a note and check notes of other approvers.*

PLG_SRS_0598 P:2-O [Lifecycle: Collective editing] *As a user I want to work collectively on MS Office document by simultaneous editing, addressing chapters to selected users, discussing the comments, observing the progress of documents development and finally publish it.*

PLG_SRS_0600 P:2-O [Lifecycle: Subscriptions] *As a user I want to subscribe to a library of documents (library) or an individual document so in case of update I am notified.*

PLG_SRS_0602 P:2-O [Lifecycle: Reuse of the documents] *As a content manager I want the system to change metadata automatically and request the user to modify the metadata that cannot be changed automatically when a new document is started from a historical document.*

PLG_SRS_0604 P:2-O [Lifecycle: Retention] *As a Solution administrator I want to decide about retention policy for document types, nodes in the File Plan and events. As a site owner I want to decide about retention policy for document types and individual documents that are not imposed centrally by the Solution administrator. The retention automate shall request the authors of documents or content managers of the library to make a revision of the document and give the opportunity to exclude the document from the actual retention action for a defined time. The retention action shall be performed in two stages - one for deletion of historical version and the other for transferring or deleting documents.*

PLG_SRS_1036 P:2-O [Lifecycle: Grouping in sets] *As a user I want to bind documents into sets and establish common metadata for the set of the document.*

PLG_SRS_0047 P:1-O [Lifecycle: Templates for community] *As an owner of site (Working Group or Project site) I want to modify the list of document templates available in this site.*

PLG_SRS_0562 P:1-O [Lifecycle: Links] *As a user of a document I want that the link do the document remains valid if the document is changed or moved within SP.*

PLG_SRS_0615 P:1-O [Lifecycle: Bulk operations] *As an administrator or an authorised user I want to: a) upload a batch of documents, b) set or modify metadata for a group of documents, d) set or modify security privileges for a group of documents, e) do a combination of the tasks a-b-c all together.*

PLG_SRS_0614 P:1-O [Lifecycle: Off-line access] *As a user I want to download documents for off-line editing and synchronise them when connection is established.*

PLG_SRS_0010 P:2-M [Metadata: Confidentially markings] *As a user or as a security officer I want to select a security marking for a document out of the predefined levels so the document is marked and the marking is visible in metadata, printed in the document and can be used in searches.*

PLG_SRS_0608 P:2-M [Metadata: File plan] *As a user I may want to assign the document to the File Plan manually. If the document is started from a template it shall be assigned automatically but I can edit it.*

PLG_SRS_0606 P:3-O [Metadata: Minimum mandatory metadata] *As the administrator I want to automate and enforce use of minimum metadata for any document that should cover at least: title, author, unit, type of the document, file plan node and Frontex taxonomy terms so they can be better searched, sorted when viewing document libraries without referring to their filenames.*

PLG_SRS_0058 P:2-O [Metadata: Document formats] *As a user I want the system to recognize all Microsoft file types, files compressed with the most popular compression tools, pdf and the most popular media formats with a possibility to preview their contents and the file-type specific metadata (e.g. exif).*

PLG_SRS_0052 P:3-M [Navigation: Structuring in libraries] *As a site owner (a Working Group, Project or MySite site) or owner of the document library in the central repository I want to structure library of documents, document sets, folders, emails, links to documents in other libraries of the Solution, links to records, links to external documents. They can be viewed, sorted and filtered in various hierarchies. Common views*

shall base on: file plan schema, authors, type of documents/originating template. The specific views for particular site/library will base on: project phases, deliverables, themes, meeting types, cases, issues, events, releases, operations, activities and products and geographical locations. Moreover, there should be a possibility to create personal views. Structuring of documents into file folders shall be available but not as primary means of organising and viewing documents.

PLG_SRS_0054 P:3-M [Navigation: Listing] *As a user I want to navigate through all documents available in the given site library in a list, grid or thumbnails, grouped, filtered and ordered according to customisable views based on the metadata of the documents so I can check all available documents in a selected category (e.g. what documents are available for the project phase, see documents by source templates).*

PLG_SRS_1032 P:3-M [Navigation: Location for documents] *As a user I may decide about location of the document which may be: MySite OneDrive, specific site library (e.g. project X) or central documents store. In case I don't know where to store the document it is submitted to central drop box and then automatically transferred to one of the libraries of the central document store based on the document metadata.*

PLG_SRS_0597 P:2-O [Navigation: Icons] *As a user I want the system to differentiate documents declared as records, signed, links by graphical means on the results of search or lists of documents.*

PLG_SRS_1606 P:3-O [Metadata: Minimum mandatory metadata] *As a user I shall be able to assign unique ID (reference number) to a document in any time in the document lifecycle which cannot be changed in future and remains in case of moving the file to other location in the Solution so I can identify and search for the document based in the ID.*

PLG_SRS_1607 P:1-O [Metadata: QR] *As a user responsible for keeping the archives of documents I want to print out the document with a QR code or a QR code label to be assigned to the already printed document so I can easily recognize the metadata of the physical document.*

PLG_SRS_1608 P:2-O [Lifecycle: Web Analytics] *As a user responsible for records and documents in Frontex I want to report on volume, type, status, compliancy to document management polices, completeness of the required metadata, retention status, increase in volume, versions, sources, usage of documents and records in a given period, according to the location of documents and its allocation to file plan so I can control the order and dynamics of documents.*

PLG_SRS_1609 P:2-O [Lifecycle: Retention trace] *As user responsible for records I want to find a trace of the act of disposal or archiving the record so I can see its metadata and information on when and how it was disposed or archived.*

PLG_SRS_1610 P:2-O [Lifecycle: Bulk changes] *As a user responsible for records and documents in Frontex I want to make bulk upload of existing document and and update metadata for multiply documents.*

HowTo area

PLG_SRS_0062 P:3-M [Articles: Articles navigation] *As an author of HowTo item I want to edit long rich formatted text of the article, structured into chapters and based on that build automatically a table of contents so the reader can easily navigate in a long text. The TOC shall be floating on the webpage so it can be easily accessed by the reader.*

PLG_SRS_0066 P:3-M [Articles: Rich format] *As an author of the HowTo item I want to embed rich media contents into the article (e.g. audio, video, MS PowerPoint presentations, photos, maps, MS Excel charts, MS Visio charts), build tables, rich format text, see a preview of the article.*

PLG_SRS_0072 P:3-M [Articles: Related contents] *As a reader of the article I want to see the related content presented by its types: article metadata, documents, links to other articles, links to other sites, applications, discussions, authors and contributors. The related contents shall be configured by the article author.*

PLG_SRS_0575 P:3-M [Articles: Knowledge domains] *As a user I want that the HowTo items are grouped into knowledge domains (e.g. HR, newcomers, expats, procurement, operations etc.) so I can better navigate in the knowledge repository and be confident that the content is up-to-date and authorised. As an administrator I want to be sure that each article is allocated to one domain and each domain has its owner.*

PLG_SRS_0064 P:2-O [Articles: Articles templates] *As an author of a HowTo item I want to reuse templates prepared for HowTo items so the articles are unified and contain all typical elements required at Frontex (authors, publishing dates, graphical parts, security labels, headers and footers, disclaimers, etc.).*

PLG_SRS_1015 P:1-O [Articles: Maps] *As an author of HowTo item I want to geocode some locations or routes indicated in the article and embed the related simple active geo-map into the article so I can zoom in/out and pan the map. The preferred source of maps is ESRI Appliance used in Frontex or ArcGIS Online service for Frontex.*

PLG_SRS_0059 P:3-M [Lifecycle: HowTo with approval] *As a user I want to publish formal Frontex knowledge in a form of long article assigned to a specific knowledge domain based on formal approval workflows. As a knowledge domain owner I want that all articles appearing in that domain and updates to these articles are approved by me prior they become visible to other users. As the knowledge domain owner I may delegate ownership of the article from the original author to other user in order to assure continuity of ownership and updates.*

