FRONTEX

Annex II

Procurement Procedure No Frontex/RP/80/2021/AH/AA

Framework Contract for ICT Products and Services for Restricted Communication Network

PERSONNEL REQUIREMENTS

This annex defines the minimum requirements for the personnel and the basic profiles required. It also describes the documents that shall be provided for the personnel proposed and the evidence that will be evaluated for each requirement.

The requirements for each profile listed in this document are specific to this Pre-Qualification Stage (Stage I) and establish a minimum baseline for the entire procurement and implementation process. These profile descriptions take account of the technology only in general sense: no detailed information about specific technologies used can be published at this stage.

Additional and more specific requirements might be added to Pre-Qualification Stage profiles in the Tendering Stage (Stage II) of the procurement. Moreover, additional profiles might be included, always respecting the minimum requirements specified herein.

New requirements or changes regarding technical expertise may be introduced in the course of the framework contract's execution due to evolution of existing or appearance of new technologies, methodologies and products or as a result of IT investment decisions.

Framework Contract Profiles

The table below lists the profiles that are expected to be required for the performance of this contract. It also indicates the seniority of each profile.

Column 4, *Core Team Personnel*, refers to the number of consultants in the Core Team as foreseen at this time. Such a team should be made available to Frontex throughout the duration of the contract.

Column 5, *Minimum number of CVs*, indicates the number of consultants that must be proposed for each profile. The proposed personnel will be evaluated in the Pre-Qualification Stage based on their CVs and supplemental required documentation, including certification, diplomas etc. The actual number of personnel required under the profiles during the implementation of the framework contract might differ from the figures given below due to specific requirements put on the Eurosur Communication Network by specific developments of diverse nature (e.g. legal, political, operational, technological).

Profile name	Acronym	Seniority	Core Team personnel	Min. number of CVs
1	2	3	4	5
Junior Java Developer	JJD	Junior	1	1
Senior Java Developer	SJD	Senior	7	7
Java Solutions Architect	JSAR	Senior	1	1
Business Analyst	BAN	Senior	1	1
Junior .Net Developer	JND	Junior	0	0
Senior .Net Developer	SND	Senior	0	0
Microsoft Solutions Architect	MSAR	Senior	0	0
Microsoft Systems Analyst	MSAN	Senior	0	0
Test Specialist	TS	Senior	1	1

Test Technician	TT	Junior	1	1
Senior UI Developer	SUI	Senior	0	0
Junior UI Developer	JUI	Junior	0	0
System Integrator	SI	Senior	1	1
Linux System Administrator	LSA	Senior	2	2
Microsoft System Administrator	MSA	Senior	2	2
Systems Security Specialist	SSS	Senior	1	1
Open Source Database Administrator	OSDBA	Senior	1	1
Microsoft Database Administrator	MSDBA	Senior	1	1
Backup Engineer	BPE	Senior	1	1
PKI Admin	JPA	Junior	0	0
Workstation Environment Specialist	WES	Junior	1	1
Network Security Specialist	NSS	Senior	2	2
Network Security Technician	NST	Junior	0	0
Project Manager	PM	Senior	1	1
GIS Systems Developer	GISSD	Senior	0	0
Technical English Writer	TEW	Senior	0	0
Asset and Storage Manager (ASM)	ASM	Junior	0	0
Service Coordinator (SCO)	SCO	Senior	0	0
Quality Assurance Manager (QAM)	QAM	Senior	0	0

Each candidate consultant shall be proposed in this Pre-Qualification Stage only for one profile, even if he/she fulfils the requirements of more profiles.

The following information/documentation shall be supplied in your application for each person proposed:

- Curriculum Vitae in a prescribed format, validated by the Legal Representative of the Candidate (Company)
- Copies of post-secondary education diplomas
- Copies of professional certifications
- Proof of security clearance (if declared)

Certificates of attendance or completion of trainings or workshops will not be considered in place of copies of professional certifications and should not be submitted; completed trainings and workshops may be listed in the CVs.

Frontex will require certain consultants to be security cleared to the level of CONFIDENTIEL UE/EU CONFIDENTIAL or up to SECRET UE/EU SECRET in advance of the start of their performance. An up-to-date criminal record certificate proving good conduct will be required from all consultants prior to starting their performance.

