

ECMWF Copernicus Procurement

Invitation to Tender



Copernicus Joint Services

WEBSITE MAINTENANCE, SUPPORT AND UPDATE SERVICES

Volume II: Specification of Requirements

| |
|---|
| ITT Ref: CJS2_120_bis |
| ISSUED BY: ECMWF Administration Department Procurement Section |
| Date: Feb 2025 |
| Version: Final |



Table of Contents

| | | |
|----------|---|-----------|
| 1 | Introduction | 4 |
| 1.1 | Objectives | 5 |
| 1.2 | C3S and CAMS Key Audiences | 6 |
| 1.3 | Technical information for the current websites | 6 |
| 2 | Work Package 1: to redesign and implement a new structure for the C3S and CAMS websites (WP1) | 8 |
| 2.1 | Objective | 8 |
| 2.2 | Description of Work | 8 |
| 2.3 | Timeline (First 12 Months) | 9 |
| 2.4 | Deliverables and Milestones | 9 |
| 3 | Work Package 2: Provide maintenance and technical support to the C3S and CAMS websites and the CEH and CHH websites | 11 |
| 3.1 | Objective | 11 |
| 3.2 | Description of Work | 11 |
| 3.3 | Timeline (37 Months) | 12 |
| 3.4 | Deliverables and Milestones | 12 |
| 4 | Work Package: Provide Ad Hoc Web Development and Design Activities for Specific Project Purposes (WP3) | 14 |
| 4.1 | Objective | 14 |
| 4.2 | Description of Work | 14 |
| 4.3 | Timeline (37 Months) | 15 |
| 4.4 | Deliverables and Milestones | 15 |
| 4.5 | Pricing and Payment Structure | 16 |
| 5 | Work Package 0: Undertake the management of the Contract (Account Management, Reporting on Quality Measures, and Project Status) | 18 |
| 5.1 | Objective | 18 |
| 5.2 | Description of Work | 18 |
| 5.3 | Timeline (37 Months) | 19 |
| 5.4 | Deliverables and Milestones | 19 |
| 5.5 | Responsibilities and Expectations | 20 |
| 6 | General requirements | 21 |
| 6.1 | Implementation of schedule | 21 |
| 6.2 | Deliverables | 21 |
| 6.3 | Documents and reports | 21 |
| 6.4 | Key Performance Indicators | 21 |

| | | |
|------|--|----|
| 6.5 | Tender format and content | 22 |
| 6.6 | Page limits | 22 |
| 6.7 | Specific additional instructions for the Tenderer’s response | 22 |
| 6.8 | Track Record | 22 |
| 6.9 | Quality of Resources to be deployed | 22 |
| 6.10 | Management and Implementation | 23 |
| 6.11 | Prices and resources | 23 |

1 Introduction

The Copernicus programme is a user-driven programme which provides six free-of-charge operational services to EU, national, and regional institutions, as well as to the private sector (<https://copernicus.eu/main/services>).

The European Centre for Medium-range Weather Forecast (ECMWF) as the entrusted Entity for two of these operational services, namely the **Copernicus Atmosphere Monitoring Service (CAMS)** and the **Copernicus Climate Change Service (C3S)**, invites tenders for the provision of services related to the redesign, improvement and ongoing support of its two Copernicus websites: <https://climate.copernicus.eu> and <http://atmosphere.copernicus.eu>.

These websites are integral parts of the Copernicus Programme, providing services to diverse user communities with a focus on climate and atmosphere data. The redesigned sites must remain aligned with the overall Copernicus brand, meet the needs of their respective users, and comply with standard EU Commission requirements for digital service.

In addition, the two services' websites provide access to its respective atmospheric or climate data store. C3S provides access to the Climate Data Store at <https://cds.climate.copernicus.eu> and CAMS provides access to the Atmosphere Data Store at <https://ads.atmosphere.copernicus.eu>. In June 2018, C3S launched the CDS (Climate Data Store), a one-stop shop that provides information about the past, present and future climate, on global, continental, and regional scales. It contains a variety of data types, including satellite observations, in-situ measurements, climate model projections and seasonal forecasts. The CDS content can currently be accessed via separate URL (<https://cds.climate.copernicus.eu>) or via hyperlinks on the C3S website.

