

Procurement procedure EASO/2020/785

Tender Specifications

Part 2: Technical Specifications

Learning management system (LMS) Helpdesk and Maintenance

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1. BACKGROUND INFORMATION

1.1. MAIN OBJECTIVE

The objective of these Technical Specifications is to provide the tenderers with all the necessary information that will allow them to understand, propose and implement the contract.

1.2. CURRENT SITUATION IN THE SECTOR

The European Asylum Support Office (hereinafter EASO) was established by Regulation (EU) 439/2010 as an independent and specialised body to strengthen EU countries' practical cooperation on asylum, to support EU countries whose asylum and reception systems are under pressure and to enhance the implementation of the Common European Asylum System (CEAS).

More information about EASO, its structure and activities can be found on: <http://www.easo.europa.eu>

Within this context, EASO manages a European asylum curriculum, considering the Union's existing cooperation in that field. The EASO Training Curriculum includes several training modules relying on a “blended learning” scenario.

A **module** is defined as a component of the curriculum, **training** as the use of one module and **session** as the organisation of training with specific instructors and trainees in a defined period.

The European asylum curriculum is supported by an e-learning platform, the Learning Management System (hereinafter referred to as “LMS”), which relies on an open source software, namely Moodle.

EASO is currently migrating the existing LMS from Amazon Web Services, delivered as SaaS (Software as a Service), to EASO infrastructure, which will be also cloud based and offered via Azure VMs (Infrastructure as a Service).

2. OBJECTIVE, PURPOSE AND DELIVERABLES

2.1 OVERALL OBJECTIVE

With this initiative, EASO seeks to acquire **continued application support services** for the LMS Administrator(s) and Technical Support in resolution of problems and implementation of customizations/improvements.

2.2 PURPOSE

Via this contract EASO expects to:

- Achieve smooth and efficient daily operation of the LMS platform;
- Retain high stakeholder satisfaction in terms of user support;
- Enhance training experience via platform upgrades/updates coordinated delivery of content;
- Ensure that the LMS platform components are aligned to the most recent technological updates.

2.3 DELIVERABLES

EASO will provide strategic direction and leadership while the successful tenderers shall be expected to contribute to EASO's objectives. EASO is seeking a reliable and technically skilled Contractor that acts as single point of contact and who, under the leadership and management of EASO, provides efficient support for LMS

related services. That also includes cooperation with other stakeholders and contractors in support of hosting and content delivery services.

In this sense the contractor should underpin the EASO's ability to reach its objectives with effectiveness, efficiency and security. The scope of the sought services shall cover the deliverables described below.

DELIVERABLE 1: LMS HELP DESK SERVICES

Help Desk Service that shall provide continuous 24/7 support to administrators' issues – requests for all deployed environments, namely Production and Acceptance.

DELIVERABLE 2: CONSULTANCY SERVICES

Discrete services on a quoted time and means to support EASO in the delivery of agreed deliverables for which the workload can be estimated with reasonable accuracy.

DELIVERABLE 3: INITIAL TAKEOVER AND FINAL HAND OVER

Discrete fixed price services for the initial take-over of the system and the hand over at the end of the contract.

2.4 TARGET GROUPS

The target groups/stakeholders that are affected by this contract and will be in place to evaluate the expected benefits, are both internal and external to EASO.

From within EASO, the main target groups are:

- The Training Unit, as the Business Owner of the platform;
- The ICT Unit, bearing responsibility of the underlying infrastructure and maintenance of the platform/application at expected quality standards;
- EASO staff, using the LMS for receiving trainings.

External to EASO target groups include:

- Member State Asylum Employees, as end users of the LMS for the completion of their training activities;
- Contractor for LMS Content, as partner to use the LMS environments for development, testing and deployment of related content.

3. ASSUMPTIONS AND RISKS

3.1. ASSUMPTIONS

EASO assumes that all activities related to the migration of LMS from AWS to Azure will be completed by the time of signing of this contract.

3.2. RISKS

Microsoft's technological upgrade cadence may cause shifts related to the hosting Azure App Service Plan, thus leading to changes in the LMS architecture.

4. SCOPE OF THE WORK

4.1. DESCRIPTION OF THE ASSIGNMENT

Through this initiative EASO foresees to have in place a mechanism that shall support the daily operation of the EASO LMS platform for the entire duration of this contract. Within this scope it is expected that the applicable services shall span in three main areas.

