

	Crown Commercial Service G-Cloud 15 Reference Number RM 1557.15	Supporting Documentation
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ELECTRONIC PUBLIC PROCUREMENT SYSTEM (E-PPS)

Service Definition

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1 Introduction

The service is offered by EUROPEAN DYNAMICS (<https://www.eurodyn.com>). The EUROPEAN DYNAMICS group of companies (ED) is a leading Information Technology and Telecommunications services provider with a long involvement in the delivery of IT projects and the provision of IT support services for European Institutions and other international and government organizations in the EU and worldwide. ED is headquartered in Luxembourg, with branch offices in Athens (Greece), Brussels (Belgium), London (UK), Basel (Switzerland), Berlin (Germany), Vienna (Austria) and The Hague (the Netherlands). EUROPEAN DYNAMICS UK LTD belongs to the ED group and offers all ED services in the UK in collaboration with other ED companies. All companies in the group share resources, management and infrastructure, ensuring a common customer interface.

1.1 Definition of e-Sourcing

e-Sourcing (electronic sourcing), is a web-based, collaborative technology facilitating the lifecycle of a tendering process, for both buyers and suppliers. It offers a secure interactive, dynamic environment for procurements of any nature, size, complexity, or value (above and below PCR-15 thresholds). It enforces (where appropriate) and encourages recognised best practices such as gateway reviews, standardised templates, e-Auctions, e-Catalogues etc. e-Sourcing includes collaborative technology in support of tendering and contract/supplier management activities by enabling geographically dispersed groups of internal stakeholders to share best practices.

1.2 The e-Sourcing services suite

The e-Sourcing services suite comprises e-Sourcing tools that enable Contracting Authorities to perform all necessary activities for interacting with their supply chain to optimally acquire products and services in compliance with the applicable regulations.

The e-Sourcing services suite has been developed entirely by EUROPEAN DYNAMICS and is offered to public organisations either as a customised platform, or as a hosted or managed service. It is based on open-source software and can be parameterised for achieving different functionality for the support of all electronic sourcing stages including pre- and post-awarding procedures.

The e-Sourcing services suite was a result of the significant experience gained by ED through its involvement in public procurement projects encompassing research, analysis, implementation, operation, support, and maintenance aspects of electronic sourcing.

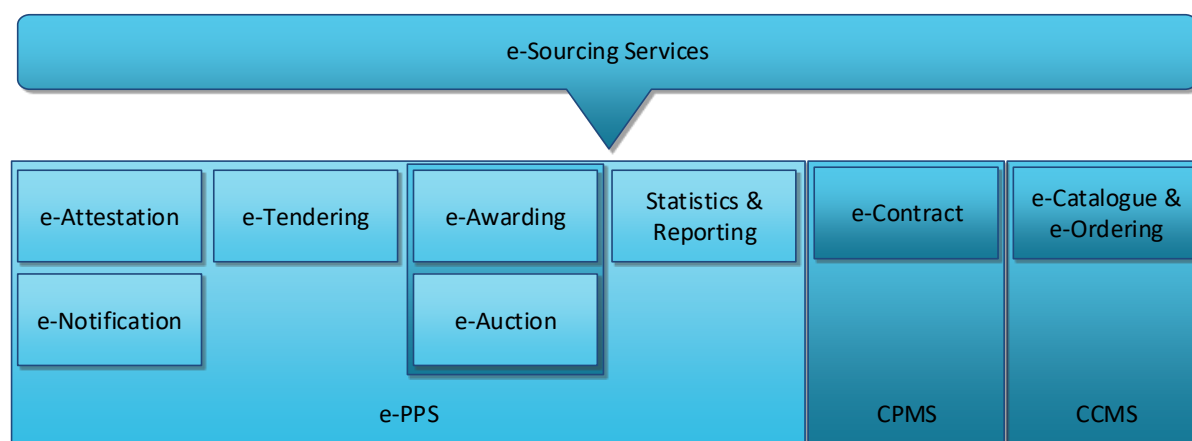


Figure 1: The e-PPS Service as part of the e-Sourcing services suite of EUROPEAN DYNAMICS

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The e-Sourcing services suite is built on the e-PPS platform (electronic Public Procurement System) of EUROPEAN DYNAMICS.

- The **e-PPS service** provides an e-Sourcing platform comprising the following modules:
 - ◇ **E-Attestation:** A supplier identification and vendor management solution that can be used to build strong supplier-buyer relationships. It is a supplier profiling and database tool that allows Contracting Authorities to filter and short-list suppliers for further actions (contact, expression of interest, etc.) and Suppliers to upload, update and manage their profiles that comprise relevant category-specific selection and exclusion criteria information. The module supports customised questionnaires where suppliers can enter information related to their organisation once and subsequently use them in any number of subsequent e-Sourcing exercises. In this way, e-Attestation improves efficiency and transparency in public procurement as suppliers do not have to submit over and over the same documents.
 - ◇ **E-Notification:** Supports the automated procedure to publish contract notices in external services such as the Find a Tender Service (FTS), Tenders Electronic Daily (TED), etc. Furthermore, it supports easy electronic access to tender documents and clarifications.
 - ◇ **E-Tendering:** Supports the submission of tenders, either via the web system or via an independent, standalone application. The system provides the capability of automatic validation of electronic proposals, in order for suppliers to be able to receive immediate feedback in their proposals.
 - ◇ **E-Awarding:** Supports the opening and evaluation of tenders, in line with the related legal regulations. The proposals evaluation is achieved with the use of the established methods (Most Economically Advantageous Tender – MEAT or Lowest Price criterion), while the evaluation procedure can include the conducting of e-Auctions.
 - ◇ **E-Auction:** A dynamic subsystem which supports the receipt of improved tenders, through the use of electronic auction events.
 - ◇ **Statistics & Reporting:** A powerful module that allows the extraction of statistics and reports in table or graph form on all information maintained in e-PPS.
- The **CPMS service** is a contract and project management system managing many concurrent projects. Its Document Management features support the collaboration between contractors and Contracting Authorities that may exchange documents in a secure and audited environment that supports version control and a rich set of document metadata. In addition, CPMS supports Key Performance Indicators that objectively measure contractor performance. A customisable Role-Based Access Control system ensures that every user has the correct type of access only to the correct resources. Calendar, forum, and meeting support are some of the standard utilities that CPMS provides to facilitate collaboration as required.
- The **CCMS service** is a collaborative catalogue management system that supports the contract-based workflow that is commonly used for catalogue-based procurement in the public sector. Suppliers are able to create product or service catalogues, which can be uploaded and become available to buyers and requisitioners according to established contracts.

e-PPS system is offered as a managed, cloud Service with the characteristics presented below in a common or dedicated service instance.