CAMS has an extensive interactive product catalogue, and in 2020 launched its ADS (Atmosphere Data Store) as a mirror to the CDS. It serves as a gateway to maps and data relating to atmospheric composition monitoring <https://ads.atmosphere.copernicus.eu>.

The Management and support of the CDS and ADS are out of scope of this ITT but the user journey between the websites and stores should be maintained and optimised as needed from the websites.

ECMWF also is entrusted with the management of **two pilot Copernicus 'Thematic' Hubs, for Energy and Health**-related Copernicus information and data, respectively. The Hubs are not aligned with a single Copernicus Service but act as user engagement interfaces to relevant information and data from the Copernicus web ecosystem including, but not limited to, that held by CAMS and C3S sites. The hubs federate information on product portfolios, use cases, user stories and other user relevant information from the different Copernicus services as well as the Copernicus Space and Copernicus In-situ components of relevance to the energy and health users' communities. The Hubs have been initiated as pilots for which the impact will be assessed, amongst others, based on number of visitors to the websites.

In addition to the main websites mentioned above. **this ITT also includes technical support and maintenance of the Copernicus Health Hub (CHH, <https://health.hub.copernicus.eu>) and Copernicus Energy Hub (CEH, <https://energy.hub.copernicus.eu>).**

The successful Tenderer shall provide, for a **37-month period** (with the possibility of a 3-month extension at the discretion of ECMWF), the following activities that are contributing to effective implementation of ECMWF Copernicus Communication in the areas of digital outreach and data service strategy:

- Migration/Upgrade of the current website from Drupal 10 to Drupal 11.

- Redesign both the **C3S** and **CAMS** websites to improve usability, performance, and visual appeal as well as mobile display while maintaining consistency with the Copernicus Programme's overarching brand and the EU Commission's digital guidelines.
- Technical support and maintenance of the C3S and CAMS websites and the CHH and CEH websites; including 24/7 support within a Service Level Agreement (SLA) to be defined and installation of security patches within an agreed time frame.
- Define best user journey flows to achieve seamless C3S website integration with the CDS as well as CAMS website integration with the Atmosphere Data Store (ADS); and implement seamless C3S website integration with the CDS as well as CAMS website integration with the ADS.
- All websites must prioritise user-friendly navigation and clear presentation of services for various user groups, including scientists, government agencies, businesses, media, and citizens.
- A strong collaboration is expected with the ECMWF communications and technical teams to maximise the benefits and impacts of the websites.

1.1 Objectives

This ITT is aimed at providing web services for the Copernicus Climate Change service (C3S) and the Copernicus Atmosphere Monitoring Service (CAMS) public websites and the Copernicus Health Hub (CHH) and Copernicus Energy Hub (CEH) websites: these websites are an essential part of the ECMWF Copernicus services communication channels to reach out to their audiences and promote scientific content, provide access to climate and atmospheric data, in case of the Thematic Hubs access to the Copernicus web ecosystem's data, and keep the public informed with key environmental information.

The services to be delivered under this ITT CJS2_120_bis are grouped in the following 4 working packages:

- to redesign and implement a new structure and layout for the C3S and CAMS website (WP1);
- to provide maintenance and technical support to the C3S and CAMS websites and the CEH and CHH websites (WP2);
- to provide ad hoc web development and design activities for specific project purposes (WP3);
- to undertake the management of the contract (account management, reporting on quality measures and project status) (WP0).

The work would be developed in close collaboration and coordination with the contractor for web management and graphic design, and under the guidance and leadership of the Copernicus Communication Team at ECMWF.

For the CEH and CHH, a dedicated contractor has been appointed in October 2024, for written and graphical content creation. Furthermore, infographics, videos and user stories are developed in scope of specific user outreach needs, as part of another contract. Both CEH and CHH websites are in process of refinements accordingly.

1.2 C3S and CAMS Key Audiences

The key audiences for Copernicus Services implemented by ECMWF are as follows:

- Scientists, academics and researchers;
- Commercial and private sector including upstream, midstream and downstream specialist businesses, SMEs, start-ups, experts and consultants;
- EU institutions and bodies, international organisations and agencies, policy makers and public authorities;
- Educational institutions and their constituents (students and educators);
- Media (as both audience and amplifying route to reach other key audiences);
- Interested segment of the general public.