PLG_SRS_0074 P:2-O [Lifecycle: Articles statuses] *As an author of HowTo article I want to keep unfinished articles for future editing and control their versions. I want to see which of my articles were rejected during approval and I want to see which of my articles were approved.*

PLG_SRS_0069 P:1-O [Lifecycle: Printing and exporting] *As a user I want to export the contents of HowTo article into pdf file. The format and layouts of exported documents are predefined including table of contents, footers, headers and the numbering of pages and the document structures are (chapters, figures etc.) are sustained.*

HydePark area

PLG_SRS_1044 P:3-M [Announcements: Announcements contents] *The announcements shall be categorised in to: sells/buy/swap; recommendation; information. The appearance of the announcements in the HydePark shall depend on the category so the reader immediately recognises its type. The announcements shall be presented in short form (small photo and few lines of text) on the main page of the area and in in log form that includes its metadata, rich formatted text, photos and videos, maps and links, related discussions, author, validity date.*

PLG_SRS_0255 P:2-O [Announcements: Announcement Templates] *As an author I want to use templates for announcements types so I can quickly create the new item.*

PLG_SRS_0260 P:2-O [Announcements: Filters for announcements] *As a user I want to set filters for announcements so I will not see announcements categories and dates that I am not interested in.*

PLG_SRS_0285 P:2-O [Discussions: Types of discussions] *As a HydePark user I want to participate in two types of discussions: free that are not connected to any announcement and discussion related to an announcement.*

PLG_SRS_0284 P:1-O [Discussions: Announcement discussion] *As an author of the announcement I want to decide to close the discussion related to this announcement.*

PLG_SRS_0279 P:3-M [Lifecycle: Publishing and un-publishing announcements] *As a user I should be able to publish, edit, un-publish and delete my announcements.*

PLG_SRS_0453 P:2-O [Lifecycle: Inappropriate announcement] *As a user I want to easily (one-click action) inform Frontex Help Desk about inappropriate contents of the announcement that should be taken off the portal.*

PLG_SRS_0282 P:1-O [Lifecycle: Alert prior deletion] *As an author I want to receive alert notification before automated deletion of the announcement, so I will be able to take actions before announcement is deleted.*

PLG_SRS_0297 P:2-O [Search: Exclusion from search] *By default the HydePark contents shall be excluded from search results unless it is included by the user decision or the search is started from HydePark area.*

MySite area

PLG_SRS_0098 P:3-O [Calendar: Calendar on MySite] *As a user I want to see and edit my MS Outlook calendars on MySite which is two-way synchronised with MS Outlook.*

PLG_SRS_0108 P:2-O [Discussions: Discussions related to user] *As a user I want to see on MySite all the discussions that: I have initiated, I participate in, are shared with me by other users, are recommended to me by the system based on my interests and competencies. They should be aggregated from different sites and grouped by source, ordered by timing and popularity.*

PLG_SRS_0462 P:2-O [Discussions: Newsfeeds] *As a user I want to use newsfeed functionality so I can make conversations with other users quickly without using typical email by posting messages to @audience and for a #subject, follow and be followed, observe the trending tags on MySite.*

PLG_SRS_0464 P:3-O [Documents: Moving private documents to other sites] *As a user I want to have an easy option to share documents from MySite with other users, as well as move them to other sites.*

PLG_SRS_0101 P:2-O [Documents: Documents related to user] *As a user of MySite I want to see links to documents created by me, that I follow, that I edited, that are shared and recommended to me.*

PLG_SRS_1011 P:2-O [Email: Mailbox on MySite] *As a user I want to have access to my personal and functional MS Outlook emails from inside the Solution so I can work on one site with all the communication streams.*

PLG_SRS_0086 P:2-O [Navigation: MySite content and aggregated counters] *As a user I want to see the list of sites, users, documents tags and discussion that I follow.*

PLG_SRS_0457 P:2-O [Navigation: Links to sites] *As a user I want to see on MySite links to sites that I participate in, invitations from other users and automated recommendations to other sites based on profile.*

PLG_SRS_0459 P:2-O [Navigation: Quick actions on MySite] *As a user of MySite I want to see different parts aggregated and showing the most important content items so I can quickly use them (e.g. complete tasks, accept invitations, make an action in a workflow, open a document) and when I can quickly switch to the full page view of the selected part - e.g. documents, my profile, tasks, workflows, discussions).*

PLG_SRS_0460 P:2-O [Navigation: Drill down to full view of the Workflow] *As a user I want to see on MySite the workflow actions that I am required to take, so I can quickly take the required actions or drill down to full view of the selected workflow.*

PLG_SRS_0469 P:2-O [Navigation: Aggregated information about my community activities] *As a user I want to see on one screen links to the communities sites that I participate in with active indicators of a number of activities or new contents available there. It should be possible to organise the tiles in a user-preferred way.*

PLG_SRS_0466 P:2-M [Notifications: Quick important announcements] *As a user I want to see alert notification addressed to me on MySite for a limited time (e.g. "there will be a break in internet connectivity in 5 min for the next 20 min"). As an administrator I want to distribute an alert item that appears on selected users' MySite in a very visible way and after a defined period of time or based on user confirmation of reception disappears from MySite.*

PLG_SRS_0467 P:1-O [Notifications: Followed contents] *As a user I want to see on MySite all aggregated notifications for content items (articles, documents, discussions) that I follow so each update can be noticed.*

PLG_SRS_0088 P:3-M [Profile: User profile self-maintenance] *As a user I want to manage a part of my profile myself (including my competencies and interests) while other part will be automatically fed from Human Resources Data Base and other parts of the Solution (projects, communities that I participate in).*

PLG_SRS_0090 P:1-O [Profile: Completeness of the User Profile] *As an administrator I want users see the indicator of completeness of their profiles so they are encouraged to keep their profiles complete and up-to-date.*

PLG_SRS_0104 P:3-M [Tasks: My Tasks on MySite] *As a user I want to see and report progress of the tasks which are assigned to me from various sources organised in groups and ordered according to their priority and deadlines. The tasks list shall cover: actions from workflows, tasks laid directly in MS Outlook or SharePoint, action items resulting from various meetings referred to in Minutes of the Meeting.*

PLG_SRS_1045 P:2-O [Tasks: Managing tasks] *As a reporting officer I want to see tasks of users reporting to me. Tasks overdue above the agreed limit shall be escalated to me. I want to reassign a task to other person or change its dates. As a manager I want to see all tasks assigned by me to other users.*

PLG_SRS_0468 P:1-O [Widgets: Future widgets] *As a user I want to be able to bring to MySite additional widgets available and offered to Frontex users in future (e.g. currencies exchange rates, world clock) so they fit the MySite look&feel and are managed in the same way.*

MyWorkflows area

PLG_SRS_0431 P:2-O [Dashboard: Predefined *As a manager I want to see predefined dashboard that presents cumulated data about the workflows of selected types presented in charts or tables and presenting: average real duration of tasks, average exceeding time of tasks, average duration of the workflow, average overdue for a workflow, number of workflow instance in a workflow in the given period, number of users involved in a workflow, number of workflows assigned to a user, completeness of workflows and tasks in %, count of documents in workflows.*

PLG_SRS_0435 P:2-O [Dashboard: Performance] *As a manager I want to be alerted when performance parameters (time to completion, overdue time for workflows or tasks, number of workflows instances in a workflow type, no progress in a workflow for a defined time) pass the defined thresholds so I can react accordingly with regards to the workflows (priorities, allocation, tasks etc.).*