We acknowledge that some customisation may be required to align the Service to the needs of the Customer; however, changes that the Customer may wish to perform to the Service functional or non-functional characteristics may not be possible without affecting other customers (in case of a common service instance) or may require effort not covered by the standard setup fee. In such cases, we address

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such requirements at an additional fee in line with the provisions of its G-Cloud Lot 3: Cloud support (Applications Development and Support – ADS) using our standard rates.

It should be noted that if legal or regulatory compliance obligations of the Customer require changes to the service, we implement such changes through the change management procedure using the abovementioned ADS provisions.

We maintain various relevant ISO certifications (9001:2015, 27001:2013, 20000-1:2018, 14001:2015, etc.) that cover all the services provided in G-Cloud.

2 Description of Service

e-PPS is an e-Procurement tool designed and developed specifically to address the e-Tendering/e-Sourcing requirements of public authorities. It covers the entire procurement cycle and workflow including procurement planning, the collaborative preparation of the terms of reference, the creation of the contract notice and its publication to FTS and Contracts Finder, the creation of the PQQ, ITT, or Rfx, the establishment of the criteria for on-line and/or off-line evaluation, the interaction between Buyers and Suppliers, the encryption, uploading and secure opening and evaluation of Tenders and the award process and notifications. e-PPS supports electronic auctions (e-Auctions), mini-competitions within framework contracts and agreements, and Dynamic Purchasing Systems (DPS).

The e-PPS Service is part of EUROPEAN DYNAMICS' e-Sourcing services suite, and it is offered through the G-Cloud Framework Contract as a standalone SaaS service. Contracting Authorities wishing to make use of the remaining e-Sourcing modules may select the relevant services also offered as standalone G-Cloud SaaS services.

The **e-PPS service** offers electronic procurement services in line with the EU and national legislation and can create savings and efficiency gains from its first day of operation. Using the service, Customers are able to minimise the public procurement delays, and costs, while at the same time improving the procurement turnaround time and achieve better prices. The service is a valuable tool allowing Customers to:

- Collaboratively create tender documentation.
- Automatically create contract notices locally on the e-PPS Service environment and to external systems, such as “Contracts Finder” and FTS through its e-Notification mechanisms. All Public Contracts Regulations 2015 (PCR-15) approved types of contract notices are supported, and any number of local notification types can be supported in line with the requirements of the Customer.
- Support suppliers during the tendering process providing clarifications and additional documentation according to the schedule of the tendering process.
- Set up transparent evaluation mechanisms that can be as simple or as complex as required. Non-textual answers can be automatically evaluated minimising time and errors in the evaluation process.
- Reliably store tender returns in a secure area, which remains inaccessible until the submission deadline has passed. Even then, e-PPS can support the “four-eye principle” that requires the presence of two different persons in order to access the submitted documents.
- Set up electronic auctions as part of the evaluation procedure so as to ascertain best priced or most economically advantageous offers.

The supported electronic procurement procedures include the open, restricted, accelerated restricted, negotiated with or without prior advertisement, accelerated negotiated, competitive dialogue and

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quotation workflows. In addition, it supports single- or multiple-envelope submissions managing also off-line submissions, if required.

Depending on the requirements of the Customer, e-PPS can implement single- or multi-lot procedures for framework contracts or mini competitions within the context of existing framework contracts or the supported Dynamic Purchasing System (DPS) process.

The system provides an easy to use interface where procurement officers and suppliers are continuously guided in order to perform their tasks as easy as possible. Central to this feature is the main dashboard where all actions that need to be made by the user are presented in a central location for quick reference. In addition, system generated notifications provide links that directly access the corresponding system features, for all types of notification that the user subscribes.

All e-Sourcing services are provided through the ISO 27001:2013-certified data centre of EUROPEAN DYNAMICS, which offers a secure and stable environment ensuring business continuity and unprecedented disaster recovery characteristics.

All e-Sourcing Services are backed by service level agreements in line with the requirements of the Customer.

3 Service Definition

3.1 On Boarding / Off Boarding

3.1.1 On Boarding

For subscription-based services using a common, managed e-PPS service instance, the onboarding process is straightforward and includes primarily training activities.

If the Buyer wishes to use a dedicated e-PPS service instance, e-PPS can be configured, adapted and extended in order to support the specific needs of each Customer, addressing amongst others specific legislative requirements, differentiated procedures, and unique data necessities. Such configurations/adaptations can range from simple changes (e.g. different GUI colours) to quite complex ones (e.g. integration with a client-specific external service). To pinpoint and conclude the exact configurations/adaptations to be performed on e-PPS for each particular user, ED has developed through the years a very productive adaptation/customisation process for e-PPS, which is used for all e-PPS projects. The core steps of this process for configuring e-PPS to the specific Customer needs comprise:

- Upon contract award or purchase order we immediately make available to the Purchaser/Stakeholders the default e-PPS service for experimentation with access to the corresponding documentation.
- Shortly after contract award, ED organises a face-to-face kick-off meeting with the Purchasers/Stakeholders.
- During the kick-off meeting, apart from discussing project management/organisation aspects, a long-enough period of at least one day is dedicated to the in-depth demonstration of the default operation of e-PPS, so that specific discussion takes place on particular e-PPS operations requiring client-specific configuration. This exercise results to specific deviations from the default e-PPS system operation.
- After the kick-off, all findings/decisions are summarised in the kick-off meeting minutes, while further (remote) analysis may be completed before concluding the configuration specifications.