A Help Desk service, shall provide to a targeted group of EASO administrators the means to record issues and requests, have them processed within specific time limits, monitor the progress and receive the expected outcome. This service shall be supported by automated tool(s) made available by the contractor to EASO personnel. Within this service, it is also expected that the contractor shall provide end to end administration/maintenance of the infrastructure hosting the application.

Modules' content, delivered via the LMS Platform, is one of the main constituent elements of the EASO training sessions. The development of the content falls out of scope of this specification and contract. Nonetheless, since the content is going to be delivered via the LMS, every new content package created, shall be tested by the contractor in the Acceptance environment prior to deployment to Production.

It is also envisaged that the contractor, as subject matter expert, shall make suggestions related to any improvements/upgrades needed in order to maintain the application and underlying hosting platform up to the most recent technological developments and standards. All these recommendations along with EASO stemmed ones, shall be implemented via specific consultancy requests and always after coordination and approval of the respective EASO ICT Unit's Change Advisory Board (CAB).

Lastly, it is expected that for the entirety of these services, the respective documentation is developed and maintained.

4.2. PLACE OF PERFORMANCE OF THE SERVICES

Services will be delivered remotely from the contractor's premises.

Occasionally and after mutual agreement and coordination, contractor's staff might need to visit EASO premises in Valetta, Malta.

4.3. SPECIFIC ACTIVITIES

For the implementation of this contract the following minimum activities are defined.

- **Initial Takeover** is a one-off discrete activity of fixed duration to allow the contractor to understand the EASO LMS locale and assume responsibility of the system. This activity should take place as soon as the contract is signed by both parties. The location (either physical or virtual) and trimming will be defined after coordination with all involved parties;
- **Help Desk** support is provided continuously on a 24/7 basis to EASO LMS administrators for issues – requests; those shall mainly focus on the Production environment and secondary for the Acceptance.
 - The EASO LMS environments comprise of the Moodle core installation and a number of plugins made available either by the Moodle community or via bespoke development;
- **Consultancy Services** comprise of activities that are performed after EASO specific requests. They are defined and quoted as time and means to support EASO in the delivery of agreed deliverables.

Therefore, timing and effort are always activity/request dependant and will be agreed between EASO and the contractor at the time of the request.

As most of these activities are tightly related to ICT topics, , upon request, the contractor will provide a technical proposal. The technical proposal will be assessed and approved by EASO. Activities that fall in this category, shall include, but not limited to, the following areas:

- Business analysis and specification of user requirements;
- Value added services such as Quality Control or Security Auditing;
- Change Management and Business Process Reengineering;
- Ad hoc specific developments – customizations (including their documentation and instruction manuals where applicable);
- Upgrades;
- Migration (if decided by EASO ICT and System Owner);
- Conversion from one Content Standard to another;
- Theme Customization(s);
- Third party app integrations;
- Support EASO ICT activities in relation to the hosting environment;
- Content deployment activities. Facilitate content testing and deployment activities in any of the LMS environments (acceptance and production).

EASO will submit a request for the consultancy services specifying:

- The list of deliverables;
- The expected timeframe (starting date(s) and duration) of the assignment(s);

Within 5 working days the Contractor shall provide EASO with a proposal for addressing the tasks of the assignment.

The proposal shall include at least: the working method and its justification for achieving the deliverables requested by the contracting authority, type and description of technical solution proposed where applicable, timeline for the development and implementation of proposed solution and deployment/testing process, where applicable. Also, the types and amounts (in days) of human resources required (out of the profile types described in the Technical specifications part 2) with breakdown of man days per profile and total price shall be included.

Upon EASO acceptance of the specific offer received, the Contractor shall confirm their availability by sending back the specific contract duly signed within 5 working days.

- **End Contract Handover**, as a one-off discrete activity of fixed duration to allow smooth transition at the end of the contract. The location (either physical or virtual) and trimming will be defined after coordination with all involved parties.

4.4 REQUIREMENTS CATEGORIZATION

The requirements expected by EASO for these services are described in the following sections and make use of the following classification terminology.

