



Tender Specifications

**Open Procedure
No. ECHA/2014/110**

**Title: Framework Service Contract for the provision of Web
services**

Annex 6.1.2 –Scenarios

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1. INTRODUCTION

This document is an integral part of the tender documentation for the “Framework Service Contract for the provision of Web services - ECHA/2014/110” and it details scenarios that will be used as a part of the assessment of the qualitative award criteria as specified in section 5.4.3 of the Tender Specifications.

The scenarios present FICTIUOUS situations similar to those the successful tenderer may be requested to address during the implementation of the Framework Contract. The scenarios will only be used for evaluation purpose and shall not be intended as a commitment of the Agency to request services under the Framework Contract.

2. SCENARIO FOR LOT1 – WEB DEVELOPMENT

Objective

Upgrade the current version of ECHA's Liferay instance (6.0.5) to the latest version (6.2), including migration of all the current system customisations, algorithms, themes, users and user permissions, documents, web contents and images to the new upgraded portal (list of components is non-exhaustive).

Background information

Liferay implementation in ECHA uses Oracle for databases, Apache Tomcat for application servers and Apache HTTP Server for load balancer. The system is running in high availability cluster environment.

In order to meet the ongoing needs of the Agency and its audiences, customised modules (e.g. dedicated search for chemicals – see Annex 6.1.1 for more details) are being constantly built, tested, fixed and released in ECHA's environment. The installation is done via monthly releases and ad hoc fixes. The releases are delivered in the format of ".war" files (Web application ARchive) including new or modified Liferay portlets, themes and hooks. For additional details, please Annex 6.1.1.

Tasks

1. *Requirements Analysis*

The Contractor will perform a requirements analysis in order to obtain a thorough understanding of how the upgrade should be done and what kind of modules shall be migrated. Deliverable: requirements analysis document.

2. *Impact assessment*

The Contractor will perform a technical impact assessment to systematically analyse the existing system and identify the effects and consequences of carrying out the proposed project. Deliverable: impact assessment report.

3. *Upgrading*

After validation by the Agency of the first deliverables, the Contractor will generate a detailed and complete upgrade plan, taking into account all the possible aspects of the upgrade process for this specific implementation of Liferay in ECHA's environment. Once validated, the contractor will proceed with the actual upgrade, according to the plan. Deliverable: upgrade plan.

4. *Migration of plugins, algorithms, user permissions etc.*

The Contractor will, at the same time, prepare a detailed migration and synchronisation plan for all the contents. The migration plan will define how the

customised plugins, algorithms, databases, permissions, themes etc. are migrated (from a content and technical point of view), ensuring at the same time that the ECHA websites must remain live and retain their integrity throughout the whole migration phase. Once validated, the contractor will proceed with the actual migration, according to the plan. Deliverable: migration plan.

5. *Testing*

The Contractor will then prepare a detailed test plan. Once validated by the Agency, it will consequently be executed by the Contractor. As a result of this task, the Contractor will develop a final test release of the upgraded system. A final acceptance test will be performed jointly by the Contractor and the Agency. In case of non-compliance, the Contractor will make the necessary adaptations to the platform and re-run the acceptance test with the Agency. Deliverable: test plan.

6. *Roll-out*

On the positive outcome of the final acceptance test, the Contractor will perform the roll-out of the above-mentioned test environment in the Agency's production environment.

7. *Handover*

Finally, a hand-over file will be prepared by the Contractor. It shall include technical documentation of the platform (updated functional specifications, technical architecture and content schemas) as well as an updated user manual for the back-office environment. Deliverable: handover file.

Duration

6 months (start date: January 2015)

Meetings

Meetings need to be foreseen by the tenderer according to the execution of the tasks.

Form of the contract

Quoted Time and Means (normal place of performance: contractor's premises)

Max value of the contract

- 350 Man days

3. SCENARIO FOR LOT2 – WEB DESIGN

Objective

Conduct an integrated customer insight study in order to determine how different ECHA audiences could benefit from and make the best use of the mobile version of ECHA's website. Provide ECHA with a complete report containing all the gathered data using the research methods mentioned above (e.g. survey), as well as the relevant conclusions and recommendations for the development of the future mobile website.

Background information

The customer insight shall identify what information on the ECHA website will be of most interest to the users by using mobile devices. The contractor will make quantitative and qualitative research with different on-line audiences, identify users' needs and provide the Agency with relevant conclusions and recommendations for the development of the mobile version of ECHA's website.

Tasks

1. *Understand the nature of ECHA and the kinds of information that the Agency needs to make available.*

This task focuses on the understanding of ECHA's mandate, the underlying communication goals of the ECHA website, as well as its current content and structure. Deliverable: Content audit report of ECHA's current website.

2. *Select/define with the European Chemicals Agency appropriate customer segmentation.*

Select/define with ECHA appropriate customer segmentation for the purpose of the study. Key audience segments will then need to be addressed within a balanced representation of the EU member states plus the EFTA / EEA countries (Norway, Liechtenstein and Iceland).

3. *Develop an appropriate customer insight study.*

This task will be done in agreement with the European Chemicals Agency. A study methodology (framework) will be developed in order to identify what kinds of information will be the most relevant to the target groups and how best this can be made available online for mobile devices. Deliverable: Customer insight survey.

4. *Apply the study in the target groups identified above and report the main findings.*

The contractor will launch the study, gather the results and report the highlights and main findings back to ECHA.

5. *Make recommendations.*

Based on the survey study report, the contractor shall have to make appropriate recommendations on the optimal structure of the future mobile version of ECHA's website in order to provide information in the way that will be most accessible.

Deliverable: Customer insight report and recommendations.

Duration

4 months (start date: January 2015)

Meetings

- kick-off meeting in Helsinki
- bi-weekly teleconferences
- end-of-project meeting in Helsinki

Form of the contract

- Fixed price

Max value of the contract

- 50 000 €