PLG_SRS_0433 P:1-O [Dashboard: Detail levels on dashboards] *As a manager I want to tune the data displayed in the workflow dashboards by selecting: process groups, workflow stages, workflow steps (group of tasks), workflow instances, workflow tasks, person/unit assigned to task, document template (main document type) or tis file plan position and other metadata fields.*

PLG_SRS_0422 P:3-O [Documents: Publishing and republishing] *For selected libraries the publishing of major version of the document requires approval workflow. The workflow instance is initiated automatically every time when a new major version is submitted.*

PLG_SRS_0654 P:2-O [Documents: Merging files] *As a user I want to have a possibility to merge content of multiple documents created in workflow into final document.*

PLG_SRS_0655 P:2-O [Documents: Predefined content of the document] *As a workflow owner I want to decide which parts of the document in the workflows is accessible for editing for the authorised roles so other parts of the document remain not modified.*

PLG_SRS_0419 P:1-O [Documents: Automatic PDF creation] *It should be possible in workflow to automatically create a PDF document out of Office documents as an outcome of a step.*

PLG_SRS_0343 P:1-O [General: Mobile devices access] *As a user I want to be able to efficiently participate in the initiated workflows on a mobile device by at least searching, viewing the workflows and executing tasks.*

PLG_SRS_0345 P:3-O [General: Electronic approval] *It should be possible to approve documents as a mandatory step in a workflow by use of electronic signature by one or many signees. The signatures with comments should be merged with document (not as a separate file).*

PLG_SRS_0386 P:2-O [General: Sending documents] *As a user I want to have a possibility to attach a document from the solution to an email.*

PLG_SRS_0397 P:1-O [General: Workflow inputs and outputs] *As a user I want to process in the workflow a number of documents that may initiate it or be collected/generated in the course of the workflow and then conclude the workflow as a set of documents which are the outputs of the workflow (e.g. a tender dossier composed of TOR, tender speciation, cost benefit analytics etc.).*

PLG_SRS_0387 P:2-O [Integration: Integration with Exchange] *As a user I want to work with workflow tasks and reminders in my MS Outlook tasks.*

PLG_SRS_0662 P:1-O [Integration: Model the process in MS Visio] *As a creator of a workflow I want to model the process in user-friendly charting tool (e.g. MS Visio) and then apply apply in the Solution.*

PLG_SRS_0384 P:2-O [Notifications: Turning on/off workflow notifications by owner] *As a process owner, during the configuration of the workflow, I want to have a possibility to choose if the workflow should send notifications to MySites of the participants or/and emails.*

PLG_SRS_0334 P:2-O [Search: Searching specific workflows] *As a user I want to list workflow instances and workflow tasks for selected workflow types, document types, statuses of workflows, deadlines for workflows, workflow participants.*

PLG_SRS_0348 P:3-O [Site management: Working with workflow instances] *As a user I want to see all workflow instances that are related to me, I want to limit or extend that list of workflow instances based on their attributes, I want to preview the details about particular workflow, I want to perform quick actions that are relevant to particular workflow, so I will be able to work in one place with many workflows instances.*

PLG_SRS_0354 P:3-O [Site management: Working with workflow tasks] *As a user I want to see all workflow tasks related to me. I want to limit or extend that list of tasks based on their attributes. I want to preview the details about particular task. I want to perform quick actions on that particular task, so I will be able to work in one place with many tasks from many workflows instances.*

PLG_SRS_0355 P:3-O [Site management: Predefined views of workflows tasks] *As a user or manager I want to use predefined views of workflows' tasks (my overdue active tasks, my active tasks, my finished tasks, my team tasks, my team overdue tasks, tasks to be overdue in a given time, my team tasks to be overdue in a given time, delayed tasks, tasks approaching their deadlines (especially for processes with legally binding deadlines), tasks for specific group of users.*

PLG_SRS_0347 P:2-O [Site management: Ways of work in MyWorkflows space] *As a user I work with workflows in two ways: working with list of open tasks in workflows instances and with a list of active workflows instances.*

PLG_SRS_0349 P:2-O [Site management: Predefined views of workflows instances] *As a user I want to use predefined views of workflows instances, e.g.: workflows with overdue tasks, crashed workflows, suspended workflows, delayed workflows, workflow instances approaching their deadlines (especially for processes with legally binding deadlines), inactive workflow instances (if no action is taken for longer than a defined threshold), workflow instances for a specific workflow (process), workflow instances for specific group of users, workflow and workflow instances related to a selected document.*

PLG_SRS_0401 P:2-O [Site management: Documents and tasks in workflows] *As an authorised user I want to view documents and tasks in on-going workflows and to see the current progress.*

PLG_SRS_0353 P:3-O [Tasks and actions: Quick actions available for workflow instance] *As an authorised user I should have a possibility to perform the following actions with workflow instance: restart, reject, delete, suspend, resume workflow, reassign the current action to other user.*

PLG_SRS_0358 P:3-O [Tasks and actions: Workflow tasks information] *As a user I want to preview workflow tasks and see information about: related documents, related workflows, workflow diagram, task status, start and finish dates, assignees, task name, task id.*

PLG_SRS_0658 P:3-O [Tasks and actions: Task reassigning] *As a workflow participant I want to reassign a task with different deadline but I want that the information about the original deadline is preserved.*

PLG_SRS_0407 P:2-O [Tasks and actions: Workflow checklist] *As a user I want to have an easy access to checklists and guides related to the workflow when I'm initiating a new workflow instance.*

PLG_SRS_0409 P:2-O [Tasks and actions: Workflow tasks time tracking] *There must be a possibility to control if some tasks have been done in time to check compliance to legal rules.*

PLG_SRS_0410 P:2-O [Tasks and actions: Workflow tasks end date] *As a user of the workflow I want to define for it: exact finish date and/or time, number of days to complete the task, predefined timestamp End-of-Business.*

PLG_SRS_0411 P:2-O [Tasks and actions: Workflow tasks based on Functions] *As a manager I would like to have a possibility to assign tasks to a group of users or to user roles. As a user in the group or role I would like to pick the task assigned to the group or role and asssign it to me for performance.*

PLG_SRS_0413 P:2-O [Tasks and actions: Suspended workflow tasks dates recalculation] *In the case of suspending or deleting Workflow instance, all tasks should be cancelled or deleted, and no notifications should be sent. If the workflow runs again the due dates should be properly recalculated again.*

PLG_SRS_0414 P:2-O [Tasks and actions: Automatic task delegation] *As a user I want to reassign my tasks or workflows to a specific user, so there will not be delay in my actions during my planned leave.*

PLG_SRS_0659 P:2-O [Tasks and actions: Label colour of a task] *As a user I want to quickly identify status/progress of a task with colour.*

PLG_SRS_0408 P:1-O [Tasks and actions: Colours of tasks (based on dates)] *There should be a visual information about an end date of task (red - overdue, amber - close to overdue, green - plenty of time to complete).*

PLG_SRS_0363 P:3-O [Workflow: Restrictions] *As an administrator I want to define who should be able to start an exact type of workflow (ADMOP, Decision approval, etc.).*

PLG_SRS_0382 P:3-O [Workflow: Workflow history] *The complete workflow history should be stored for each instance for non-repudiation purposes. The history should contain all tasks, actioners, actionee notes, signatures, due and actual dates, related content and outcome.The history can be printed out in form of "routng slip".*

PLG_SRS_0396 P:3-O [Workflow: Workflow automatic resume after an error] *If workflow is paused/suspended because of system malfunction, then system should try to resume it.*

PLG_SRS_0408 P:1-O [Tasks and actions: Colours of tasks (based on dates)] *There should be a visual information about an end date of task (red - overdue, amber - close to overdue, green - plenty of time to complete).*

