**Background information
for the market consultation on IT services
related to Microsoft technologies**

European Chemicals Agency (ECHA)

The European Chemicals Agency (ECHA) is the driving force in implementing the EU's ground-breaking chemicals legislation for the benefit of human health and the environment. ECHA was founded in 2007 and is based in Helsinki, Finland. We are a modern, science-driven organisation which has grown rapidly to become one of the largest EU agencies.

We protect human health and the environment. Our work helps ensure that chemicals are used safely and that the most hazardous ones are substituted by safer alternatives.

More information about the Agency, its structure and activities can be found on the Agency website, where also the Work Programme and the Multi-Annual Work Programme can be found[1].

Background for this market consultation

ECHA's IT services landscape is a multi-party multi-vendor environment with integration of many different technical components. The IT strategy has been to retain strategic IT decisions in ECHA's own hands and contract software development and managed IT services under Framework Contracts. This has proven to be a cost-effective solution saving resources on both ECHA and at the contractors. Such Framework Contracts have also included service desk support for the applications in scope of the Framework Contract.

The infrastructure is hosted for ECHA as a private cloud within another Framework Contract. Infrastructure hosting is out of the scope of this market consultation. The security services are split so that the infrastructure provider handles infrastructure and network security, while application development and management contractors are in charge of the application security.

ECHA itself is a software vendor and a Cloud SaaS services provider[2]. ECHA has a long and successful tradition in outsourced development and operations of bespoke mission-critical software. The software for ECHA's and its stakeholders' regulatory chemicals management tasks had to be created from scratch. This trading has resulted in ECHA having state-of-the-art tools, IT processes, and IT architectures originating mostly from J2EE custom application development

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[1] On the ECHA web site the ECHA Work Programme and the Multi-Annual Work Programme are located at https://echa.europa.eu/about-us/the-way-we-work/plans-and-reports.

[2] See ECHA Cloud Services on the ECHA web site at https://echa.europa.eu/support/dossier-submission-tools/echa-cloud-services

in a waterfall project mode.

The systems in Microsoft domain are mostly used for the internal information systems of the Agency. Using practises that work for large-scale bespoke applications, in ECHA experience, do not deliver the same results in building up and configuring Microsoft solutions. ECHA needs to establish the right tools and processes for the Microsoft domain.

ECHA has faced challenges in developing custom systems for common business problems. In hindsight, ECHA could have used more domain knowledge in assessing off-the-shelf solutions and adapting its business processes. Nevertheless, ECHA has customised business systems running in production and they need maintenance and support. Use of commercial off-the-shelf software has been successful in the area of horizontal Microsoft software, such as in AD, Exchange, Office, and SharePoint product families, where ECHA has internal skills.

ECHA has a wider interest in more agile ways of working and in commercial software solutions but needs external expertise. For example, a large-scale implementation of Dynamics CRM has been challenging because of limited internal knowledge and lack of direct access to CRM consultancy within a Framework Contract. Such cases have often led ECHA to end up with low-quality or relatively high-cost consultancy contracts mediated by intermediaries.

Microsoft itself seems to be in rapid re-invention of itself. The share of Azure cloud platform of Microsoft offerings expands fast. New cloud services and technologies are introduced with changes in product roadmaps and licensing models. These cause challenges in assessing the benefits versus risks, especially in terms of evolution of strategic enterprise architecture and information   security.

Vision that the procurement for a new Framework Contract (FWC ECHA/2019/322) supports

ECHA works towards continuous improvement of IT services to ECHA business, while performing continuous optimisation of the cost of the relevant investments.

Microsoft technologies are included in the technology menu of ECHA IT landscape. The Agency seeks to benefit from capabilities that are available from the broad portfolio of the Microsoft products and from opportunities being raised during the evolution of the Microsoft technologies.

The plans of the Agency to support continuous improvement of IT services to ECHA business include expansion of the usage of Microsoft technologies. Benefits from transitioning more and more towards Microsoft cloud services are being examined and piloted.

Having a solid Framework Contract to secure availability of performing and cost-efficient services on Microsoft technologies is a critical element for ECHA to maintain and enhance the required IT support to ECHA business.