Requirement Category	Description
Knock Out	A minimum requirement that is mandatory as it is vital for EASO and would make the solution not workable. Therefore, if the tender does not meet this requirement it is immediately excluded from further evaluation during the award phase.
Should Have	This requirement is optional , and it is evaluated against the quality award criteria listed in part 3.4 of the tender specifications part 1. Workaround/alternative solution/proposal is accepted and evaluated.
Could Have	A requirement that is considered interesting and seen as a nice-to-have . It is not evaluated therefore does not affect the quality award criteria.

4.5 REQUIREMENTS

ID	Requirement	Requirement Category
Overall Plan (OP)		
OP1	Provide a plan describing the approach to manage the requested services which shall cover at least the areas of: <ul style="list-style-type: none"> LMS Support and Service Desk Consultancy 	Knock Out
OP2	Be a Moodle Partner (Certified Service Provider) in offering the following services: <ul style="list-style-type: none"> Support and Service Desk Theme development (Moodle branding) Integration Development Consulting 	Should have
Help Desk (HD)		
HD1	EASO requires second line application support services for a limited number of LMS users (administrators), not exceeding twenty (20) staff members.	Knock Out
HD2	Manage the Hosting environment of the application in Azure.	Knock Out
HD2	Centralised support service function for technical and functional assistance.	Knock Out
HD3	Provide an automated tool, Help Desk Platform (HDP), to the LMS administrators, to allow reporting of Incidents, Problems and Requests, monitoring and status notifications.	Knock Out
HD4	HDP shall be accessible via internet and provide users a web interface on a 24/7 basis except for scheduled maintenance and/or severe outages.	Knock Out
HD5	The HDP shall offer to LMS administrators the following notification features (but not limited to): <ul style="list-style-type: none"> Online Status updates/Tracking of reported issues 	Should Have

	<ul style="list-style-type: none"> Email ticketing support Messaging support Knowledge base Self-service portal 	
HD6	The HDP shall provide LMS Administrators a live chat capability during EASO Business Hours.	Could Have
HD7	<p>The HDP shall offer to EASO users the capability for configurable reporting and analytics. As indication, those should include (but not limited to):</p> <ul style="list-style-type: none"> Min, Max and Average time to respond to a support ticket Min, Max and Average resolution time against targets List of changes of Software components Issue/incidents per type Issue/incidents per priority Issue/incidents per resolution state List of Critical Issue/incidents 	Should Have
HD8	The HDP shall allow monitoring of the respective SLA and issue/incidents resolution workflow(s).	Should Have
HD9	The contractor shall provide a sample of the reports generated via the proposed HDP.	Could Have
Service Level Agreement (SLA)		
SLA1	The contractor shall provide a draft SLA	Knock Out
SLA2	<p>The SLA shall cover at least the EASO Business Hours. EASO Business Hours are defined from 09:00 to 17:00 CET, during Business Days.</p> <p>EASO Business Hours is the minimal period where the Contractor is required to provide the second-level application and technical hosting support, regardless of holidays or time zone differences.</p> <p>Business Days are defined as Monday to Friday, excluding Statutory and other EASO holidays in Valletta, Malta. Statutory or other holidays in Contractor locations have no bearing on this definition.</p>	Knock Out
SLA3	<p>Quality of SLA for the Help Desk with focus on (but not limited) to:</p> <ul style="list-style-type: none"> SLA approach Issue/incidents categorization Issue/incidents Statuses and Tracking Prioritization Metrics Escalation 	Should Have