PLG_SRS_0393 P:2-O [Workflow: Restarting workflow] *As an authorised user I want to have a possibility to restart workflow.*

PLG_SRS_0661 P:2-O [Workflow: Versioning of workflow definitions] *As a creator of a workflow I want to keep versions of the workflow in the repository so I can see the history of its definition and recover historical ones.*

PLG_SRS_0399 P:1-O [Workflow: Workflow composition] *It should be possible to have loops in Workflow.*

PLG_SRS_0352 P:3-O [Workflow instance: Preview of workflow instance] *As a user I want to view workflow instance including: its diagram, related documents, help, policies and procedures, tasks, involved users.*

PLG_SRS_0653 P:3-O [Workflow instance: Optional workflow branches switching] *As a user I want to enable or disable some optional predefined branches in the workflow instance.*

PLG_SRS_0351 P:2-O [Workflow instance: Refiners for workflows instances] *As a user I want to use the following refiners when searching for workflow instances and tasks: business process name, workflow status, workflow overdue marking, workflow problem marking, workflow manager, workflow owner, workflow participant, business area (i.e. Operational related, Procurement), task status, task priority, task overdue marking, activity name, activity number (id), business area, involved users.*

PLG_SRS_0381 P:2-O [Workflow instance: Workflow instance details] *There should be a possibility to present in one place all content of a workflow instance, like: input/output, discussions, links, minutes, related documents, drafts, decisions, workflow history.*

PLG_SRS_0651 P:2-O [Workflow instance: Quick start of a new workflow] *As a user I want to define and launch a simple ad-hoc workflow instance.*

PLG_SRS_0652 P:2-O [Workflow instance: Quick start of new workflow based on template] *As a user I want to define and launch a new workflow instance based on the available template with my modifications to the standard workflow by adding more steps or actions.*

PLG_SRS_0402 P:1-O [Workflow instance: Percentage progress workflow visualisation] *There should be visualisation of workflow instance progress in %.*

PLG_SRS_0653 P:3-O [Workflow instance: Optional workflow branches switching] *As a user I want to enable or disable some optional predefined branches in the workflow instance.*

PLG_SRS_0344 P:2-O [General: User account management] *As an authorised user I want to use wizard for assigning roles and privileges for users to use in workflows.*

PLG_SRS_0660 P:2-O [General: Workflow definition export] *As a user I want to export definition of the workflow to MS Visio.*

SEARCH features

PLG_SRS_0311 P:3-M [Enterprise search: Out-of-the-box SP 2013 Search features] *The Solution shall provide comprehensive search mechanism using all the search features of SharePoint 2013 Enterprise Server platform (e.g. query rules, query suggestions, synonyms, query spelling corrections, authoritative pages). As an administrator I want to be able to tune it up. Entity extraction may be implemented in future.*

PLG_SRS_1046 P:3-M [Enterprise search: Published versions] *As a user who is not the owner or a contributor to the document I want to see only the published versions of documents in the search results so the drafts (minor versions) are not included.*

PLG_SRS_0332 P:2-O [Enterprise search: Search in external repositories] *As a user I want to extend the search toward shared folder, DMS, MDAMS and other Frontex portals (FOSS, FMM, Frontex web site).*

PLG_SRS_0337 P:1-O [Enterprise search: Search statistics] *As a user I want to see search results statistics (number of results) grouped by the source, the type or the scope (e.g. 90 documents, 3 persons, etc.).*

PLG_SRS_0308 P:3-M [Navigation: Taxonomy based search] *As a user I want to use Frontex keywords and folksonomy for searching and following the content.*

PLG_SRS_0314 P:3-M [Navigation: Search box] *As a user I want to perform quick searches of contents in the entire Solution or go to the advanced search with a possibility for defining scope and multi-criteria query.*

PLG_SRS_0315 P:3-M [Navigation: Scopes and refiners] *As a user I want to see the results of search sorted according to relevance. The contents of the site from which the search was initiated shall be promoted on the top. I want to use refiners to further narrow down the results. Scopes of search shall be included as a default refiner (e.g. this site, news, project, documents, knowledge domains, people, workflows, tasks, discussions, sites etc.).*

PLG_SRS_0663 P:3-M [Navigation: Site discovery] *The Solution should allow to list all the projects and working groups sites existing in the Intranet and present the primary characteristics of them (metadata and basic project indicators e.g. progress), to filter the list and to navigate to the selected project site and to request access to any of them.*

PLG_SRS_0082 P:2-M [Navigation: Popularity] *As user I want to search for contents and sort the results by: popularity, users rating (likes), date of publishing/updating.*

PLG_SRS_0324 P:2-M [Navigation: Refiners] *As a user I want to refine the results of search by selecting values of metadata, location of contents, type of contents.*

PLG_SRS_0106 P:2-O [Personalization: Saving search filter] *As a user I want to reuse, save, edit and remove my saved search.*

PLG_SRS_1048 P:2-O [Navigation: Cumulative KPI for lists] *As a manager I want to see the cumulative indicators for the refined list of search results when looking for projects (cumulative health, % of projects in green/yellow/red), working groups (average number of members, statistics on documents, events and tasks), tasks and workflows (average overdue, average lifecycle, average progress).*

PLG_SRS_1049 P:2-M [Navigation: Retrieving all] *As a user I want to list all content of specific type and scope (e.g. all HowTo items in a knowledge domain, all sell announcements, all news in a group, all project sites, all staff members etc.) and then narrow down the list.*

WeAll area

PLG_SRS_0148 P:2-O [Calendar: Corporate Calendar] *As a user I would like to see Frontex Corporate Calendar entries on WeAll space.*

PLG_SRS_0149 P:2-O [Calendar: Integration and synchronization] *As a user I want to see the Frontex Corporate Calendar as an overlay to my personal calendar so I can organize my meetings in context of other events.*

PLG_SRS_0152 P:2-O [Calendar: Origin of events in Corporate Calendar] *As an authorised user I can create calendar entries and submit them into a workflow for publishing them in Frontex Corporate Calendar.*

PLG_SRS_0158 P:2-O [Calendar: Linking calendar to other content] *As an organizer I want to link the entry with other resources (news, site, documents, Lync meeting) so the attendees are equipped for the meeting.*

PLG_SRS_0183 P:2-O [Canteen menu: Menu of the day] *As a user I want to have displayed in the News space the Canteen menu for each day separately. I want to be able to check the dishes of the actual menu, prices, ingredients, caloric values.*

PLG_SRS_0186 P:1-O [Canteen menu: Printing Canteen menu] *As a user (e.g. canteen operator) I want to print the Canteen menus and display the printout to the visitors.*

PLG_SRS_1041 P:3-M [Documents: Discovery of documents] *As a user of WeAll area I want to have access to documents in the Solution by using a search function and direct link to central store of corporate documents.*

PLG_SRS_1040 P:1-M [Integration: Leave Management] *The Leave and Mission Management systems be integrated with the Solution so the presence of staff members in future periods is visible to users. The integration may be performed via web service or a stored procedure in MS SQL DB.*

PLG_SRS_0192 P:1-O [Integration: News TV Sets] *The selected news items (based on the attribute set by the author, content approver or administrator) shall be transferred and displayed on the TV screens via URVE BVS (Building Visual System) available in Frontex new HQ.*

PLG_SRS_0171 P:2-O [Media Library: Media Library] *As a staff member I want to have an easy access to photo, video and other media files in galleries (corporate Media Library) illustrating the latest Frontex events. I want to have a possibility to download sets of photos e.g. 'Christmas Party 2014'.*

PLG_SRS_0174 P:1-O [Media Library: Searching media content] *As a user I want to search for media contents by use of metadata (including an author, subject, time of release, time of recording, security classification, location), format, popularity, tags and keywords and quickly retrieve media previews.*