Objectives for the procurement for the new Franework Contract (FWC ECHA/2019/322)

Within this context, ECHA intends to outsource the development and operational work of the Microsoft-based systems and the related services in the areas of *IT Project Management* and *Managed IT Services*. The challenges described above and the rapid change in the Microsoft technologies call also for need for strategic *Advisory and Consultancy Services*.

The systems in scope serve several business needs of ECHA related both to the internal administration of the Agency and to its business operations. The system landscape is heavily affected by the evolution of Microsoft offerings.

In other words, ECHA wants to receive high-quality, fit for purpose, good value for money services to take advantage of Microsoft technologies and services for the benefit of administrative and operative work of the Agency.

Currently, there are a lot of systems built as hosted solutions, but in the mid-term (within the duration of the FWC ECHA/2019/322) more and more transitioning is foreseen towards utilising public cloud services. FWC ECHA/2019/322 will serve maintaining and developing both hosted and public cloud solutions.

Objectives of this market consultation

As a preparation for the procurement of such services, ECHA will carry out a market consultation in the form of a web-based survey (the relevant questionnaire follows in the next pages). The market consultation will be used to prepare an adequate procurement procedure for the new FWC ECHA/2019/322 with right and feasible scope. It allows ECHA to gain insight into the market and will help in tuning the FWC requirements so they can be complete and clear in describing ECHA needs, as well as most realistic and attractive to companies for bidding.

Functional and technological scope of the services

ECHA uses Microsoft technologies and solutions extensively in its day-to-day business processes. The current implementations cover a large range of functional areas. However, there are also areas which are not yet in use, but for which there may be needs in the future. The following lists all known potential application areas in the ECHA's internal business information systems.

- Document management, workflows, and records management
- Integrated quality management (ISO9001)
- Data, master data, and reference data management
- Analytics, reporting, business intelligence, and artificial intelligence
- Authorisation, authentication, access control and identity management
- Supplier and other stakeholder relations management (XRM)
- Collaboration, communications, messaging, and knowledge management
- IT Service management (ITSM) and DevOps
- Enterprise performance management (EPM), purchasing, sales invoicing
- Finance, accounting, and operations
- Human Resources and Travel Management
- Software lifecycle management and DevOps

ECHA's currently implemented Microsoft technologies are listed below:

- .NET
- Active Directory
- Azure DevOps, Azure AD Connect, Azure AD
- Dynamics 365 CRM
- Exchange
- InfoPath
- Microsoft Identity Manager (MIM)
- MS Office 365, add-ins, document templates
- PowerApps, Common Data Service, Power Automate
- PowerBI, On-premises Data Gateway
- SharePoint
- SharePoint Online, Teams
- SQL Server & Master Data Services
- Windows OS