1.3 Technical information for the current websites

| | | |
|---|---|---|
| Content Management System | Drupal 10 | <i>Drupal is an open-source content management system written in PHP</i> Content: - climate.copernicus.eu: 2000 nodes, 125GB files - atmosphere.copernicus.eu: 1100 nodes, 46GB files - energy.hub.copernicus.eu: 136 nodes, 10GB files - health.hub.copernicus.eu: 159 nodes, 11 GB files - Around 100 contrib modules - 28 custom modules - composer dependency management - GitHub source code - Multisite configuration shared codebase - test environments available - automated CI/CD pipelines |
| Server-side Programming Language | PHP 8.2 / FPM | <i>PHP is a popular scripting language for creating web pages</i> |
| Drupal theming | Drupal theme with Twig and Particle | <i>JavaScript is a lightweight, object-oriented, cross-platform scripting language, mainly used within web pages.</i> |
| Javascript Library | jQuery | <i>jQuery is a JavaScript library that simplifies HTML document traversing, event handling, animating and Ajax interaction</i> |
| Markup Language | HTML5 | <i>HTML5 is the fifth revision of the HTML standard</i> |
| Site Elements | External, embedded, inline CSS, Gzip compression. Strong ETag, HTTP Strict Transport Security, IFRAME | |

| | | |
|----------------------------------|--------------------------|--|
| SSL Certificate Authority | Let's Encrypt | |
| Traffic Analysis Tools | Google Analytics, Matomo | <i>Google Analytics is a free service to get detailed statistics about the visitors of a website, provided by Google</i> |
| Web Server | NGINX | <i>Nginx is a lightweight open-source web server</i> |
| Web hosting Provider | ECMWF | <i>Part of the Climate Data Store hosting managed by ECMWF</i> |
| Server Location | Italy | <i>Virtual machine (cloud)</i> |
| Content Language | English | |
| Top Level Domain | .eu | |

2 Work Package 1: to redesign and implement a new structure for the C3S and CAMS websites (WP1)

2.1 Objective

The objective of this work package is to develop and implement a redesigned visual and functional style for the C3S and CAMS websites, making them more modern, accessible, user-friendly, and aligned with the evolving needs of their diverse user groups while maintaining consistency with the Copernicus Programme overarching brand and digital guidelines¹. This includes ensuring responsiveness, enhancing usability, and fostering a consistent, attractive design across sites to support an improved user experience and operational efficiency.

2.2 Description of Work

1. Requirements Analysis and User Research

- Utilise the feedback gathered as part of the upcoming user experience survey to gather insights into user needs, pain points and preferences.
- Analyse current website data and usage patterns to identify areas of improvement in functionality, design, and accessibility as well as develop a methodological approach to the next design and information journey.
- Develop a comprehensive set of design and functionality requirements based on research findings.

2. Development of Design Prototypes and Style Guide

- Create wireframes, mock-ups, and design prototypes, incorporating stakeholder and end-user feedback throughout the process, ensuring all key approvals are met and required iterations are implemented.
- Develop a comprehensive style guide and design system, specifying typography, colour schemes, UI components, and accessibility standards.
- Ensure all design elements comply with relevant standards (e.g., WCAG 2.1 for accessibility) and align with organisational branding guidelines whilst driving forward information display with high quality visuals and iconography.

3. Redesign and Implementation of Key Website Components

- Redesign the layout, structure, and navigation to improve user experience and functionality, keeping and enhancing responsive design to support various devices. The related editorial content changes and the content management in general will be implemented by a different contractor.
- Use modern and engaging visual components
- Implement the design elements and components for the Drupal CMS.
- Develop custom functionalities as required, including improved search capabilities.

¹ <https://eu-copernicus.github.io/copernicus-component-library/ccl-layout/ccl-services.html>

4. Testing and Quality Assurance

- Conduct extensive usability testing across user segments to ensure the design meets the needs of all stakeholders.
- Carry out quality assurance (QA) testing, including browser compatibility checks, mobile responsiveness testing, and performance assessments.
- Perform accessibility audits to ensure WCAG 2.1 compliance, making adjustments as needed based on test results.