Common Minimum Profile Requirements

This section describes the absolute minimum requirements common for all the profiles under the Contract, according to the seniority of a profile. Please refer to the subsequent section for additional, specific requirements for all Core Team profiles and some additional significant profiles.

Requirement	Junior profiles	Senior profiles	Evidence
Command of English language according to CEFR [1]	Minimum at B2 level	Minimum at B2 level for SI, LSA, MSA, SSS, OSDBA, MSDBA, BPE, WES, NSS; Minimum at C1 level for other profiles	[C]
Combined post-secondary education and work experience	4 years	9 years	[C]
Specific professional experience related to the profile (may be included or overlap with the above point)	2 years	Minimum 4 years	[C]
Degree	None required	First cycle higher education degree	[D]
Level of autonomy	Works under supervision	Works unassisted and guides junior staff	[C]
Communication skills	Writes technical documentation and communicates with teammates/stakeholders/internal and or business customers effectively	Writes specifications, concept documents, end user and technical documentation, communicates effectively with stakeholders on technical and user requirements matters	[n]
Professional skills with respect to experience, training and certification	Equivalent to associate level certification	Equivalent to certification on professional or Master level	[D],[C] [2]
Additional qualities	Service-oriented attitude, well developed interpersonal skills	Service-oriented attitude, well developed interpersonal skills	[n]

The following symbols are used throughout this document to identify the evidence that will be used in Pre-Qualification Stage to evaluate the conformity with specific requirements:

[D]	Documentary evidence; copies of diplomas or certificates
[C]	Curriculum Vitae
[n]	Will not be evaluated in Pre-Qualification Stage

All requirements must be met for contract performance, including those marked as [n].

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[1] Common European Framework of Reference for Languages

[2] A copy of certification diploma will be evaluated: in absence of formal certification, the CV will be evaluated for equivalence.

Specific Minimum Profile Requirements

This section defines the additional, specific minimum requirements for the Core Team profiles and some other essential profiles under the Framework Contract. The type of evidence to be evaluated is indicated only for the requirements of the profiles that will be evaluated in the Pre-Qualification Stage. Profiles that will not be evaluated in the Pre-Qualification Stage are specified below only for transparency reasons as relevant for the candidates.

Terms of Reference for the Tendering Stage might be refined with additional details for these profiles, mostly of technological nature, that for security reasons may not be disclosed in open publication at the Pre-qualification Stage. The Terms of Reference might also include and define additional profiles. Compliance and suitability of the personnel proposed by the tenderers for fulfillment of hypothetical scenarios in the Tendering Stage shall be checked against the profile requirements given at that stage.

Profile	Requirements
Junior Java Developer	a. Has at least two years of extensive experience in Object-oriented programming specifically in JAVA/JEE during the recent two years of his/her professional work [C]; b. Has participated in the development of at least two full-lifecycle projects [C]; c. Java Certified Associate Programmer certificate (Java 8 or newer) will be considered an asset [C].
Senior Java Developer	a. Holds first cycle higher education degree in Computer Science/Information Technology/Engineering (computer/telecommunications) [D]; b. Has 5+ years hands-on experience in software development in Object-oriented programming specifically on JAVA/JEE technologies in the recent five years of his/her professional work [C]; c. Has developed or co-developed at least four complete end-user solutions in Java [C]; d. Has teamwork experience in developing software, preferably under agile frameworks [C]; e. Java Programmer's certificate (Java 8 or newer) will be considered an asset [D].
Java Solutions Architect (Senior)	a. Holds second-cycle higher education degree in Computer Science/Information Technology/Engineering (computer/telecommunications) [D]; b. Has a proven track record in designing and delivering complex enterprise-scale Java/JEE solutions [C]; c. Has excellent design skills including the ability to draw up extremely accurate specifications that could be effectively utilised by development teams [n]; d. Has proven hands-on development skills in Java/JEE and related technologies [C]; e. Can gather business requirements and architect solutions based on those requirements [C]; f. Presents the capability to guide and consult business stakeholders [n]; g. Experienced in leading a technical team [C]; h. Experienced with agile project delivery including Test-Driven Development and Continuous Integration [C]; i. Has teamwork experience in developing software, preferably in agile frameworks [C]; j. Java EE 6+ Enterprise Architect Certification will be considered an asset [D].
Business Analyst (Senior)	a. Bachelor's or Master's degree in Business Studies, Management, Computer Science, Information Technology or Engineering (computer/telecommunications) [D]; b. 5+ years of proven experience in business analysis or systems development [C]; c. Proven analytical abilities [C]; d. Practical experience generating process documentation and reports [C]; e. Excellent communicator with the ability to translate data into actionable insights [C]; f. Proven capabilities in project and user-testing management [C]; g. Highly proficient technical writing capabilities [n];