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- All final specifications for the e-PPS configurations are documented in the “Configuration Specifications” deliverable, which is subject to thorough review by all Stakeholders for its approval.
- Upon approving and finalisation of the specifications, we commence the e-PPS configuration work for the delivery of the particular e-PPS instance, configured in line with the specific client needs.

The configuration of any client-specific changes requires time depending on the extent of changes. Typically, the period for such client-specific configurations ranges from 2 weeks to 4 months. Then, factory acceptance testing, installation and user acceptance testing is required, before the system is accepted for operation.

The timing of the process is agreed with the Customer as part of the outcomes of the kick-off meeting. In parallel to the customisation activities, we may offer other support services to the Customer including hands-on, classroom or remote training on the platform. It may also include the migration of data, should this be required for the Customer.

Immediately after the deployment of the services in the production environment we will perform the following operations, for common or dedicated e-PPS instances:

- Monitoring (collection of Key Performance Indicators) and reporting of services to help identifying problems or delays and taking the appropriate countermeasures as soon as possible.
- Managing the specific agreement and maintaining the SLA during the call-off agreement. This involves the analysis of performance metrics and development of recommendations, which are given as feedback to the team in view of process improvements if necessary.

3.1.2 Off Boarding

The “off boarding” or “hand over” phase of the service follows a procedure providing assurance to the Customer that all service aspects will be addressed. Such aspects may include (depending on the Customer’s service set up):

- **Access rights:** ensure that all access rights are revoked or restored to the state before the service commenced.
- **Customer-supplied data:** ensure that all information uploaded or stored with the system is handled in line with the Customer requirements (deleted or returned to the Customer).
- **Supplier-uploaded information:** ensure that all information entrusted with the system by suppliers is managed in line with the contractual and legal requirements in effect.
- **System-generated data:** ensure that all information related to the Customer will be made available for retrieval. Such information may include audit trails, event characteristics, etc.

Data restoration and service migration issues related to off-boarding are presented in the relevant section 3.12 below.

3.2 Information Assurance

EUROPEAN DYNAMICS maintains Information Security Management System (ISMS) ISO 27001:2013 standard certification for its hosting facilities. We have in place all required ISMS documentation set, security policies and procedures for maintaining all collected and operational data in a secure and confidential manner within our data centre.

The security procedures and respective documentation updates are annually reviewed including the annual IT Health Check by certified Auditors who visit our primary site for this purpose.

3.3 Adherence to EU Code of Conduct

ED's primary data centre operations are co-located in TI SPARKLE GREECE SA Tier III data centre facilities which comply with the EU's Code for Energy Efficient Datacentres.

The newest TI SPARKLE DATA centre (MMII) in which ED's infrastructure is co-located is the first Green Data Centre in Greece and maintains a Green Building Certification by LEED (Gold) and is powered solely from renewable sources.

The datacentre has an ISO 14001 Certification for Environmental Management, makes use of Efficient UPS with Li-ion batteries and uses LED lighting.

ED's ICT infrastructure is deployed within an APC Eco-Aisle cold-aisle containment system which manages airflow efficiently and prevents the mixing of hot and cold air, thereby enhancing cooling effectiveness and reducing energy consumption.

The data-centre provider deploys high efficiency Evaporative Free Cooling (EFC) units to cool the data-centre load, and in "free cooling" mode (when outdoor conditions permit) the units utilize ambient air for cooling without the need for mechanical refrigeration, further reducing energy consumption.

3.4 Backup/Restore and Disaster Recovery

3.4.1 Business Continuity

EUROPEAN DYNAMICS has a Business Continuity Plan and the associated Disaster Recovery Plan (collectively the BCDR Plan). The scope of this plan includes its own operations and its Hosting Services (EDHS). We maintain an ISO 22301:2019 certification for our Business Continuity Management system as it applies to software development, implementation, maintenance, and support of Information Technology Systems.

The BCDR plan documents all the proactive/reactive actions that ensure that EDHS are continuously provided with minimum interruption for the end-users in the event of a serious damage or catastrophe. The plan is subject to ED's change management procedures and, as such, all changes are logged; it is tested and revised biannually, regularly audited, and checked for compliance according to ISO 27001:2013 guidelines regarding physical, personnel, and procedural security and DR aspects of the EDHS system.

3.4.2 BCDR Objectives

Our business continuity objectives are:

- provide an organised response to any disastrous incident disrupting the EDHS service;
- contain initial and resulting damage by early application of salvage and restoration measures;
- provide for business continuity and survival of the company.

Our recovery objectives are:

- **Recovery Point Objective (RPO):** less than a few seconds (usually under one second).
- **Recovery Time Objective (RTO):** less than one hour (usually under 30 minutes). It may be adjusted to higher values, e.g., 24 hours, upon request.

The RTO, from the moment of activating the DR process, includes:

- Detection & confirmation of Data Centre Failure (20 minutes)

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- BGP¹ redirection of IP-space to DR Site (< 3 minutes)
- DR Database Server transition to active state (< 2 minutes)
- DNS auto-redirected to DR Site application server IP addresses (< 1 minute, in parallel to the above)

Approximately 25-30 minutes is a realistic time from the BCDR plan activation through to the EDHS service available at the DR Site. The DR Site will provide the services until the return of the primary site in operation.

Triggers for Activation

The following list summarises the triggers that would cause activation of the DR Site:

- **Multiple server or network component failure.**
- **Storage Array Failure:** Both controllers or two or more disks fail simultaneously.
- **Internet WAN Link Failure:** Lost connectivity to both ISPs.
- **Power Utility Failure:** Concurrent failure of the power grid, the UPS and the generator.