5. Documentation and Handover

- Create comprehensive documentation, including a user manual, technical specifications, and maintenance guidelines.
- Conduct a handover training session for internal editorial staff to support ongoing website content updates and management.

2.3 Timeline (First 12 Months)

| Month | Activity |
|-------|--|
| 1-2 | Requirements Analysis and User Research |
| 3-4 | Prototype Development and Initial Stakeholder Review |
| 5-6 | Style Guide Creation and Finalisation |
| 7-9 | Redesign and CMS Integration |
| 10-11 | Usability and Quality Assurance Testing |
| 12 | Documentation, Handover, and Final Acceptance |

2.4 Deliverables and Milestones

1. D120.1.0.1: Requirements Analysis Report

- *Deliverable*: Document detailing findings from stakeholder workshops, surveys, and interviews, outlining user needs and design requirements.
- *Timeline*: End of Month 2.

2. D120.1.0.2: Prototype and Design Mock-ups

- *Deliverable*: Initial wireframes and design mock-ups for stakeholder review and feedback.
- *Timeline*: End of Month 4.

3. D120.1.0.3: Style Guide and Design System

- *Deliverable*: Comprehensive style guide and design system covering typography, colour schemes, UI components, and accessibility standards.
- *Timeline*: End of Month 6.

4. **D120.1.0.4: Redesigned Website Components (Beta)**

- *Deliverable*: Implementation of redesigned website components within the CMS in line with the Copernicus Component Library², available for usability and QA testing.
- *Timeline*: End of Month 9.

5. **M120.1.0.5: Final Website Launch and Documentation**

- *Milestone*: Fully functional redesigned website, including user manual, technical documentation, and training session for internal staff.
- *Timeline*: End of Month 12.

² <https://eu-copernicus.github.io/copernicus-component-library/ccl-layout/ccl-services.html>

3 Work Package 2: Provide maintenance and technical support to the C3S and CAMS websites and the CEH and CHH websites

3.1 Objective

The objective of this work package is to ensure the ongoing maintenance, technical support, and security of the C3S and CAMS websites and the CEH and CHH websites over a 37-month period. This includes regular updates, troubleshooting, and enhancements to maintain optimal performance, security, and user experience. Structured support protocols, including a Service Level Agreement (SLA) and timely implementation of security patches, are essential to achieving consistent availability and reliability.

3.2 Description of Work

1. Ongoing Technical Support and Troubleshooting

- Provide 24/7 support for urgent incidents and a helpdesk for regular technical queries.
- Troubleshoot user-reported or system-detected issues, prioritising high-impact problems (e.g., outages, security concerns).
- Use a tiered priority system to manage and resolve issues, focusing on maintaining minimal downtime and fast resolutions using the contractor's own ticketing system.

2. Website Maintenance and Updates

- Perform routine maintenance such as continuous performance monitoring (24/7) and database optimisation (ad hoc), load balancing as necessary.
- Regularly update the CMS, plugins, and other third-party components to ensure compatibility and functionality.
- Implement periodic performance improvements based on user feedback, system usage data, and scalability needs.

3. Implementation of Security Patches and Vulnerability Management

- Apply security patches to the CMS, plugins, and other third-party components as soon as they are released to mitigate vulnerabilities.
- Conduct semi-annual security audits to proactively identify and address vulnerabilities.
- Set up continuous monitoring tools to detect and alert for any potential security threats, ensuring swift action when necessary.

4. Compliance with Service Level Agreement (SLA) [The SLA response time below are given as an example; the Tenderer should provide SLA framework within their capabilities]

- Provide support according to the agreed SLA terms, including:
 - **Critical issues:** 15-minute response, 2-hour resolution.
 - **High-priority issues:** 1-hour response, 6-hour resolution.

- **Medium-priority issues:** 2-hour response, 24-hour resolution.
- **Low-priority issues:** 4-hour response, 3-day resolution.
- Regularly review and adjust SLA metrics to ensure continuous improvement and alignment with user needs.

5. Reporting and Communication

- Deliver monthly reports summarising maintenance activities, security patches, and performance metrics.
- Host quarterly review meetings with Copernicus communications to review system health, performance, and planned improvements.
- Host short weekly status meetings with ECMWF Technical Officer
- Provide timely communication regarding planned downtimes, updates, or changes affecting performance or availability.
- A link to an Open Text Core Platform to submit reporting will be provided once the contract has been awarded.