PLG_SRS_0134 P:3-M [News: External content (from other modules) approval] *As a news content manager I want to be able to modify, approve or reject the articles submitted by users for publication.*

PLG_SRS_0142 P:3-M [News: News content] *As a reader of news I want to see the article and related contents organised in groups and use it directly without a need for addition desktop software. The news article shall display to the reader: article metadata, rich formatted body of the article, photo or collection of photos, video, map, flow chart (MS Visio), statistical charts (MS Excel), presentation (MS PowerPoint), links to other related news and HowTo articles, survey, related documents, corporate calendar item and application, authors and related discussion.*

PLG_SRS_0138 P:2-M [News: Types of news] *The Solution shall allow to publish the different types of news, offer different templates for their contents and differentiate their presentation so they can be easily recognised and behave differently. The news types identified so far are: news, alerts (quick important announcements that are valid for relatively short time e.g. security warning) and mandatory readings (that require in-line personal confirmation from the readers e.g. for a new policy, safety instruction etc.).*

PLG_SRS_0122 P:2-O [News: Targeting the news] *As a news creator (or a member of a defined user group), I want to restrict some news to be targeted for selected groups of users to not spam other users.*

PLG_SRS_0124 P:2-O [News: Order managing in News] *As a content manager of corporate news I want to decide about how the news are presented on WeAll site (order of groups, order of news, pick the promoted news, quick announcements and alerts, how long they stay on home page).*

PLG_SRS_0441 P:2-O [News: Reuse of news items] *As an author of news I want to modify or reuse historical news items by cloning them, annotating automatically with the current author and resubmitting to acceptance.*

PLG_SRS_0121 P:1-O [News: User created views for news] *As a user I want to have a possibility to personalise the way how the news are presented to me on WeAll site by deciding about categories, channels and sorting.*

PLG_SRS_0147 P:1-O [News: Video blog] *As a user I want to have a possibility to run, subscribe and see video blog (vblog). I want to search and subscribe videos organized in channels or groups.*

PLG_SRS_0445 P:3-M [Staff directory: Search for persons] *As a user I want to search for people in staff directory by names or post with the following refiners: division, unit, location, grade, interests and competencies. As a user I want to search for people having specific attributes in their profile e.g. competencies, floor, unit, grade etc.*

PLG_SRS_0169 P:1-M [Staff directory: Updating staff data and organigram] *As an HR member responsible for the maintenance of organisational structure and staff data I want to modify that data centrally in HR system and synchronize it with the Solution.*

PLG_SRS_0167 P:2-O [Staff directory: Organigram] *As a user I want to see Frontex organisational structure as navigation chart that I can roll up/down, drill up/down based on reporting lines, locate units and find specific staff members by their job titles, place in the structure, their contact data and pictures.*

PLG_SRS_0095 P:1-O [Staff directory: Exporting organigram] *As a user I want to export data from Frontex organisation structure to MS Offices so I can flexibly prepare up-to-date reports and publications on various levels of details, including or excluding staff names.*

PLG_SRS_0446 P:1-O [Staff directory: Search for persons by HR] *As an HR member I want to search for people in Frontex staff directory by grades (a level in Frontex employment structure), or other information available to HR members only.*

PLG_SRS_0685 P:1-O [Staff directory: Hinting in people finder] *People search should provide a hint (in a form of auto-filled field) with first name and surname of staff members. The hint should be based on the entered text.*

PLG_SRS_1043 P:1-O [Staff directory: Picking meeting attendees] *As a meeting organiser I want to pick the attendees of the meeting by navigating in Frontex organigram and staff directory and check their availability.*

PLG_SRS_0180 P:1-O [Widgets: Weather forecast] *As a staff member I want to have a possibility to see the weather forecast. I want to see the weather conditions at 3 locations: Warsaw, Brussels and place selected by me (similarly to how MS Outlook presents it). The weather forecast will include the next few days.*

PLG_SRS_1042 P:1-O [Widgets: Tip of the day] *As an administrator I want to publish "Tip of the day" as a daily short message that promotes the Solution and educates the users in its functionalities and features. The message can be presented as a text message or media file.*

PLG_SRS_1148 P:3-O [Calendar: Corporate Calendar] *As manager I would like to list Corporate Calendar entries in a selected period showing and filtered on their attributes (event organizer, division, unit, location, attendees, priority, type of entry, status) so I can use as a tool for managing activities.*

PLG_SRS_1152 P:3-O [Calendar: aggregation in Corporate Calendar] *As a user I want to see the Corporate Calendar as hierarchical aggregation of divisional, units, sectors calendars so I can filter out the entries based on the level and easily recognize origin/status/type of the entry by colour.*

PLG_SRS_0153 P:2-O [Calendar: Origin of events in Corporate Calendar] *As a manager of division or unit I want to authorize which entries from the sectors and units reporting to me are reflected in the Corporate Calendar. The role can be delegated to other user.*

PLG_SRS_0154 P:2-O [Calendar: Origin of events in Corporate Calendar] *It should be possible to upload and download the selected entries of the Corporate Calendar to and from the external calendar (i.a. FOSS).*

8.2.   Non-Functional Requirements

The following table presents Frontex non-functional requirements for the entire *Solution* including the technical platform and interfaces. In case the delivery of the technical Platform is not included in the Contract, the related requirements shall be considered as an input to the deliverable [TDD-SP] *Platform Technical Design Document Update and compliancy check*. Once the Platform is delivered in line with the TDD-SP the below NFR applies to the Solution and should be tested prior granting acceptance. The Contractor may need to perform further tunning of the Platform to fulfil the requirements.

Requirement	Comments
PLG_NFR_0001 *Intranet shall pass the SPRAP program of Microsoft.*	
PLG_NFR_0004 *The system should meet the accessibility levels defined by W3C WCAG Level A. Out of the box SharePoint 2013 meets those requirements. Contractor will try to keep this consistent while developing new features.*	
PLG_NFR_0005 *The architecture of the Solution shall be in-line with the architecture frame published by Microsoft at microsoft.com/architecture and microsoft.com/practices.*	
PLG_NFR_0006 *The system should use the SharePoint logger logging and tracing component in order to log the relevant information according to http://technet.microsoft.com/en-us/library/ee748656(v=office.15).aspx*	
PLG_NFR_0007 *The audit logs must be protected against modification and deletion and unauthorised access to it.*	
PLG_NFR_0008 It *must be possible to provide access to the selected audit logs without requiring administrative privileges.*	
PLG_NFR_0009 *Both application audit and infrastructure audit (including Operating System and Database) must be provided in the EventViewer*	
PLG_NFR_0010 *The system must keep an unalterable audit trail capable of automatically capturing and storing information about: - any action taken on any document (or version of a document), record or folder, any electronic workflow; - the user undertaking the action; - the date and time of the action.*	
PLG_NFR_0014 *The system should allow sorting of the audit trail per type of action, and listing per descending date.*	
PLG_NFR_0015 *In case of changes in the metadata of a document, record or folder, the audit trail should be capable of automatically capturing and storing the exact change in metadata (old and new value). The system should allow an administrative role to configure this for all metadata or for parts of the metadata.*	
PLG_NFR_0016 *The audit trail must exist at least for the length of the life of the concerned document, record or folder.*	
PLG_NFR_0017 *It must be possible to retain the audit logs for a customer-configurable period of time.*	
PLG_NFR_0019 *The system should provide the capability for online backup using both VMware vSphere platform (version 5.5 and up) and Frontex Backup system, based on Virtual Machines snapshots.*	
PLG_NFR_0033 *The system should control and use in an efficient manner the server CPU, memory and network resources to not exceed 80% of available resources in peak hours unless a specific component of the solution alocates more resources by default regardless the actual demand. The hardware will be sized according to the Microsoft's and Contractor recommendations. The Contractor shall configure the SQL RAM and CPU utilization.Passign the threshold in operational usage of the Solution will be considered as a maintenance issue or problem.*	
PLG_NFR_0035 *The system should be extensible and customisable by Frontex or any other 3rd party.*	
PLG_NFR_0036 *Vendors policies regarding future upgrades shall be fully respected so in case of upgrades / new versions of SharePoint or any other 3rd party component used in the Solution the base software delivered by the vendor it shall be possible to "carry forward" the extensions and customisations applied to existing version.*	
PLG_NFR_0037 *All customisation required in the proposed software products in order to adapt them to Frontex requirements, including customisations and configurations specific to Frontex, must be clearly recorded and documented.*	
PLG_NFR_0039 *Local users of the Solution shall not wait for loading a page or other response to the operation on the page longer than 3 seconds in general during normal load hours, not longer than 5 seconds during a peak load hours. The requirement may not be met for pages that display over 100 records, when lauching desktop application, previewing or decoding video, and uploading/downloading a file.*	
PLG_NFR_0042 *The system should be fully compatible with the full-blown browsers: Internet Explorer v.9 and newer, Firefox v. 29 and newer, Safari v. 7 and newer, Chrome 32 and newer*	