High Availability (HA)

All key EDHS infrastructure components are redundant, ensuring an HA data centre architecture ideal for mission critical hosting services:

- **Redundant Server Design:** all servers are fitted with redundant disks, power and cooling.
- **Redundant Storage:** fault tolerant enterprise grade Storage Area Network solution.
- **Redundant Power:** Power outages are handled by a UPS backed up by a diesel generator.
- **Redundant Internet feeds:** The primary data centre connects via two fibre carriers to two different ISPs.

3.4.3 Disaster Recovery

Disaster Recovery Site (DRS)

The DRS of EUROPEAN DYNAMICS has the following characteristics:

- **High-speed network connection with the primary site:** A site-to-site IPSEC VPN between the DRS and primary site firewalls through a dedicated 10 Mbps FO connection.
- **High-speed connection to the internet.**
- **Compatible infrastructure with that of the primary site:** blade servers with virtualisation, SAN, backup provisions, secure networking.
- **Strong physical security:** purpose built construction; CCTV surveillance; 24x7 security staff.

The DRS utilises redundant power connections, UPS, two diesel generators, A/C, fire detection and extinguishing systems and continuous monitoring facilities.

The database server infrastructure, residing in both locations, provides support for near real-time replication of data, hence ensuring no data loss even in the case of a disaster. The primary database

¹ Border Gateway Protocol, a network routing protocol that defines how networks belonging to different administrative domains route (Internet) traffic.

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streams write-ahead log (WAL) records to the standby synchronously. The overall delay for data to be replicated to the standby database, located at the secondary DR site is under one second under normal load conditions. Therefore, all EDHS data is stored simultaneously in both the primary and secondary locations.

Restoration of primary site

After a disaster, the recovery of operation from the primary site is performed in the following steps:

- DR site configured as primary to enable data replication to the new primary site.
- Primary site configured to accept the replication (database logs) from the DR site.
- Data replication is carried out seamlessly for the end-users who continue to operate the EDHS applications.
- When the replication has been completed, the two sites are switched back to their original configuration.

Recovery processes

Upon BCDR invocation, the EDHS DR Team members are notified and apprised of the situation through phone and email. The DR team members' contact information is documented in the Roles and Responsibilities List. The procedure for responding to incidents is detailed in the EDHS Incident Response Policy.

In order to recover the EDHS servers to their original state prior to a disaster event, an up-to-date list of all equipment and relevant information is maintained in an Asset Register. The accuracy of the register is checked annually.

In the case of a disaster that affects EDHS helpdesk services, the Helpdesk Recovery Process focuses on the immediate identification and provision of alternative communication services by temporarily redirecting EDHS Helpdesk phone lines to alternative off-site locations. ED VoIP infrastructure, a hybrid inter-site telephony network solution expands between our headquarters and the DRS comprises VoIP PBXs, traditional PBXs and VoIP Gateways. The relevant configuration and dial plan is kept up to date in inactive state on the VoIP PBX at the DRS, thus allowing seamless transition as necessary.

3.4.4 Backup and Restore

The EDHS back-up procedures adhere to ISO 27001 and ISO 22301:2019 requirements, allowing restore in the time as stipulated in the BCDR plan. The software used to ensure business continuity and availability as far as backup/restore is concerned is HP Data Protector.

Backed-up data is protected physically and environmentally to the same standards as the original data. All back-up media are labelled RESTRICTED and stored in an appropriate fireproof safe off site. Media reliability is tested biannually. The data volume is monitored so that backup/restore times continue to fulfil RTO requirements.

Data retention follows EU and UK legal requirements. Default data retention period for financial transaction data is seven years. Different retention periods may be defined for different data types.

3.5 Service Management Details

We have developed a client-centred approach for ascertaining the quality of the management of the services delivered. Three principles are fundamental to this approach:

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- **Satisfying clients.** The company's organisation focuses on improving the level of client satisfaction bearing in mind:
 - ◇ Customer needs, expectations and priorities;
 - ◇ The level of client satisfaction; and
 - ◇ Available resources.

This information is a requisite for planning improvements that will ensure client satisfaction.

- **Involving employees.** Employees have a clear view about the way their work is structured and carried out. In many ways, they are in a better position than anyone else to see ways of improving the quality of services.

Employees also must be able to use their own discretion and respond creatively to the particular needs of the Customer. Involving employees in change is a prerequisite to gaining their commitment to improvement. If employees are part of the changes and realize that they play an active role in new ways of doing things, their sense of ownership is much stronger than it is when organizations impose the change.

For all of these reasons, involving employees is critical to assuring Customer satisfaction.

- **Continuous improvement/adaptation/change.** Customer expectations change as their needs and experience evolve. Employees continually gain new skills and find new ways of solving challenges in a creative manner. Regardless of the current level of Customer satisfaction, improvement is an ongoing task, because changes occur continuously.

The on-boarding process ensures that the Customer requirements have been addressed by the system and that the Customer's team operating the Service has been trained for efficient and secure operation of the Service and any existing data have been migrated to the Service, as required.

The off-boarding process ensures that the Customer will be able to extract all information maintained by the system in order to migrate to another service provider.

The data extraction mechanism is standards-based and ensures that the Customer will be able to use this information easily. We support the Customer if special requirements exist.

We support the service through continuous corrective, adaptive, and evolutive maintenance, and by providing assistance to its users. The 3-tiered helpdesk team integrates these support services through straightforward and industry-standard processes.

The infrastructure of EUROPEAN DYNAMICS warrants that service performance will be unhindered by matters of capacity, load, and network traffic thanks to its design that exploits the benefits of a scalable and robust architecture based on virtualisation.

e-PPS meets legal requirements that vary depending on the legal, administrative and business framework that applies for each client. As meeting requirements has to be provable, e-PPS provides very detailed records with the purpose of providing all the necessary information in order to document and prove adherence to all legal or other requirements set by the client.