3.3 Timeline (37 Months)

| Months | Activity |
|-------------------|---|
| 0-37 | 24/7 Technical Support and Troubleshooting |
| 0-37 | Routine Maintenance and CMS Updates |
| 0-37 | Monthly Security Patches and Vulnerability Management |
| 0-37 | SLA Adherence and Continuous Improvement Adjustments |
| 0-37 | Monthly Reporting and Quarterly Stakeholder Meetings |
| Every 6 monts | Semi-annual Security Audit and Vulnerability Assessment |
| End of Yr 1, 2, 3 | Annual Maintenance and Performance Review |

3.4 Deliverables and Milestones

1. M120.2.0.1: SLA-Based Technical Support Framework Established

- *Milestone:* Initial setup of support channels, prioritised issue management workflows, and SLA response protocols.
- *Timeline:* End of Month 1.

2. M120.2.0.2: Security Patch and Vulnerability Management Protocol

- *Milestone:* Documented process for applying security patches and conducting regular security audits.
- *Timeline:* End of Month 2.

3. D120.2.0.3_mm_yy: Monthly Maintenance and Security Reports

- *Deliverable*: Monthly report covering support activities, maintenance tasks, security patches, and system performance.
- *Timeline*: Monthly, beginning Month 2.

4. D120.2.0.4_mm_yy: Quarterly Stakeholder Review Meetings

- *Deliverable*: Quarterly presentations covering SLA performance, system health, and improvement discussions.
- *Timeline*: Quarterly, beginning Month 3.

5. D120.2.0.5: Semi-annual Security Audits

- *Deliverable*: Security audit report detailing findings and any applied or recommended improvements.
- *Timeline*: End of Months 6, 12, 18, 24, 30, 37.

6. D120.2.0.6: Annual Maintenance and Performance Review

- *Deliverable*: Comprehensive review of support and maintenance activities, including SLA adherence, security measures, and recommendations for future improvements.
- *Timeline*: End of Month 12, 24, and 37.

4 Work Package: Provide Ad Hoc Web Development and Design Activities for Specific Project Purposes (WP3)

4.1 Objective

The objective of this work package is to support ongoing and unforeseen project needs through ad hoc web development and design activities. These tasks will be tailored to address specific project requirements that may arise over the 37-month duration of the tender contract. This work package ensures flexibility in delivering enhancements, new features, and tailored designs to CAMS and C3S websites and the CEH and CHH websites.

4.2 Description of Work

1. Custom Web Development

- Implement new features and custom functionality as requested by project stakeholders. This may include developing interactive data visualisations, integrating with APIs, creating specialised search tools, or enhancing existing user interfaces.
- Modify and expand existing website functionalities to accommodate evolving project needs, ensuring seamless integration with the current CMS and underlying technology stack.
- Follow best practices for code quality, documentation, and version control to maintain a robust development workflow.

2. Ad Hoc Design Services

- Provide design support for creating new webpage layouts, multimedia content, and updated UI/UX elements to align with specific project goals.
- Develop new templates or modules within the existing CMS framework to support specific research initiatives or user interactions.
- Ensure that all design work aligns with the established style guide and maintains accessibility standards (e.g., WCAG 2.1 compliance).

3. Consultation and Planning for Project-Specific Needs

- Participate in strategic planning sessions to understand project requirements and provide expert advice on optimal design and development approaches.
- Offer guidance on potential improvements and future-proofing strategies that align with the organisation's long-term digital objectives.
- Collaborate with stakeholders to identify timelines and deliverables for ad hoc projects, balancing project urgency and available resources.

4. Quality Assurance and Testing

- Conduct testing for all ad hoc developments to verify functionality, performance, and compliance with organisational standards.

- Ensure that new features are compatible with various browsers and devices, maintaining a seamless user experience.
- Perform security checks on custom developments to safeguard against vulnerabilities and maintain data protection standards.

Being pilots, the CEH and CHH websites are not yet in need for further developments or design activities in the anticipated implementation period of the contract. Minor changes may however be needed in scope of requests from the European Commission on new webpage layouts (*cf.* Point 2 above).