	<ul style="list-style-type: none">• Change• Means of reporting and analytics• Means of maintaining issue/requests documentation• Clarity of workflow(s) definition									
SLA4	<p>The SLA shall cover the following types of Issue/incidents:</p> <ul style="list-style-type: none">• Service Request• Activity/Task• Incident• Problem/Bug• New Feature/Improvement• Test• Question	Should Have								
SLA5	<p>The SLA shall describe a workflow for each type of issue/incidents.</p>	Should Have								
SLA6	<p>The SLA shall assess each issue/incidents type in terms of Urgency and Impact</p>	Should Have								
SLA7	<p>Categories of Urgency are defined as</p> <table><tr><th>Category</th><th>Description</th></tr><tr><td>High (H)</td><td><ul style="list-style-type: none">• The damage caused by the Incident increases rapidly.• Work that cannot be completed by staff is highly time sensitive.• A minor Incident can be prevented from becoming a major Incident by acting immediately.</td></tr><tr><td>Medium (M)</td><td><ul style="list-style-type: none">• The damage caused by the Incident increases considerably over time.</td></tr><tr><td>Low (L)</td><td><ul style="list-style-type: none">• The damage caused by the Incident only marginally increases over time.• Work that cannot be completed by staff is not time sensitive.</td></tr></table>	Category	Description	High (H)	<ul style="list-style-type: none">• The damage caused by the Incident increases rapidly.• Work that cannot be completed by staff is highly time sensitive.• A minor Incident can be prevented from becoming a major Incident by acting immediately.	Medium (M)	<ul style="list-style-type: none">• The damage caused by the Incident increases considerably over time.	Low (L)	<ul style="list-style-type: none">• The damage caused by the Incident only marginally increases over time.• Work that cannot be completed by staff is not time sensitive.	Should Have
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Medium (M)	<ul style="list-style-type: none">• The damage caused by the Incident increases considerably over time.									
Low (L)	<ul style="list-style-type: none">• The damage caused by the Incident only marginally increases over time.• Work that cannot be completed by staff is not time sensitive.									
SLA8	<p>Categories of Impact are defined as</p> <table><tr><th>Category</th><th>Description</th></tr><tr><td>High (H)</td><td><ul style="list-style-type: none">• A large number of staff are affected and/or not able to do their job.• A large number of customers are affected and/or acutely disadvantaged in some way.</td></tr></table>	Category	Description	High (H)	<ul style="list-style-type: none">• A large number of staff are affected and/or not able to do their job.• A large number of customers are affected and/or acutely disadvantaged in some way.	Should Have				
Category	Description									
High (H)	<ul style="list-style-type: none">• A large number of staff are affected and/or not able to do their job.• A large number of customers are affected and/or acutely disadvantaged in some way.									

		<ul style="list-style-type: none">• The damage to the reputation of the business is likely to be high.																						
	Medium (M)	<ul style="list-style-type: none">• A moderate number of staff are affected and/or not able to do their job properly.• A moderate number of customers are affected and/or inconvenienced in some way.• The damage to the reputation of the business is likely to be moderate.																						
	Low (L)	<ul style="list-style-type: none">• A minimal number of staff are affected and/or able to deliver an acceptable service, but this requires extra effort.• A minimal number of customers are affected and/or inconvenienced but not in a significant way.• The damage to the reputation of the business is likely to be minimal.																						
SLA9	<p>The SLA shall include an incident priority matrix. It is expected that the issue/incident types may be allocated the following Priority Codes:</p> <table><tr><td colspan="2" rowspan="2"></td><td colspan="3">Impact</td></tr><tr><td>H</td><td>M</td><td>L</td></tr><tr><td rowspan="3">Urgency</td><td>H</td><td>1</td><td>2</td><td>3</td></tr><tr><td>M</td><td>2</td><td>3</td><td>4</td></tr><tr><td>L</td><td>3</td><td>4</td><td>5</td></tr></table>				Impact			H	M	L	Urgency	H	1	2	3	M	2	3	4	L	3	4	5	Should Have
		Impact																						
		H	M	L																				
Urgency	H	1	2	3																				
	M	2	3	4																				
	L	3	4	5																				
SLA10	<p>“Response time”, as the amount of time between the creation of a user’s incident report (which includes leaving a phone message, sending an email, or using an online ticketing system etc.) and actual response of the provider that the issues is worked upon. It is expected that the response time for the issue/incident are in line with the following table according to the Priority Code generated by the matrix in SLA10:</p> <table><tr><td>Priority Code</td><td>Description</td><td>Target Response Time</td></tr><tr><td>1</td><td>Critical</td><td>Immediate</td></tr><tr><td>2</td><td>High</td><td>1 to 2 working hours</td></tr><tr><td>3</td><td>Medium</td><td>3 to 5 working hours</td></tr><tr><td>4</td><td>Low</td><td>5 to 8 working hours</td></tr></table>		Priority Code	Description	Target Response Time	1	Critical	Immediate	2	High	1 to 2 working hours	3	Medium	3 to 5 working hours	4	Low	5 to 8 working hours	Should Have						
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2	High	1 to 2 working hours																						
3	Medium	3 to 5 working hours																						
4	Low	5 to 8 working hours																						