Any Customer will be able to get as detailed or concise audit reports as required in order to document the system's performance against any business or other requirements for the service. In addition to the audit reports, e-PPS administrators are able to make ad hoc queries using its management interface in order to identify service delivery metrics of any kind. Such information is crucial for the service quality improvement process that continuously applies throughout the service provision period.

3.6 Service Constraints

There are no service constraints.

3.7 Service Levels – System

The severity level of a service failure is described in the Terms and Conditions document in terms of its relevant impact to service provision:

Table 1: Service Failures Priorities

Priority	Description
P1	A service failure which: • results in a total loss of availability of the system and/or operational services • results in a loss of availability of the system and/or operational services which has a critical impact on the activities of the users • has a critical impact on the activities of the Customer • causes financial loss and/or disruption to Customer • results in any material loss or corruption of data
P2	A service failure which: • has a major (but not critical) adverse impact on the activities of the Customer and no work around is available
P3	A service failure which: • has a serious impact on the activities of the Customer which can be reduced to a moderate adverse impact due to the availability of an acceptable work around • has a moderate adverse impact on the activities of the Customer
P4	A service failure which: • does not impact on the provision of the service to users, however may comprise of a flaw or of a cosmetic nature and, as such, does not undermine the user's confidence in the information being displayed

P1 is the highest (i.e. most serious) severity level and P4 is the lowest (i.e. least serious) severity level.

A service failure which results in the non-availability of any part of the system shall always be classified as either a P1 or P2 service failure.

We commit to recover from any degradation of Service Level as soon as possible and commits to comply with the Terms and Conditions document that defines the standard acknowledgement, response and resolution of issues, as applicable.

3.8 Service Levels – Help Desk

We have established a dedicated “**Customer Support Centre**” which provides support to end-users (for assistance in using the System or reporting a fault) as required. In order to monitor and manage Help Desk requests, we use ServiceNow.

The Helpdesk is accessible through the following modes:

- **Through the system:** Depending on the type of specific user, a dedicated link is offered by the system for users to be able to submit queries.
- **E-mail access:** Users are able to send their questions and requests by e-mail using a dedicated e-mail address which will be publicised in the system’s homepage.
- **Phone Access:** The users may call the Helpdesk using a UK **local phone** number.

Figure 2 presents the organisation of the Helpdesk structure to be applied for the needs of the contract. It encompasses of the following:

- **First level** service desk, which is directly available to end users;
- **Second level** service desk, which is directly available to the Customer administrators. It also receives cases that could not be resolved by the first level.
- **Third level** service desk, which is normally accessible only to the second line of helpdesk and handles incidents related to bugs or operational malfunctions that cannot be handled by the second line.

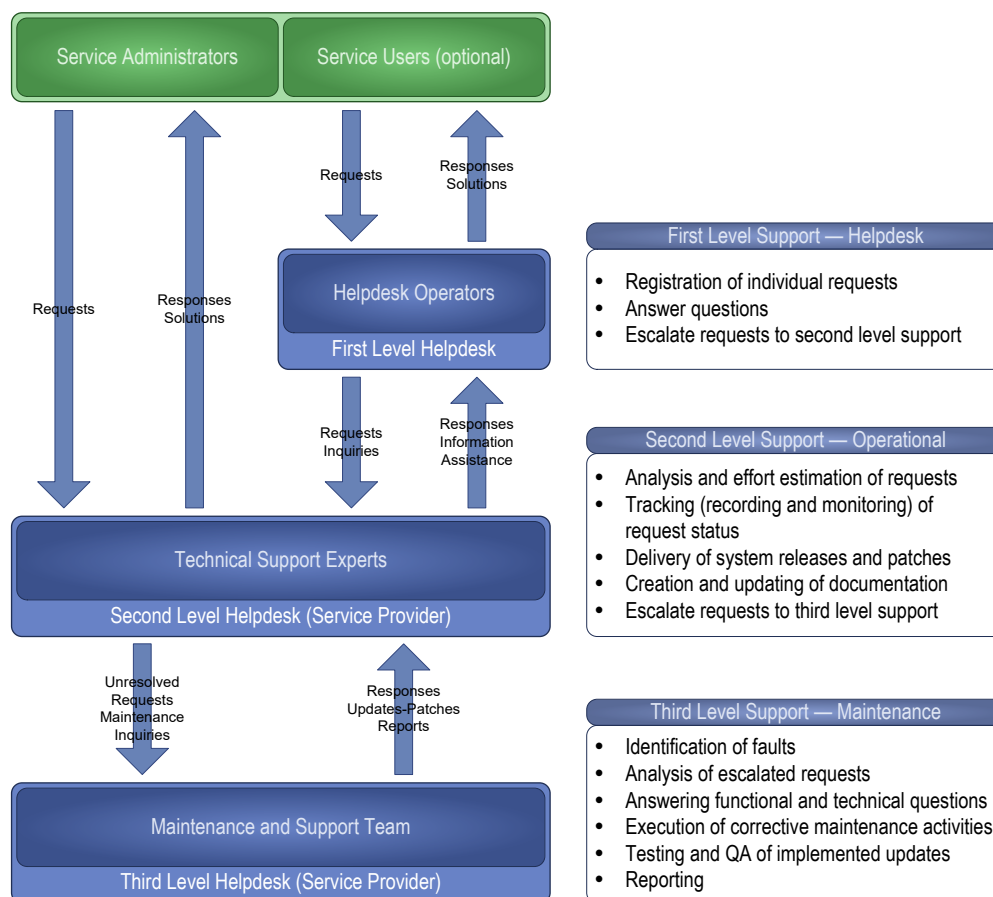


Figure 2: Customer Support Centre

The quality of the Helpdesk operation will be measured based on several quality metrics. The exact measured levels of the Helpdesk's service quality agreed will be recorded in the service level agreement. As an example, typical Helpdesk service provided comply with the following standards:

- At least 75% of reported issues are resolved by the 1st Level Helpdesk support;
- At least 98% of telephone calls answered within five (5) rings (during normal operating hours);
- At least 98% of Helpdesk incidents acknowledged within ten (10) minutes (during normal operating hours);
- At least 98% of "Priority 4" incidents are resolved within 30 minutes.