Services

The service categories ECHA is interested in are named in the figure below. The figure is given as an indication and ECHA is happy to receive feedback from the market on availability and feasibility of such services.
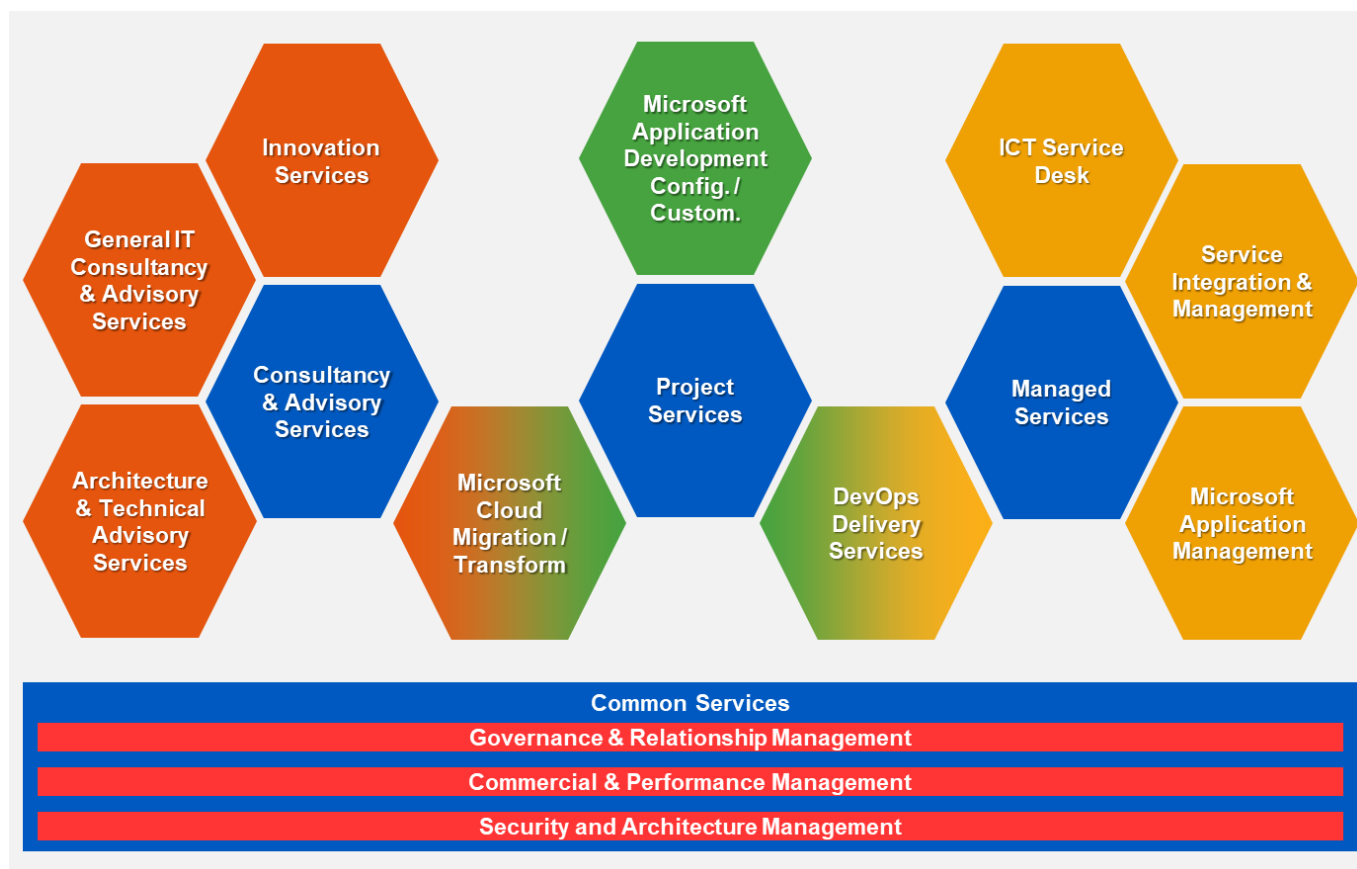
Consultancy & Advisory Services

Consultancy & Advisory Services are services that relate to the provision of expert knowledge, resources, tools and methodologies to investigate a specific problem statement of the Agency. Examples of Consultancy & Advisory activities include the development of strategies, roadmaps, and solution architectures.

ECHA is planning to commission specific services in this service area as and when required. ECHA would like to access the up to date skills, expertise, and trainings of certified and suitably qualified architecture and technical resources. ECHA would like to get advice in current and upcoming tools and methodologies within the Microsoft technology and products portfolio, particularly the Cloud technologies. ECHA is willing to exploit new technologies or use existing solutions differently to gain significant benefit. In the short-term, ECHA is pursuing a hybrid architecture for the services, blending private cloud and public cloud offerings (IaaS, SaaS, and PaaS).

Project Services

Project Services are services that would be commissioned on required basis and are delivered by expert resources from the contractor leveraging their tools, methodologies, and insight. These activities are associated with the development, configuration and customisation of new

or existing capabilities and include major enhancements relevant to the Microsoft platforms and our ECHA's system customisations. ECHA is seeking support for cloud adoption, migration and transformation, relevant to the existing Microsoft estate. Cloud adoption would be commissioned on a case-by-case basis, where a valid business case is established, and risk assessment finds it appropriate. Technical, Commercial and Security expertise to support this transformation is essential.

Managed IT Services
Managed IT Services are services that will be commissioned for ECHA's existing and upcoming Microsoft-based systems and will typically operate for several years. ECHA is seeking a Contractor responsible for the day-to-day stability, performance, security and quality assurance of the services. This service includes implementation of small change requests of the applications under management. The Contractor can help further by leveraging its tools, methodologies, and insight to support this service.