4.3 Timeline (37 Months)

| Months | Activity |
|--------|--|
| 0-37 | Delivery of Custom Web Development and Design Projects |
| 0-37 | Strategic Planning and Consultation |
| 0-37 | Quality Assurance, Testing, and Deployment |
| 0-37 | Ongoing Stakeholder Collaboration and Progress Updates |

4.4 Deliverables and Milestones

1. D120.3.0.1: Initial Engagement and Planning Framework

- *Deliverable:* Framework for engaging stakeholders, documenting requirements, and planning ad hoc activities.
- *Timeline:* End of Month 1.

2. D120.3.0.2: Ad Hoc Development and Design Projects

- *Deliverable:* Completed development and design tasks as requested by project stakeholders. Each project will be delivered based on agreed timelines and specifications.
- *Timeline:* Ongoing throughout the 37-month contract.

3. D120.3.0.3: Documentation for Custom Projects

- *Deliverable:* Technical documentation, including development notes and design specifications for each project. Update or create a new document according to current requirements.
- *Timeline:* Provided upon completion of each ad hoc project.

4. D120.3.0.4_mm_yy: Quarterly Progress Reports

- *Deliverable:* Report summarising ad hoc activities completed, including development timelines, issues encountered, and solutions provided.
- *Timeline:* Quarterly, starting Month 3 (if ad hoc development projects are ongoing).

5. D120.3.0.2_yy: Comprehensive End-of-Year Reports

- *Deliverable*: Annual summary report detailing all ad hoc activities, lessons learned, and potential recommendations for upcoming needs.
- *Timeline*: End of Months 12, 24, and 37.

4.5 Pricing and Payment Structure

- **Daily Rate**: The Tenderer must provide a competitive daily rate as well as hourly rate for delivering web development and design activities under this work package. The daily rate should encompass all costs associated with task execution, including staff, consultation, and minor administrative expenses.

- The tenderers are expected to align the proposed team members/specific roles with the following hierarchical categorisations, (for the purpose of fee comparison) and specifying the broad skill profiles within each:
 - L1_Manager: 6 years' experience minimum including four in an equivalent role
 - L2_Senior expert: 4 years' experience minimum including three in an equivalent role
 - L3_Expert: 3 years' experience minimum including two in an equivalent role
 - L4_Support: 2 years' experience minimum, including one in an equivalent role

- The tenderers are expected to provide a brief outline of staff team involved and dedicated to work with ECMWF's account.

5 Work Package 0: Undertake the management of the Contract (Account Management, Reporting on Quality Measures, and Project Status)

5.1 Objective

The objective of this work package is to provide comprehensive contract management, ensuring effective coordination, communication, and reporting throughout the 37-month tender period. This includes overseeing project activities, managing stakeholder relationships, and maintaining a consistent standard of quality and progress reporting to facilitate transparency and accountability.

5.2 Description of Work

1. Account Management and Coordination

- Serve as the primary point of contact between the project stakeholders and the service delivery teams.
- Manage communications to ensure all parties are informed of project status, key decisions, and any potential challenges or adjustments.
- Coordinate cross-functional teams involved in various work packages to maintain cohesive project alignment and mitigate risks.

2. Project Planning and Oversight

- Develop and maintain a detailed project plan, tracking milestones, deadlines, and resource allocation.
- Oversee the timely completion of all deliverables and ensure that project objectives are met within budget and scope.
- Schedule and facilitate regular project status meetings to discuss progress, address concerns, and plan future phases of work.

3. Reporting on Quality Measures

- Track and evaluate quality metrics across all work packages using the Open Text Core platform provided
- Collect, analyse, and report on data related to website performance, visits, views, clicks, support response times, security compliance, and user satisfaction
- Provide recommendations and initiate corrective actions when quality metrics fall below agreed standards.

4. Regular Progress Reporting

- Produce comprehensive reports that detail the current status of all work packages, including completed tasks, upcoming activities, risks, and mitigation strategies.
- Ensure that reports highlight key performance indicators (KPIs) and adherence to the Service Level Agreement (SLA).

- Distribute reports on a monthly basis and include an executive summary for senior stakeholders to facilitate strategic oversight once a year in the annual implementation report.