The classification of incident severity (recorded in the SLA) will be used for the prioritisation of case handling.

3.9 Training

EUROPEAN DYNAMICS offers training services that will support Customers in their efficient use of the e-PPS service. The training plan has been designed based on our experience and feedback received on previous trainings for the same platform.

The basic training schedule includes training for the Customer staff that intends to operate the service; however, additional training can be provided, and “Train the trainer” programmes.

EUROPEAN DYNAMICS sets training schedules according to Customer requirements. We create training material suitable for each type of trainees, which is necessary since e-PPS users vary significantly in terms of background and training needs.

All training activities assume that:

- The trainees have concretely identified roles that the training will address.
- For live training sessions, the Customer will provide all necessary training facilities as described below in the relevant paragraph. No special requirements exist for remote sessions.
- The training will be performed in English.

During the establishment of the training schedule, training analysis will identify additional requirements that will be addressed during training. The scope of such requirements is identified below.

3.9.1 Training Analysis

The analysis of actual training requirements focuses on the following subjects:

- Definition of the target audiences in terms of:
 - ◇ Trainee role (administrator, buyer, supplier, trainer).
 - ◇ Trainee background related to information technology, and electronic procurement.
- Identification of suitable and available time periods in line with the needs and availability of the Customer.
- Incorporation of trainee feedback.

3.9.2 Types of Training

Core Training

The Core Training course will help trainees in understanding how the service terminology, information and functionality map to their business terminology, data and requirements, respectively. The course presents in detail the fundamental aspects of the service in terms of user types, information handling and processing targeting all Customer users. It does not include system administration functionality and only presents the buyer’s perspective of provider functionality.

Administrator Training

Administrator Training is a specialised course for system administrators of the e-PPS service. Basic information technology background is useful, although it is not a mandatory requirement. The main topics relate to the information architecture of the service, the different type of users, organisations, catalogues, items, etc. that are handled by the system and the security model in place. Administrators need to be trustworthy and must be suitably authorised by the Customer in order to gain access to the service administrative functionality.

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Supplier Training

The e-PPS service has been designed to be straightforward for suppliers. The system provides adequate support material in the form of a Supplier User's Manual and the FAQ and Help section that allow productive interaction with the system from the beginning. However, we may offer supplier training in the form of short workshops or webinars so as to facilitate the organisation of training by the Customer. The supplier training goes through the same topics as the core training.

Train-the-trainer Training

We offer a train-the-trainer approach aiming to introduce local experts within the Customer's organisation. Trainers can provide assistance within the organisation and train additional users.

The training includes all types of service training, i.e., for buyers, suppliers, and administrators.

3.9.3 Training Material

Training material will be built by content authors. The training material will comprise the following:

- **Training schedule:** The training schedule will provide a high-level description of the training plan so as to enable trainees to understand how each of the training subjects fits within the e-PPS service.
- **Evaluation forms:** Evaluation forms will be constructed in a way to fit the trainees' background and training needs; they form the primary feedback mechanism for training and trainee evaluation.
- **Online content:** The online content will comprise the user manuals of the system, which are tailored to the needs of every type of user: administrator, buyer, and supplier. In addition, training aids will be provided in the form of interactive walkthroughs that guide trainees through most common tasks.

3.9.4 Training Plan

As noted above, the timing of the training period will be adjusted in line with the overall plan and the requirements and availability of the Customer's staff. We propose to perform that the initial training as soon as the system is ready for deployment. Every individual training course can be completed in one or two full-day sessions. The training period is not expected to last longer than one or two weeks depending on the number of trainees, available lab space etc.

3.10 Ordering and Invoicing Process

Customers wishing to use our services shall follow the ordering process outlined in the G-Cloud framework agreement.

Before submitting the order form, we will determine with the Customer which elements of the service will be provided. Details shall include the level of customisation/adaptation, the service package/modules, days and location of training (if any), level of support, delivery of service, etc.

The initial set up fees (if applicable) will be invoiced immediately after the delivery and formal acceptance of the system on the Customer's test environment.

The payment for the System licence, hosting fee and help desk (if applicable) for the first year shall be made from the date the Customer gains access to the production environment, as set up for live operation.

The payment for the System licence, hosting fee and help desk (if applicable) for subsequent years shall be made annually and in advance by the Customer, after providing a purchase order and upon receipt of our invoice.

3.11 Termination Terms

Further to the termination terms of the G-Cloud Framework Agreement the following shall apply:

3.11.1 *Termination by Consumers/Customers*

The Customer shall have the right to terminate the relevant Call-Off Agreement at any time by giving at least thirty (30) working days of written notice.

3.11.2 *Termination by the Service Provider*

If the Customer fails to pay undisputed amounts when due, we shall notify the Customer in writing. If the Customer fails to pay such undisputed amounts, we may terminate the Call-Off Agreement giving the length of at least ninety (90) working days following the date of the written notice.

3.12 Data Restoration / Service Migration

Migrating services from and to the e-PPS service is a straightforward process, as presented above in the on-/off-boarding process description. The service offers the possibility to archive and download on the user's storage area all information that may be possibly needed for the migration of the service to another service provider. Such information includes user information, procurement exercise data and audit trail reports. All exported files are formatted according to widely used file formats, thus maximising the possibility for reuse without any modification.

In addition to the above, we offer as an optional service element the possibility to create a data set in line with the Customer requirements.

Note that we may not be in a position to provide encrypted data in their original form, as this may be impossible in cases such as passwords. In addition, tender submissions that have not been opened through the formal opening process may not be restored in their unencrypted form if prohibited by relevant legal requirements.