PLG_NFR_0043 *The system shall be fully compatible with Apple phone 4S, 5 and newer, iPad 2, 3, 4 and mini with Apple iOS v. 7 or newer under Safari browser. The system should be compatible with android based smart phones and tables (Samsung Galaxy Note 10.1, Galaxy Note II, Galaxy Note 3, Galaxy SII, Galaxy SIII mini, B5330) with Google Android v. 4 or newer.*

PLG_NFR_0045 *The system will be available to the users 98.66% of the time and in case of failure shall be recoverable in maximum 8 hours (MTTR).*

PLG_NFR_0046 *Intranet shall serve 400 users concurrently. The Solutions should be scalable to be used by 700 logged in concurrent users.*

PLG_NFR_0047 *User authentication shall be done via Microsoft Integrated Authentication. Once the users are logged on a desktop or notebook computer with their Active Directory account, they can access SharePoint without entering their login credentials.*

PLG_NFR_0048 *Different user groups shall be created with different permissions, such as reading, editing, validating and administering. It should be possible to assign Individual permissions to items, folders, libraries, sites and site collections.*

PLG_NFR_0050 *The system should be fully compliant with the Frontex polices: Acceptable Use Policy Anti-Malware Policy User Access Management to FIS and the contained Information Backup Policy and other security policies procedures in place at Frontex*

PLG_NFR_0055 *The user interface of the system shall be user-friendly (i.e. screen elements density, layouts and flow, colours, UI metaphors). Anybody with basic computer knowledge and ability to use MS Office at beginner level and that has gone through the minimum training not longer than 1 workday, should be able to use the application without problems in its full scope. Likeability should be assessed during the User Acceptance Test.*

PLG_NFR_0056 *The system's look & feel shall be compliant with Frontex corporate Visual Identity standard (available from Frontex).*

PLG_NFR_0057 *The system, including all software elements, shall be supported on Microsoft Windows 2012 R2.*

PLG_NFR_0058 *The system must run on virtual servers hosted on VMware vSphere platform (Version 5.5 and up).*

PLG_NFR_0059 *The system should be based on Microsoft SQL Server 2012 Enterprise or newer*

PLG_NFR_0060 *It should be possible to monitor all system components from Microsoft SCOM 2012, providing a SCOM agent for application-level monitoring.*

PLG_NFR_0061 *It should be possible to send system alerts on events related to business processes or administrative processes through the Frontex email infrastructure, based on MS Exchange, and supporting POP3, IMAP and SMTP.*

PLG_NFR_0062 *The system should provide mechanisms for performance monitoring at a configurable level of detail, for front-end and back-end activity, i.e. page generation and delivery times, batch jobs runtime, etc.*

PLG_NFR_0063 *Backup mechanisms should be integrated with the Frontex Backup system. Both incremental and full backups should be supported for all content, including documents and intranet portal content. Both hot and cold backup modes should be supported, with minimal impact to online usage for hot backups.*

PLG_NFR_0064 *Any client-side software for desktop computers must be supported on Windows 7, both 32-bit and 64-bit versions and newer.*

PLG_NFR_0065 *It should be possible to store in the system documents in any of the following file formats: - Microsoft Office document formats, including at least .doc, .docx, .xls, .xlsx, .ppt, .pptx - Adobe PDF - Open Document Format (ODF) - Rich media formats, including image, audio and video formats The supplier is requested to document the list of formats fully supported at the moment, and the future support strategy*

PLG_NFR_0066 *The system should provide video-streaming and transcoding functionality, supporting both on-demand and live streaming functionality.*

PLG_NFR_0067 *The database should be configured with SQL always-on feature (availability group) in order to be possible to do online snapshots using VmWare vSphere platform.*

PLG_NFR_0068 *The deliverables need to pass the attack vectors defined in the OSSTMM (Open Source Security Testing Methodology Manual) in its current version. If the deliverables include web-applications or other web-based technologies, they need to pass all the vulnerability tests defined in the OWASP standard (Open Web Application Security Project). The most current version is OWASP 4.0, which is constantly adjusted to cover new threats and attack vectors. Therefore, the current OWASP version at the time of signing the Contract should be used as the reference. Security Test shall cover at least the following: i. SQL injection to ensure that the SQL queries are parameterised and that any input used in a SQL query is validated. ii. Cross-site. iii. Cross-site request forgery. iv. Data access to look for improper storage of database connection strings and proper use of authentication to the database. v. Input/data validation to ensure all client-side validation is backed by server-side validation, to avoid poor validation techniques such as reliance on file names or other insecure mechanisms, and to make security decisions and output that is based on user input encoded using appropriate library vi. Authentication to ensure that minimum error information is returned in the event of authentication failure and to ensure that credentials Accepted from users are securely stored (hashed with a key) and check if authentication attempts are audited vii. Authorisation to limit database access and to separation privileges viii. Sensitive data to avoid mismanagement of sensitive data by disclosing secrets in error messages, code, memory, files, or the network. ix. Auditing and logging to ensure the application is generating logs for sensitive actions and has a process in place for auditing log files periodically. x. Code that uses cryptography to check for a failure to clear secrets and improper use of the cryptography APIs themselves. Threading problems to check for race conditions and deadlocks, especially in static methods and constructors.*

PLG_NFR_0069 *Intranet shall be accessible in a secure way to Frontex staff members working from internal Frontex network and externally (during missions or any other location).*

PLG_NFR_0070 *The platform of Intranet should be easily expandable in capacity and architecture to become a platform for Extranet to host sites and applications for non-Frontex staff member (e.g. MS, partners).*

PLG_NFR_0072 *Intranet should be compliant with Frontex VPN remote access solution existing at Frontex.*

PLG_NFR_0073 *The Solution shall be protected by anti-virus solution specific for SharePoint by use of the current Frontex anti-virus software (preferred) or by proposing a new one.*

PLG_NFR_0074 *The documents of the size not larger in size than 4 MB shall be opened and accessible for editing by the end user from Intranet within 10 sec.in the internal LAN with the bandwidth of 1Gbps and for a computer with a 1 Gbps network card, i5 CPU.*

PLG_NFR_0075 *The application should minimize the response time for mobile devices. The Solution may use compression of traffic, light user interface etc. based on the actual response.*

PLG_NFR_0076 *The solution shall be capable to effectively manage: - new files every year : 400 000 - 6 000 000 files in total and their all historical versions.*

PLG_NFR_0077 *The Solution shall be integrated with: MS Office, MS Outlook, MS Lync (Skype for Business), MS Exchange, MS ADSCOM, SCCM and compatible with vSphere.*