5. Annual Reviews and Continuous Improvement

- Conduct annual project review meetings with stakeholders to assess overall performance and identify areas for improvement.
- Prepare and present a summary of key achievements, lessons learned, and strategic recommendations for the following year.
- Implement a continuous improvement process based on feedback and evolving project requirements.

5.3 Timeline (37 Months)

| Months | Activity |
|-----------------|--|
| 1-37 | Account Management and Coordination |
| 1-37 | Project Planning, Oversight, and Progress Tracking |
| 1-37 | Monthly, Quarterly and Annual Quality Reporting |
| 1-37 | Stakeholder Communication and Regular Status Updates |
| Every 12 months | Annual Review Meetings and Strategic Planning |

5.4 Deliverables and Milestones

1. M120.0.0.1: Contract Management Framework Established

- *Milestone*: Initial setup of communication channels, project management tools, and stakeholder engagement plan.
- *Timeline*: End of Month 1

2. D120.0.0.2_mm_yy: Monthly Project Status Reports

- *Deliverable*: Detailed monthly report on project progress, including KPIs, SLA adherence, quality measures, and risk analysis.
- *Timeline*: Monthly, starting Month 2

3. D120.0.0.3_mm_yy: Quarterly Implementation Report (Quality and Performance)

- *Deliverable*: Comprehensive report on the quality metrics and project performance (KPIs), including suggested improvements.
- *Timeline*: Quarterly, starting Month 3

4. D120.0.0.4_yyM4: Annual Project Review Reports

- *Deliverable*: In-depth review of project activities, achievements, challenges, and strategic recommendations for the next year.

- *Timeline*: End of Months 12, 24, and 37
- 5. **D120.0.0.5_yy: Continuous Improvement Plan**
 - *Deliverable*: Documented plan for adjustments and improvements based on review feedback and performance data.
 - *Timeline*: Annually, following the end of each project review period
- 6. **D120.0.0.6_yy: Annual Implementation Plan - Part 1**
 - *Deliverable*: Report for the previous quarter Q4 YYYY.
 - *Timeline*: Annually on 15/01
- 7. **D120.0.0.7_yy: Annual Implementation Plan - Part 2**
 - *Deliverable*: Report for the previous year.
 - *Timeline*: Annually on 28/02
- 8. **D120.0.0.8: Final Report**
 - *Deliverable*: Report for the whole contract period.
 - *Timeline*: 60 days after end of contract
- 9. **M120.0.0.9: Copy of prime contractors general financial statement and audit report**
 - *Deliverable*: Financial statement and Audit report.
 - *Timeline*: Annually

5.5 Responsibilities and Expectations

- **Primary Account Manager**: The Tenderer must assign a dedicated account manager responsible for overall contract management, ensuring high standards of performance and project transparency;
- **Stakeholder Engagement**: Maintain regular communication with project stakeholders, offering updates and gathering feedback to shape ongoing activities;
- **Reporting Structure**: The Tenderer will provide detailed reports as per the specified timelines, ensuring alignment with the defined objectives and metrics for success.

6 General requirements

6.1 Implementation of schedule

The products and services shall be delivered in the context of a framework agreement(s) which is expected to start on **1 September 2025** and run until **30 September 2028** (with the possibility of a 3-month extension at the discretion of ECMWF). One single service contract shall be launched for the full duration of the Framework Agreement.

Tenderer should provide an outline time plan and schedule as part of the tender response (a detailed plan will need to be provided by the successful Tenderer in T0 + 1 month) The proposed time plan and schedule shall address the main tasks, inputs, outputs, intermediate review steps, milestones, deliverables and dates. Regular progress meetings will be held with ECMWF during the contract to assess projects status, risks and actions as defined in WPO.

6.2 Deliverables

Expected top level deliverables are outlined in section 2-5 for each of the work packages. Some additional deliverables may be agreed with the successful tenderer during the negotiation stage. Tenderers are expected to work with ECMWF to ensure the websites have adequate documentation, including terms of use and data protection statements, etc reflecting ECMWF's specific requirements.

The Intellectual Property Rights (IPR) of the website maintenance, support and development produced as part of the contract will rest with the European Commission. Tenderers are advised to take into account the relevant terms and conditions on IPR as laid down in "Clause 3: Intellectual Property Rights" of Volume V Framework Agreement.