	5	Very low	12 working hours																			
SLA11	<p>“Resolution time”, as the amount of time between the creation of a user’s incident report and the actual solution of the problem. Maximum Resolution time (hours after response has been provided) according to the Priority Code generated by the matrix in SLA10:</p> <table><tr><td>Priority Code</td><td>Description</td><td>Target Resolution Time</td></tr><tr><td>1</td><td>Critical</td><td>1 working hour</td></tr><tr><td>2</td><td>High</td><td>4 working hours</td></tr><tr><td>3</td><td>Medium</td><td>8 working hours</td></tr><tr><td>4</td><td>Low</td><td>24 working hours</td></tr><tr><td>5</td><td>Very low</td><td>72 working hours</td></tr></table>			Priority Code	Description	Target Resolution Time	1	Critical	1 working hour	2	High	4 working hours	3	Medium	8 working hours	4	Low	24 working hours	5	Very low	72 working hours	Should Have
Priority Code	Description	Target Resolution Time																				
1	Critical	1 working hour																				
2	High	4 working hours																				
3	Medium	8 working hours																				
4	Low	24 working hours																				
5	Very low	72 working hours																				
Hosting Environment Management (HEM)																						
HEM1	<p>The contractor performs normal administrative tasks as system administration activities of application hosting environment(s)/infrastructure;</p> <p>Management of systems towards compliance with corporate security policies;</p> <p>Configuration, monitoring, tuning, and troubleshooting of hosting environments(s)/infrastructure;</p> <p>Audit tasks on hosting environments(s)/infrastructure; creates documentation and procedures (SOPs).</p>			Knock Out																		
HEM2	<p>The contractor maintains and updates the hosting environment(s) throughout the duration of the contract (security patches, bug fixes, updates).</p>			Knock Out																		
HEM3	<p>The contractor shall ensure that hosting environment(s) change control is conducted according to documented processes and procedures.</p>			Knock Out																		
HEM4	<p>The contractor shall advise on upgrades linked to the hosting environment(s).</p>			Knock Out																		
HEM5	<p>The contractor shall apply hosting environment updates/upgrades in a coordinated and planned maintenance approach as per SLA issue/incidents type and after EASO approval.</p>			Knock Out																		
HEM6	<p>For each hosting environment update/upgrade the contractor shall provide a respective plan.</p>			Knock Out																		
HEM7	<p>The contractor shall ensure that all updates of the hosting environment(s) are tested before rolling out into production.</p>			Knock Out																		
HEM8	<p>The contractor shall support EASO ICT in underlying infrastructure and hosting activities.</p>			Knock Out																		
Application Management (AM)																						
AM1	<p>The contractor maintains and updates the component applications throughout the duration of the contract (security patches, bug fixes, updates) as per SLA issue/incidents type.</p>			Knock Out																		

AM2	The contractor shall ensure that application change control is conducted according to documented processes and procedures.	Knock Out
AM3	The contractor shall advise on upgrades. The contractor shall proactively monitor application related websites and advise on the impact/benefit to EASO.	Knock Out
AM4	The contractor shall apply component application updates/upgrades in a coordinated and planned maintenance approach as per SLA issue/incidents type and after EASO approval.	Knock Out
AM5	For each component application update/upgrade the contractor shall provide a respective plan.	Knock Out
AM6	The contractor shall ensure that all Application related developments are performed in contractor's own environment and deployed to EASO LMS Acceptance and Production.	Knock Out
AM7	The contractor shall ensure that all updates of the component application are tested before rolling out into production.	Knock Out
AM8	The contractor shall support EASO ICT in underlying infrastructure and hosting activities.	Knock Out
AM9	The contractor shall ensure Content Deployment to the Production Environment when and where necessary.	Should Have
Team Composition for Consultancy Services (TC)		
TC1	Minimum Team composition as per the profiles depicted below: <ul style="list-style-type: none"> • 2 Project Managers • 1 Business Analyst • 1 Moodle Expert/Developer • 1 Quality and Test Expert • Linux System Admin/Expert 	Knock Out
TC2	Project manager <ul style="list-style-type: none"> • At least 3 years of experience in Project Management of Information Technology Projects ; • At least 2 years of experience with a project management tool (i.e. JIRA boards, MS Project etc); • Very good knowledge of spoken and written English (at least C1 level). 	Knock Out
TC3	Business Analyst <ul style="list-style-type: none"> • At least 3 years of experience in analysis and development of Information Technology systems, including experience with UML or case tools and experience with relational databases; 	Knock Out