PLG_NFR_0078 *Credentials for user authentications shall meet Frontex policies regarding login names, passwords, and frequency for changing. Users shall be notified about need for renew of the password.*

PLG_NFR_0079 *Non-repudiation of contents of Intranet including documents, comments, emails as well as activities including stages in workflows shall be achieved. Anonymous contents and activities shall be not possible.*

PLG_NFR_0080 *Reporting on statistics on adoption of the system by end users shall be available by sites, site collections, group of users. System shall report popularity of sites and individual contents.*

PLG_NFR_0084 *Intranet shall be compatible with the items of the Current ICT Baseline (the document is available from Frontex). Any deviation shall be first Accepted by Frontex on the change proposal basis.*

PLG_NFR_0085 *Intranet shall be fully usable regardless the device used (desktop or mobile) equally.*

PLG_NFR_0086 *Navigation in the Intranet should be intuitive, hierarchical, contextual, personalized and supported by graphical means (trees, scales, active icons).*

PLG_NFR_0087 *Search for documents, persons, media files, news and articles by use of metadata and keyword shall not take longer than 5 sec. The results of search shall be sorted and filtered by proximity and popularity.*

PLG_NFR_0088 *Full text search for documents, emails, news and articles shall not take longer than 15 sec. The results of search shall be sorted and filtered by proximity and popularity.*

PLG_NFR_0089 *The system must be designed to enable operating in the fully redundant architecture in the production environment and separate internal and external users and contents.*

PLG_NFR_0090 *The system shall allow the processing of personal information in accordance with EC regulation 45/2001 (for details please refer to the website:http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2001:008:0001:0022:EN:PDF).*

PLG_NFR_0092 *The SharePoint applications currently used at Frontex should be portable to the new Solution. That porting may require programistics changes to these applications.*

PLG_NFR_0093 *Intranet shall be capable for a complete integration with Frontex Document Management System (assumed to be implemented in SharePoint) so Intranet provides user interface to DMS resources, full search capability in DMS documents, allows linking the contents from DMS into documents, articles and libraries of Intranet, and transfers documents into DMS when declaring records or without declaring records. Intranet shall implement the same rules and polices set for DMS (i.a. metadata, taxonomy, security, file plan, document templates).*

PLG_NFR_0094 *Only on-premise solution is acceptable. It shall be administered fully from Frontex internal networks.*

PLG_NFR_0095 *It shall be possible to remove automatically documents holding personal data (defined types of documents or annotated with specific metadata) from the system at the end of its retention periods, which can be administratively defined.*

PLG_NFR_0098 *The Solution shall allow limiting access to its areas (sites and sites collections), functionalities and contents to roles, users and group of users permanently of for limited periods of time.*

PLG_NFR_0101 *Immediate revoke of privileges to a selected role, user or group of users to all or selected contents and functionalities regardless its version, state or location shall be possible.*

PLG_NFR_0102 *The Solution must support standards based Single Sign-On to all its functionalities including 3rd party components of the solution, specialised clients. SSO for already existing Frontex functional applications will be implemented on separate request.*

PLG_NFR_0103 *It shall be possible to configure the system to suspend and shut down inactive sessions after a predefined period of time. By default this period is set in SharePoint to 20 minutes.*

PLG_NFR_0104 *No component of the solution must require physical license dongles.*

PLG_NFR_0105 *The solution shall be built on SharePoint2013 Enterprise CAL. Other 3rd party products that extend use of SharePoint2013 may be used if Accepted and if are fully integrated with SharePoint2013.*

PLG_NFR_0106 *The Solutions shall support users in a correct usage of the system by proper navigation and sequence of operations, contextual list of values, checking ranges, requiring compulsory fields, validating dates and units of measures, avoiding duplications, eliminating links to non-existing objects, taking into account availability of users and handling errors so they are directed to Frontex helpdesk with its context and supposed cause of the error.*

PLG_NFR_0109 *The main way to develop Intranet will be the SharePoint app model (http://msdn.microsoft.com/en-us/library/office/fp179930(v=office.15).aspx). In exceptional cases, when some of the features are not available in SharePoint app model (e.g. custom web parts), it is allowed to use a sandbox solution. In such a case, it needs to be developed in a way to not affecting much on farm resources as the performance monitoring will be applied to it.. All developed workflows used in Intranet solutions shall be in line with the SharePoint 2013 workflow platform (http://technet.microsoft.com/en-us/library/jj227177(v=office.15).aspx) where all workflows are processed on a dedicated workflow manager server(s).*	
PLG_NFR_0112 *The default space limit for MySite shall be 5 GB, which may be increased by ICT.*	
PLG_NFR_0113 *Storage of any executables on MySite shall be automatically disabled.*	
PLG_NFR_0119 *SharePoint build: SP1 CU April 2014 or newer.*	
PLG_NFR_0120 *Workflow module in the Solution should be designed for high level availability.*	
PLG_NFR_1008 *The COTS layer which extends MS SharePoint shall be managed centrally and ready for central updates without a need to update sites individually.*	
PLG_NFR_0109 *The main way to develop Intranet will be the SharePoint app model (http://msdn.microsoft.com/en-us/library/office/fp179930(v=office.15).aspx). In exceptional cases, when some of the features are not available in SharePoint app model (e.g. custom web parts), it is allowed to use a sandbox solution. In such a case, it needs to be developed in a way to not affecting much on farm resources as the performance monitoring will be applied to it.. All developed workflows used in Intranet solutions shall be in line with the SharePoint 2013 workflow platform (http://technet.microsoft.com/en-us/library/jj227177(v=office.15).aspx) where all workflows are processed on a dedicated workflow manager server(s).*	
PLG_NFR_1049 *As a user I want to decide which of my personal data can be visible to other users of the Solution. I want to decide if my picture is displayed in the Solution when there is a reference to my name. I want to have possibility to change this picture.*	

8.3.   Personnel

The Contractor shall allocate the following mandatory team of specialists and make them available for the entire duration of the implementation of the *Solution* for Frontex: 1 Project Manager, 1 Business Analyst, 1 MS SharePoint Architect, 2 Senior SharePoint Developers, 2 Junior SharePoint Developers, 1 SharePoint GUI Designer and an expert in area of search and taxonomies that can be covered by one of the already listed profiles or a separate team member. The listed personnel shall be considered as the core team that guarantees continueity of the project and high level of experience and knowledge in the offered COTS SP. The core team shall remain unchanged during the course of the Contract implementation. Any change in the core team must be accepted by Frontex prior it happens. The Contractor may extend the mandatory team with additional profiles of different levels of experience. The Contractor is free in structuring the team and assigning roles according to his methodology and plan.

The personnel listed above shall meet the following criteria:

- The proposed Project Manager shall have directly participated in at least 2 projects concluded with successful implementation of the offered COTS SP during its complete lifecycle in at least one of the following roles: contract manager, project manager, quality manager or system development manager. Project Manager must be proficient in Prince 2 or PMBoK.

- The proposed Business Analyst shall have directly participated in at least 3 projects concluded with a successful implementation of the offered COTS SP during its complete lifecycle in at least one of the following roles: business analyst, system analysis, architect and preferably supplemented by experience in testing SP based solutions and training its users. Business Analyst must be proficient in requirements analysis and the offered COTS SP, and OOTB SP features.

- The proposed SharePoint Architect shall have directly participated in at least 2 projects concluded with successful implementation of the offered COTS SP during its complete implementation time in at least one of the following roles: architect, development manager, senior developer.

- The proposed Senior SharePoint Developers shall have directly participated in at least 2 projects concluded with a successful implementation of the offered COTS SP in at least one of the following roles: architect, development manager, senior developer.