The DevOps services refers to delivering solutions using DevOps and agile methods, collaboration, and automation. ECHA wishes the Contractor to set up and deliver ongoing live service operations of all or part of the DevOps toolchain for the projects and ongoing application maintenance.

ECHA is seeking a partner to operate a Service desk and respond to Incidents and Service Requests made by the users and IT staff. The tickets are raised in BMC Remedy either directly through self-service portals or automated workflows or through escalation from Service Desks of other Contractors. End-to-end coordination and incident ownership will be needed from the Service Desk. ECHA's service management and operations framework is based on ITIL v3.

Roles

Normally, ECHA contracts the services in a fixed price or quoted time and means modes. Such contracting modes require the contractor to provide breakdown of the estimated effort by expert profile needed for provisioning the services. The acceptance is based on deliverables of deployed software and documentation.

The list below is indicative on what roles ECHA considers important to ensure provision of the services in the context of FWC ECHA/2019/322:

- **Contract Manager:** for managing Specific Contracts of the Framework Contract
  (with relevant experience of 7 years or more)

- **Program Manager:** for high level coordination of all projects and services related to a specific business domain
  (with relevant experience of 7 years or more)

- **Enterprise Architect:** for leading and coordinating all aspects of Enterprise Architecture
  (with relevant experience of 7 years or more)

- **Scrum Master / Agile Team Coach:** for coordinating a scrum team
  (**with** relevant experience of 7 years or more)

- **Project Manager:** for managing projects entailing IT deliveries and/or implementation of business processes
  (with relevant experience of 7 years or more)

- **Administrator:** for the installation, configuration, administration, maintenance, monitoring, upgrade and support of Microsoft system software
  (with relevant experience of 3 years or more)

- **Consultant:** for providing advice and recommendations, based on expertise and experience, to address technical or business needs
(with relevant experience of 7 years or more)

- **Analyst:** for analysis and documentation of business in terms of business goals, objectives, functions and processes, the information used and the data on which the information is based; for the definition of requirements for implementing or improving processes and systems
(with relevant experience of 3 years or more for system analysis and 7 years or more for domain specific business analysis)

- **Solution Architect:** for designing Microsoft integrated solutions; also, for designing business processes, organisation and operating models
(with relevant experience of 7 years or more)

- **Developer:** for planning, designing, developing, configuring, testing and documentation of new and amended Microsoft software
(with relevant experience of 3 years or more)

- **Tester:** for planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques
(with relevant experience of 3 years or more for basic testing services and 7 years or more for test automation or test leading services)

- **Service Desk support – level 1:** for acting as a point of contact to support service users reporting issues, requesting information, access, or other services
(with relevant experience of 3 years or more for basic services and 7 years or more for a leading role).

- **Service Desk support – level 2 &3:** for processing and coordination incidents and service requests that cannot be handled by Service Desk support level 1
(with relevant experience of 7 years or more)

- **Cloud Migration Expert:** for creating plans and supporting their implementation to facilitate transition from a hosted/on-prem solution to public cloud services
(with relevant experience of 3 years or more)

- **Cloud Architect:** for developing and coordinating cloud architecture; for proposing cloud strategy for MS services
(with relevant experience of 7 years or more)

- **Integration Specialist:** For developing and maintaining services used in application integrations; for designing integration solutions and documenting the design in accordance with best practices;
(with relevant experience of 7 years or more)

- **Security Consultant:** for the selection, design, justification, implementation and operation of controls and management strategies to maintain the security, confidentiality, integrity, availability, accountability and relevant compliance of information systems with legislation, regulation and relevant standards
(with relevant experience of 7 years or more)

- **Security Administrator:** for the protection of integrity, availability, authenticity, non-repudiation and confidentiality of information and data in storage and in transit. Typically, the tasks include the authorisation and monitoring of access to IT facilities or infrastructure, the investigation of unauthorised access and compliance with relevant legislation
(with relevant experience of 7 years or more)

- **Innovation Consultant:** for identifying, assessing and make proposals based on opportunities from emerging Microsoft technologies, products, services, methods and techniques
(with relevant experience of 7 years or more)