6.3 Documents and reports

All project reports, material and other documents shall be produced in English. The quality of these shall be equivalent to the standard of peer-reviewed publications and practice. Unless otherwise agreed by ECMWF, documents and reports shall be made available to ECMWF in electronic format (PDF/Microsoft Word/Microsoft Excel or compatible).

6.4 Key Performance Indicators

The service shall report to ECMWF on a quarterly and annual basis. At the end of each calendar quarter, a review shall take place that will include the assessment of a set of Key Performance Indicators (KPIs). ECMWF shall provide the successful Tenderer an initial set of KPIs essential for reporting to the European Commission during the negotiation stage.

As part of their bid, Tenderers are however invited to specify their own set of KPIs appropriate for the service. These KPIs will be aligned to ECMWF's own initial set of KPIs and in agreement with ECMWF, will be used to further refine the KPIs during the lifetime of the contract.

6.5 Tender format and content

General guidelines for the tender are described in Volume IIIB. Specific requirements to prepare the proposal for this particular tender are described in the next subsections.

The Tenderer shall provide an executive summary of the proposal, describing the objectives, team and service level.

6.6 Page limits

As a guideline, it is expected that individual sections of the Tenderer's response do not exceed the page limits listed below. These are advisory limits and should be followed wherever possible, to avoid excessive or wordy responses.

| <i>Section</i> | <i>Page Limit</i> |
|--|--|
| <i>Executive Summary</i> | 2 |
| <i>Track Record</i> | 2 (for general) and 2 (per entity) |
| <i>Quality of resources to be Deployed</i> | 2 (excluding Table 1 in Volume IIIB and CVs with a maximum length of 2 pages each) |
| <i>Technical Solution Proposed</i> | 20 (Table 2 in Volume IIIB, the section on references, publications, patents and any pre-existing IPR are excluded from the page limit and have no page limit) |
| <i>Management and Implementation</i> | 5 (excluding Table 4 and Table 5 in Volume IIIB) + 2 per each Work package description (Table 3 in Volume IIIB) |
| <i>Pricing Table</i> | No limitation |

6.7 Specific additional instructions for the Tenderer's response

The following is a guide to the minimum content expected to be included in each section, additional to the content described in the general guidelines of Volume IIIB. This is not an exhaustive description and additional information may be necessary depending on the Tenderer's response.

6.8 Track Record

Tenderers are required to demonstrate expertise in website maintenance and development. When detailing experience, and examples or case studies, tenderers are encouraged to provide evidence of such, and how this could be of benefit to ECMWF Copernicus services. ECMWF may ask for evidence, reference or performance review related to the examples provided.

6.9 Quality of Resources to be deployed

The Tenderer shall propose a team with the skills required for providing operational services that meet the technical requirements set out in section 2. The team shall include a Service Manager

with at least 5 years of experience in management of similar projects to that of the ITT. The Tenderers shall describe the experience of the Service Manager and the technical project team in performing activities related to the various aspects of this tender.

6.10 Management and Implementation

As part of their response, it is imperative that Tenderers demonstrate strong management skills, with particular emphasis on the following areas:

- Resources management: skillsets/availability of experts/geographic coverage
- Time management: ability for quick mobilisation of necessary resources
- Subcontract management / Conflict resolution
- Project management and planning: methodology and tools used
- Quality assurance: how this is controlled/monitored / thresholds applied
- Risk management: how this is assessed and mitigated

Deliverables should be consistent with the technical requirements specified in the previous section, additional deliverables may be added if required. The number of milestones is not restricted, but they should be designed as markers of demonstrable progress in service development and/or quality of service delivery.

Tenderers are free to make proposals that they consider necessary for the effective management and implementation of the contract.

Tenderers shall also provide a list of sub-contractors (if applicable) describing their contribution and key personnel, legal names and addresses, and complete an organigram as described in Volume IIIB.

Reference is also being made to the further requirements detailed in Volume IIIB.

6.11 Prices and resources

The tendered price shall include the personal costs, travel expenses and other costs for all work, tasks and deliverables proposed in the provided Pricing Table template in Volume IIIA.