Test Specialist (Senior)	a. Has 5+ years of experience in software testing covering web and mobile applications [C]; b. Possesses a deep understanding of QA by leading the team in designing advanced test procedures [C]; c. Experienced in overseeing the drafting of testing documents [C]; d. Proficient in implementing testing procedures in the QA process [C]; e. Able to troubleshoot quality issues and modify test procedures [C]; f. Able to conduct analysis checks on product specifications [C]; g. Proficient reviewer of the quality assurance reports [C]; h. Good communicator with the development team and the management [C]; i. Experienced with agile working environment [C].
Test Technician (Junior)	a. Has 3+ years of experience using automated test frameworks for Java/JavaScript (optionally .Net) web and mobile applications [C]; b. Able to write test plans and test cases for new and existing products, with a detailed understanding of the agile development lifecycle [C]; c. Experienced with issue management and customer ticketing systems [C]; d. Has significant experience writing integration and end-to-end tests for web applications and services [C]; e. Created and/or maintained a test-build-deploy pipeline (CI + CD/automated delivery) [C].
Senior UI Developer (Senior)	a. Has 4+ years of hands-on experience as UI designer in the recent years of professional work [C]; b. Experienced in agile teamwork frameworks [C]; c. Demonstrates an understanding of user-centred design methodology [C]; d. Knows integrating front-end solutions with server technologies through collaboration with back-end developers [C]; e. Directly participated in at least two projects concluded with a successful implementation of UI Designer's role; preferably supplemented by requirements analysis and testing user experience [C].
System Integrator (Senior)	a. Holds first cycle higher education degree in Computer Science or related field [D]; b. Has at least 4 years of hands-on experience relevant for the job [C]; c. Has hands-on experience in Microsoft and Linux systems administration, preferably in distributed and complex environments [C]; d. Has experience in analysing complex IT environments and in designing, testing and documenting architectural changes [C]; e. Has solid scripting skills [C]; f. Linux or Microsoft Systems Administration Certification (LPIC-1, RHCSA, MCSE or other relevant) will be considered an asset [D].
Linux System Administrator (Senior)	a. Holds first cycle higher education degree in Computer Science or related field [D]; b. At least 4 years of hands-on experience relevant for the job [C]; c. Has hands-on experience in Linux systems administration, preferably in distributed and complex environments [C]; d. Has hands-on experience in relational database administration [C]; e. Has hands-on experience in network, security and systems in Open Source Software [C]; f. Has hands-on experience in administering virtual infrastructures [C]; g. Has expertise in analysing and troubleshooting large-scale distributed systems [C]; h. Has solid scripting skills [C]; i. Linux Administration Certification (LPIC-1, RHCSA or other relevant) will be considered an asset [D].