	<ul style="list-style-type: none"> • At least 3 years of experience in performing tasks in an international/multicultural environment; • At least 2 years of experience in development methodologies (e.g. RUP, SCRUM) and modelling (e.g., UML); • Very good knowledge of spoken and written English (at least C1 level). 	
TC4	<p>Moodle Expert/Developer</p> <ul style="list-style-type: none"> • At least 3 years of experience in PHP, MySQL, Microsoft SQL Server, JavaScript, CSS, HTML, AJAX, Apache, and Moodle LMS; • At least 3 years of experience in integrating plug-ins and writing new plug-ins to extend the Moodle system core features; • At least 3 years of experience in MySQL and another RDBMS (preferably Microsoft SQL Server); • At least 3 years of proven experience developing web services within Moodle; • At least 3 years of proven experience with Moodle API and integration with third party systems; • At least 3 years of experience in working with various Moodle modules and experience in customizing Moodle functionalities and developing custom themes for Moodle; • At least 2 years of experience with SCORM standard and standards related to interoperability (e.g. OpenBadges, LTI, xAPI) and accessibility; • Sound knowledge of Moodle Authentication and Authorization services. The required level will be judged based on the cv, by taking into account the work experience, education (obtained diplomas and certificates), etc.; • Sound knowledge of cloud-based platforms (Azure, AWS). The required level will be judged based on the cv, by taking into account the work experience, education (obtained diplomas and certificates), etc.; • Very good knowledge of spoken and written English (at least C1 level). 	Knock Out
TC5	<p>Quality and Test Expert</p> <ul style="list-style-type: none"> • At least 3 years of experience in IS testing and quality assurance; • At least 3 years of experience in performing tasks in an international/multicultural environment; • At least 3 years of experience in testing technologies and tools; • At least 3 years of experience in working with content management systems; • Very good knowledge of spoken and written English (at least C1 level). 	Knock Out

TC6	<p>Linux System Admin/Expert</p> <ul style="list-style-type: none"> • At least 3 years of experience in in UNIX/LINUX Systems (e.g. Ubuntu, CentOS, etc.) and Network administration; • At least 3 years of experience in Configuring and maintaining virtual server environment; • At least 3 years of experience in performing volume and filesystem management; • At least 3 years of experience in installation of Packages, Patch Management and Upgrades; • At least 3 years of experience in creating and maintaining users, profile, security rights, disk space and process monitoring; • At least 3 years of experience in file system administration, resolving system errors, crashes and file system errors; • Sound knowledge of Azure Architecture(s). The required level will be judged based on the cv, by taking into account the work experience, education (obtained diplomas and certificates), etc.; • At least 3 years of experience in creation of new file systems, mounting file systems and unmounting file systems; • Sound knowledge of Webservers and PHP configuration). The required level will be judged based on the cv, by taking into account the work experience, education (obtained diplomas and certificates), etc.; • Sound knowledge of MySQL Database server configuration, admin and performance tuning). The required level will be judged based on the cv, by taking into account the work experience, education (obtained diplomas and certificates), etc.; • Sound knowledge of scripting (sh, BASH, ...) or using external tools to automate server tasks. The required level will be judged based on the cv, by taking into account the work experience, education (obtained diplomas and certificates), etc.; • Sound knowledge of Security Configuration, Network, System Monitoring on UNIX based Servers Basic hardening of the system and network security, attaining the goal of allowing only the valid users/ports into the system. The required level will be judged based on the cv, by taking into account the work experience, 	Knock Out
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	education (obtained diplomas and certificates), etc.; <ul style="list-style-type: none"> At least 3 years of experience in configuration and management of event logging and log analysis; Very good knowledge of spoken and written English (at least C1 level). 	
Documentation and reporting (D)		
D1	The contractor shall document all issue/incidents and changes resolved and developed in relation to the LMS platform.	Knock out
D2	The contractor shall update the application architecture documentation upon every change affecting it.	Knock Out
D3	HDP shall align with any Personal Data Constraints of EASO registered users.	Knock Out
D4	The contractor shall describe specific provisions on notification to the controller for data breaches.	Knock out
D5	The contractor shall ensure that the HDP is hosted within the EU.	Knock out

5. CONTRACT MANAGEMENT

5.1. RESPONSIBLE BODY

EASO will nominate internally a Contract Manager as the person responsible for management of this contract.