3.13 Consumer Responsibilities

All our relations with the Customer relation are described in the call-off agreement, which includes the responsibilities of the Customer during the service operation.

A detailed list governing the specific service requirements for Customer responsibilities is included in the corresponding service level agreement (SLA). SLA arrangements are provided as part of the "Terms and Conditions" document.

The System may only be used by users authorised by the Customer.

The Customer must not use the System:

- a) in any way that is unlawful, illegal, fraudulent or harmful; or
- b) in connection with any unlawful, illegal, fraudulent or harmful purpose or activity.

3.14 Technical Requirements

The e-PPS service is using standard technologies that support its evolution with the advancements of information technology. As far as the user interface is concerned, the HTML 4.01 standard is used and proprietary HTML extensions specific to a particular browser are avoided.

3.14.1 Service usage technical requirements

The e-PPS service is accessible through a standard web browser. The service has minimal requirements to users of contracting authorities and suppliers. The minimum requirements for using the service are always available in the application itself, which is updated to include compatible software (browsers) as they are tested and verified. For reference, the current client-side minimum requirements are as follows:

- Current versions of the most popular web browsers, such as:
 - ◇ Google Chrome
 - ◇ Microsoft Edge
 - ◇ Safari
 - ◇ Mozilla Firefox
- Web browser configuration requirements:
 - ◇ JavaScript enabled;
 - ◇ Java Runtime Environment (JRE) version 1.8 or higher (latest recommended).
- Internet Connectivity through the HTTPS protocol.
- No significant bandwidth requirements are necessary for the operation of the system; however, the speed of uploading/downloading large documents will depend on the available bandwidth.

In addition, to become a user of the system a valid e-mail address is required.

3.14.2 Accessibility

The e-PPS Service incorporates a state-of-the-art Graphical User Interface (GUI) taking advantage of the latest ICT developments for offering a better user experience to all its end-users. Extended use of the latest technologies can for example offer:

- A modular GUI that can be more effectively customised according to each client's needs.
- A parametric GUI that can optionally support personalisation.
- An elegant/user-friendly GUI according to the latest HCI standards.
- Improved system performance through asynchronous server requests.

The e-PPS service is also compliant with various international standards and best practices. The following mechanisms are applied:

- **Mark-up languages & styling mechanisms:** Main objective of the system will be in conformance to the W3C specifications and guidelines, such as mark-up languages (HTML, XML) and document layout mechanisms (Cascading Style Sheets [CSS]).
- **Forward and backward compatibility:** The system will support outdated browsers and it shall be optimised for new user agents and/or future releases of current ones.
- **Semantic structure:** The system will have an effective information structure that will support data to be defined for effective discovery, automation, and integration, and to be shared across various applications.

The web pages of e-PPS take into account as closely as possible all W3C recommendations and standards, rendering as such a user-friendly, responsive and up-to-date GUI, widely accessible by all latest end-user browsers. e-PPS implements deviations from the W3C recommendations only for achieving efficiency-gains imposed by technical constraints or when the use of advanced functionalities improves the overall system usability and ergonomics (CfT Menu bar, CPV tree search, date selections, tender encryption, client-side form validation, etc.), as these features are highly appreciated by the public

authorities and suppliers that heavily use e-PPS services, which facilitate navigation through the complex business logic supported by the system and imposed by the public procurement regulations.

Apart from the above, the e-PPS service provides an extra GUI for all guest user functionalities, which is compliant to the Web Content Accessibility Guidelines 2.0 (WCAG) of the Web Accessibility Initiative (WAI). This GUI respects the Level AA guidelines, covering the “web accessibility” requirement.

The usual, semi-automated tools we use for WAI compliance verification checks, following manual testing and on a per case basis, are:

- AChecker (<http://achecker.ca/checker/index.php>; formerly A-Prompt)
- Cynthia says (<http://www.cynthiasays.com>)
- Wave (<http://wave.webaim.org>)

In addition, we use a varying range of simulators for:

- colour deficiencies (Vischeck plug-in for Photoshop: <http://www.vischeck.com/downloads>)
- text-only browsers (e.g. Lynx: <http://lynx.browser.org>)

3.15 Details of Trial Service

EUROPEAN DYNAMICS offers a test instance of the e-PPS service free of charge to Customers wishing to familiarise themselves with the system, gain access to its documentation and go through online walkthroughs of most common tasks, as discussed in section 3.1.1 above.

4 Additional Information

This section is supplementary to the Digital Marketplace Service Summary Questionnaire and provides some additional information that may be of interest to potential buyers of the service.

- As the e-PPS service is not a general purpose service, the areas where an API would be useful are limited. We shall deliver upon request by the Customer a documented and supported API for its integration component in order to facilitate integration with external applications.

e-PPS has been designed with interoperability in mind. It is based on open standards and as such it can easily connect to external applications as required. As a result of the System’s architecture, integration tasks are well-defined as long as documentation and expertise on the said applications can be provided by the CA.

e-PPS follows the e-Government Interoperability Framework (e-GIF), which sets out the government's technical policies and standards for achieving interoperability and information systems integration across the public sector. In particular in view of integration with third party systems, e-PPS complies with policies and standards of the e-GIF standard that include:

- ◇ Using XML as the primary means for data integration and XSLT for transformation and validation of exchanged data.
- ◇ Character sets and alphabets are confined to Unicode.
- ◇ Graphical images are presented in .jpg or .gif format, as well as, on any other equivalent format.
- ◇ Using Dublin Core metadata for content management.

In the past, we were requested to integrate e-PPS with several different applications, such as external supplier information repositories (e.g., a DUNS database), notification platforms, e-Ordering systems etc. e-PPS integrates with both supplier systems/external marketplaces and back-

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office systems (e.g. ordering, invoicing, etc.). There is no limitation on the number of external systems that can integrate with e-PPS.