Microsoft System Administrator (Senior)	a. Holds first cycle higher education degree in Computer Science or related field [D]; b. At least 4 years of hands-on experience relevant for the job [C]; c. Has hands-on experience in Microsoft systems administration, preferably in distributed and complex environments [C]; d. Has hands-on experience in relational database administration [C]; e. Has hands-on experience in network, security and systems in Microsoft domain [C]; f. Has hands-on experience in administering virtual infrastructures [C]; g. Has expertise in analysing and troubleshooting large-scale distributed systems [C]; h. Has solid scripting skills [C]; i. Microsoft Administration Certification (MCSE or equivalent) will be considered an asset [D].
Systems Security Specialist (Senior)	a. Holds first cycle higher education degree in computer science or related field [D]; b. Has at least 4 years of hands-on experience relevant for the job [C]; c. Has good understanding of security concepts and knowledge of security tools available on the market [C]; d. Has detailed knowledge of system security vulnerabilities and remediation techniques, including penetration testing [C]; e. Has hands-on experience in Linux systems administration [C]; f. Has very good understanding of security related technologies and practices, including: authentication and authorisation systems, endpoint protection, encryption, segmentation strategies, vulnerability management, secure remote access, firewalls, and intrusion detection/prevention systems [C]; g. Linux Administration Certification (LPIC-1, RHCSA or other relevant) will be considered an asset [D].
Open Source Database Administrator (Senior)	a. Holds first cycle higher education degree in Computer Science or related field [D]; b. Has at least 4 years of hands-on experience relevant for the job [C]; c. Has hands-on experience on OSS relational database administration [C]; d. Has knowledge in Linux Systems Administration [C]; e. Has hands-on experience in management of JAVA Runtime Environment including application and web servers [C]; f. Has experience in administration of complex database systems deployed in distributed environments [C].
Microsoft Database Administrator (Senior)	a. Holds first cycle higher education degree in Computer Science or related field [D]; b. Has at least 4 years of hands-on experience relevant for the job [C]; c. Has experience in administration of complex MS SQL based systems deployed in distributed environments [C]; d. Has knowledge of authentication and authorisation mechanisms in distributed enterprise level systems [C]; e. Has experience in monitoring of complex IT systems deployed in distributed environments, using tools such as SCOM [C].
Backup Engineer (Senior)	a. Holds first cycle higher education degree in Computer Science or related field [D]; b. Has at least 4 years of hands-on experience relevant for the job [C]; c. Has experience in data replication and data recovery services [C]; d. Holds VEEAM's VMCE, VMCE-ADO certificate or equivalent [D]; e. Has experience in administration of VEEAM products [C]; f. Has experience in integration with VMware infrastructure [C].
Workstation Environment Specialist (Junior)	a. Has at least 2 years of hands-on experience relevant for the job [C]; b. Has at least 2 Microsoft certificates [C]; c. Has hands-on experience in centralised management of the workstations – especially in remote locations (geographically distributed environments) [C]; d. Has excellent knowledge of IT end users' infrastructure [C]; e. Has excellent knowledge of workstations' operating system [C].

Network Security Specialist (Senior)	a. Has sound understanding of TCP/IP network protocols [C]; b. Has very good knowledge or routing and switching technology [C]; c. Has very good knowledge of IP security and VPN [C]; d. Has experience in DMVPN deployment and operation [C]; e. Has experience in managing PKI systems [C]; f. Has at least 3 years hands-on experience with security technologies (firewalls/IPS/VPN) [C]; g. Has at least 1 year direct participation in wide area network operations [C].
Network Security Technician (Junior)	a. Has sound understanding of TCP/IP network protocols [C]; b. Has very good knowledge or routing and switching technology [C]; c. Has very good knowledge of IP security and VPN [C]; d. Has at least 1-year hands-on experience with security technologies (firewalls/IPS/VPN) [C].
Project Manager (Senior)	a. Has at least 4 years hands-on experience as project manager in IT systems implementation projects [C]; b. Has directly participated in at least 2 projects concluded with successful implementation of solutions at its complete lifecycle in at least one of the following roles: business analyst, system analysis, architect and preferably supplemented by experience in testing solutions and training its users [C]; c. Is certified in project management discipline [D]; d. Is versed with PM^2 [C]; e. Presents capability to manage projects, guide project teams and consult business stakeholders [n]; f. Has teamwork experience in agile teamwork frameworks [C]; g. Has experience writing business cases, plans, concept documents, giving presentations, capable of chairing workshops for business users [n].
Technical English Writer (Senior)	a. Holds at least a Bachelor's degree conducted in English, preferably in technical studies [D]; b. Has experience in drafting and/or editing technical and user documentation in English [C]; c. Has a native-level command of English [C]; d. Has experience in performing final editing of documents, such as user manuals and presentations, to ensure their accuracy, completeness, consistency and clarity [C]; e. Presents capability to standardise documents structure and style and provide guidance to other team members [C];

Frontex expects the Framework Contractor to update and upgrade the skills of their personnel with newer versions or the products/standards or with the successors of technologies that approach or have reached end of life or end of support.