- The proposed Junior SharePoint Developers shall have been trained in developing extensions and customisations to the offered COTS SP.

- The proposed SharePoint GUI Designer shall have directly participated in at least 2 projects concluded with successful implementation of COTS SP or OOTB SP in scope of its branding, graphical interface and user experience design. The SharePoint GUI Designer shall attach a presentation of his portfolio of COTS SP or OOTB SP GUI designs to the CV.

9.   Offer

The offer shall be submitted in one original and five copies before the date of the submission indicated in the Letter of Invitation. Any questions regarding the Tender Dossier shall be submitted not later than 6 working days before the final date of submission. The offer shall be valid for not for less than 6 months.

The proposal shall be submitted in three separate envelopes:

1)   Technical Proposal

2)   Financial Proposal

3)   Supporting Documentation

For details concerning submission of the offer please refer to the Letter of Invitation.

9.1.   Technical Proposal

Technical Proposal shall contain the following elements described in the subsequent subchapters:

1. Availability and maintainability
2. Description of the Solution
3. Reply to Frontex functional and non-functional requirements
4. Building blocks
5. Initial schedule
6. Composition of the Contractor's team

9.1.1.   Availability and maintainability of the COTS SP

a) Tenderers shall demonstrate availability of the COTS SP to Frontex users in English language. For this purpose Tenderers shall attach to their proposals excerpts from COTS SP standard documentation or links to such resources available by default to the users of the COTS SP (e.g. standard catalogue of components, user manuals, help files, screenshots or others).

b) Tenderers shall demonstrate their standard level of maintenance and development of the offered COTS SP to the market. For this purpose Tenderers may attach or link their standard and widely available to their customer base: terms and conditions of maintenance and hotline services, release notes, release plans, installation/update procedure, maintenance knowledge database, education blogs or similar.

9.1.2.   Description of the Solution

Tenderers shall provide explanation how the Frontex Vision of the Solution will be implemented in the offered COTS SP. Please provide it as a free format document divided into chapters as given in the Appendix 1 and addressing its main features.

In particular, the above explanation shall address the following dimensions of the offered COTS SP:

a.   Governance of the Solution and contents
b.   User Experience
c.   Discovery of information

9.1.3.   Reply to Frontex functional and non-functional requirements

Tender must present the table of Frontex functional requirements [FR] with a clear indication whether the requirement is covered by COTS with the necessary branding and customisations, OOTB SP with the necessary branding and customisations, cannot be implemented by branding and customisation of neither COTS nor OOTB SP but is offered as a CUSTOM development or the functionality is not offered by the candidate at all. In case the functionality is implemented in COTS or OOTB SP in a different way than

required, a comment describing how it is implemented and its equivalency to Frontex need shall be provided.

In case the COTS SP is offered in integration with other 3rd Party product than this component shall be clearly identified by name, version and vendor. In such a case the same rule for annotating by COTS or CUSTOM applies. Namely, if the 3rd Party Component requires development of a custom code it shall be marked with CUSTOM, in the other case with COTS. In all cases please note that configuration and customization of workflows shall not be considered as CUSTOM as long as there is no need to develop custom code.

In addition the tenderer shall present his reply to Frontex non-functional requirements [NFR].

All requirements declared by Frontex as MANDATORY must be offered for implementation.

The reply to Frontex requirements shall be presented in the relevant part of the attached form (in paper and as electronic version) of the Annex III.

9.1.4. Building blocks

Tenderer is required to present a list of the Building Blocks composing the offered *Solution*. The Building Block should be named according to standard naming used by the vendor of the COTS and correspond to Frontex requirements and Vision of the *Solution*. The Building Blocks shall allow easier scheduling of the Waves and reuse of components. The allocation of Building Blocks to Areas supports projection of vendor terminology to Frontex terminology.

The list of Building Blocks shall be presented in the relevant part of the attached form (in paper and as electronic version) of the Annex III. Each building block shall be assigned to one or more business areas (e.g. HowTo, WeAll).

Tenderer is required to allocate each individual [FR] functional requirement to a Building Block.

9.1.5. Initial schedule

Tenderer must offer the implementation schedule in his Technical Proposal.

Schedule must meet the requirements stated in chapter 7.1.

Schedule shall present the sequence and durations of implementation Waves together with other tasks and services required for delivery of the *Solution*. Schedule shall communicate delivery of Areas.

Schedule shall explain the tasks, their relationships and shall assure sufficient time for testing the *Solution* and time needed by Frontex for the minimum adoption of the *Solution* after each Wave. Namely, if hypothetically Wave N is for implementing HowTo Area, then Frontex needs time to train the users, transfer HowTo contents and foster use of it by the end user. An Area can be delivered in more than one Wave.

Frontex preference is to release working products to the end users every 3-4 months.

Tenderers are free in the form for the Initial Schedule. The sequence of implementation shall work for Frontex priorities and goals, respect the technical constraints of the COTS and support solution adoption. Tenderers are invited to present their Initial Schedule for allocation of the Areas to Waves. Any initially proposed allocation will be a subject of planning and agreement between Frontex and the Contractor. The Final Schedule including allocation of Areas into Waves for the Contract implementation must be delivered by the Contractor to Frontex within 1 month from the date of the Contract commencement the latest.

In case not all the work packages are offered and contracted, the Tenderer is requested to clearly define timing for the synchronisation with other deliveries. For example – if the deployment of the technical platform (PROD-SP optional work package) is not contracted, the Tenderer is required to include in his schedule a corresponding milestone which indicates the latest date for delivery of the technical platform by Frontex.

9.1.6.   Composition of the Contractor's team

The Tenderer shall describe composition and organization of the team assigned to this Contract. The description shall list all team members, their profiles, their roles and level of engagement. The team shall at least meet the mandatory quantities in the profiles requested in chapter 8.3. All the CVs of the mandatory team (in the aforementioned profiles and quantity) shall be attached to the offer.

9.2.   Financial Proposal

The Financial Proposal must contain all the necessary information and shall be fully compliant and consistent with the corresponding requirements, the entirety of this ToR and the submitted Technical Proposal.

The price of each product and/or service must be fixed and shall be inclusive of all costs and expenses directly and indirectly related to the delivery of the Product or Service,

Price should be quoted as net prices (without VAT). The rate (%) of applicable VAT shall be indicated separately, if applicable,

All prices referring to the delivery of Products shall include all the costs of DDP logistical services (Delivered Duty Paid, see Incoterms 2010).

If required, please repeat the same information in more than one field of the form.

If needed for the items related to 3rd Party Components, please add more rows in the spreadsheet.

Each page of the Financial Proposal shall be numbered continuously and signed by the authorised representative of the Tenderer.

All product descriptions shall indicate the name of the product, vendor, the part number, the release, and any additional information necessary to unambiguously identify each product.

All mandatory prices must be provided.

All prices for the offered optional items must be provided.

The Tenderer is required to submit his Financial Proposal in the predefined form provided in the Annex IV, completely filled out and duly signed. The electronic version of the Financial Proposal shall also be submitted in the offer.

10.   Implementation of the Contract

For the Contract implementation, Frontex will be issuing Orders at the prices included in the Financial Proposal.

Orders can be released for Fixed-Price items included in the Financial Proposal as well as for the Times & Means and Quoted Times & Means assignments. Details are specified in the Chapter 8 of the Appendix 3.

Each Order shall be invoiced and paid based on its positive acceptance expressed by Frontex in writing.

Prefinancing of an Order is allowed according to the rules set in the draft Contract – Annex VII.

11.   Appendices

The following Appendices are attached:

Appendix 1.   Vision of the Solution

Appendix 2.   ICT Current Baseline

Appendix 3.   Processes, services and deliverables catalogue

Appendix 4.   Selected Business Processes