5.2. MANAGEMENT STRUCTURE

EASO will put in place the following governance structure to initiate and monitor various aspects of the project:

EASO ICT Project Manager, as the focal point for all the aspects of the LMS Platform, hosting environment and application.

EASO ICT CAB, (Change advisory Board) to assess and approve all requests that require changes either in the hosting environment or application. The process will be triggered via the respective workflow in the HDP.

EASO Business Owner Point of Contact, to act as intermediate for business-related requests.

5.3 CONTRACT TEAM

The contractor shall provide as a minimum requirement the technical profiles with the professional capacity as described under **section 4.5** of this document.

The contractor technical profiles are linked mainly to the provision of the Consultancy Services and activities described under 4.3 above.

It is obvious, even not explicitly stated in the requirements section 4.5 of this document, that the contractor shall maintain responsibility to have in place the personnel that shall effectively and efficiently carry out the activities referred under paragraph "Help Desk" in section "4.3 Specific Activities" of this document.

The contractor shall guarantee that the resources proposed for the tasks are kept at the desired level as requested in tender specifications. The proposed team members can be replaced during the implementation of the contract preceded by EASO's authorisation following verification of their qualifications and professional experience as listed above.

6. LOGISTICS AND TIMING

6.1. COMMENCEMENT DATE AND PERIOD OF EXECUTION

The intended estimated start date is in **October 2020** and the period of execution of the contract will be for an initial duration of 24 months. The FWC is renewed automatically one time for 24 months more, unless one of the parties receives *formal notification* to the contrary at least 3 months before the end of the ongoing duration. Please see **Article I.3** of the Special Conditions of the contract.

6.2. MEETINGS

At least one **kick-off meeting** (physical at EASO premises, or virtual) for initial take over and one for the end project (physical at EASO premises, or virtual) **hand over** shall be coordinated and scheduled between the contractor and the indicated at that time EASO personnel.

In addition, **ad hoc meetings** (physical at EASO premises, or virtual) with EASO personnel on topics related to the nature of the Consultancy services shall be defined and agreed each time that such a request is launched.

In case of physical meeting, the Contractor is expected to be available to travel to EASO premises.

All travel arrangements and expenses will be borne by the Contractor. If the assignment under the specific contract involves travelling a distance above 100km, the Contracting Authority shall reimburse a flat rate per person in line with the table below:

0-100 km	0 €
101-500 km	300 €
501-1500 km	550 €
1501-2000 km	600 €
2001-3000 km	700 €
3001-4000 km	900 €
4001-5000 km	1100 €
Over 5000 km	1500 €

Distance means the straight-line distance (one-way) between the two locations (generally office of the contractor and the place where the services are required) as calculated through the following website: <http://www.distancefromto.net>

The hotel expenses shall be reimbursed based on a flat rate of €120 per night per person inside the EU, for missions outside the EU a rate of €130 per person per night is payable; excluded any nights not considered to be part of the mission.

The daily subsistence allowance for all countries in the EU will be a flat rate of €80 per person per day travelled calculated from the day of departure until the day of return, for missions outside the EU a rate of €90 per person per day is payable; excluded any days not considered to be part of the mission.

Travelling time is not considered working hours and therefore not billable as consultancy.

7. MONITORING AND EVALUATION

7.1. MONITORING MEASURES

Monitoring of this contract's SLA shall be implemented via the reporting mechanisms offered through the contractor's proposed Help Desk Platform.

In addition to this, on a quarterly basis, the contractor shall forward to the EASO ICT Project Manager a report that shall include:

- Min, Max and Average time to respond to a support ticket;
- Min, Max and Average resolution time against targets;
- List of changes of Software components;
- Number and identifiers of critical issue/incidents.

Monitoring of Consultancy Services, although can potentially be completed by means of the HDP, shall be performed via the standards set in each specific request.

7.2. DEFINITION OF INDICATORS

The performance of the Contractor will be judged upon adhering to the objective, purpose and expected deliverables as indicated in the above Section 2, upon successful implementation of the activities indicated in the above Section 4, as well as upon compliance with any other provision of the contract.