Typical integrations with supplier systems/external marketplaces and back-office systems comprise punch-out and automated data migration facilities.

All integration tasks are achieved either through advanced Web Service connections, or via more simplistic HTTP/email communications, depending on the technical readiness of each external system. Nevertheless, e-PPS is not limited to specific integration technologies and can be extended to support any integration technology needed.

- e-PPS is based on Java Enterprise Edition open source components in conformance with several applicable open standards. Such standards relate to document formats (XML), web page styles (XSL, CSS), encryption (RSA, DES, etc.), and further standards related to interoperability (such as SOAP, Web Services, etc.), database interface, etc.
- The modular design of e-PPS enables implementation of the service using several options regarding the hardware, operating system, database vendor, application server vendor, and other parameters of the system configuration. The e-PPS service is provided by default using the PostgreSQL database, WildFly application server and employs a series of open-source code libraries that implement compliance with open standard technologies.
- The service provisioning and de-provisioning is part of the on-boarding and off-boarding process for e-PPS dedicated service instances. Upon ordering, we configure a new instance of the Service and hand it over to the Customer together with the Service Administrator's credentials in order to self-manage the service, create accounts for purchasing organisations and their users, define access rights, etc. De-provisioning of the service is also simple and as presented in the off-boarding process it includes Customer data exporting.
- Provisioning of the service depends on the Customer customisation requirements and is usually performed in a period from 2 weeks up to 4 months. De-provisioning of the service is much shorter, and it is usually performed in approximately 1 week.

Both phases assume that the service ordering or termination process has been processed in line with the terms and conditions governing the service and that no additional on-boarding or off-boarding services have been requested.

- The initial term following the purchase order by the Customer is 12 months. Renewals of existing contracts have a minimum of three months. Existing Customers may add new users at no cost.

Annex: Product Information Brochure

Electronic Public Procurement System (e-PPS)

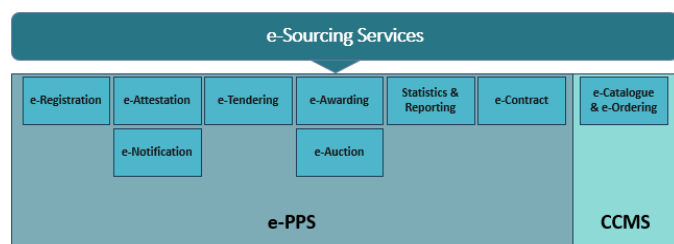
EUROPEAN DYNAMICS is a leading supplier of e-Procurement services and platforms in the UK and the European Union (EU). In addition, it is the creator of the e-Sourcing Services Suite (e-SSS) that comprises SAMS, e-PPS and CCMS, a modular e-Procurement platform addressing the full lifecycle of e-Procurement in a flexible, efficient, and customised manner.

e-PPS is an open, secure, interoperable, and re-configurable e-Procurement modular platform, addressing the full lifecycle of e-Procurement. The e-PPS platform and its modules meet the needs of Contracting Authorities in a flexible, efficient and customised manner and are optimally and fundamentally integrated in the IT environment. e-PPS complies with both national and EU legislation on public procurement.

- The e-PPS:
- Complies with the Public Contracts Regulation 2015 (PCR-15), the Procurement Act 2023 and the European legislation on Public Procurement (e.g. EU Directives 2014/24/EC, 2014/25/EC, 2014/23/EC, 2009/81/EC and their amendments).
- Offers a customisable support to specific functionalities addressing any practices or other legal obligations at a local, regional or national level.
- Can send directly official contract notices to Find A Tender service (OJEU replacement in the UK), through its e-Notification module.
- Can integrate with the Central Digital Platform (CDP) of the Cabinet Office, with D&B and VIES services for extracting supplier information.
- Supports the creation and submission of the ESPD Request and Response, in line with the EU regulation 2016/7 and eCertis connection.
- Complies fully with EU Regulation 2022/2303 establishing standard forms for the publication of notices in the field of public procurement and uses the latest EU eForms SDK. Notices can be customised to support Member States tailoring, conditional rules, local specificities and requirements.

The e-SSS

The structure of the e-SSS entails core and e-Procurement specific modules allowing for efficient customisation, parameterisation, and adaptability according to specific needs of an Authority. In this respect, the behaviour of specific e-PPS implementations can be tailor-made based on specific requirements and needs. This platform flexibility makes e-PPS as an optimum solution to facilitate the rapid and efficient development and deployment of specific e-Procurement implementations.



Procurement Portal: Front End Graphical User Interface layout for all high-level functionalities. It provides for configurable secondary features, such as news, Frequently Asked Questions, and an online help service. The service supports the registration of Contracting Authorities (Buyers) and Economic Operators (Suppliers), provides account management and user authentication.

e-Attestation: Supplier profiling and database tool. It allows Contracting Authorities to build sophisticated strategic sourcing databases and Suppliers to upload relevant information on category specific selection and exclusion criteria.

e-Notification: Automated procedure to publish contract or award notices in the Find a Tender Service, the Official Journal of the EU (EFORMS) and other publication boards. Furthermore, it supports easy electronic access to tender documents and clarifications.

e-Tendering: Submission and encryption of tenders via a secure Web tool application, which supports joint tender preparation. The system provides the

e-Awarding: Opening and evaluation of tenders, in line with the related applicable legal regulations. The evaluation of tenders is achieved with the use of the established methods (Price/Cost Effectiveness or Best Price-Quality Ratio), while the evaluation procedure can include e-Auctions.

e-Planning: Efficiently manage Annual Procurement Plans (APP) by uploading, organizing, displaying, and facilitating necessary approvals. APPs can be published, linked to procurement processes, and can automatically populate tender forms, streamlining procurement workflows.

e-Auctions: Dynamic subsystem that supports the receipt of improved tenders, using electronic auction events introduced during time or round based auctions.

Statistics & Reporting: A powerful module that allows the extraction of granular statistics and drill down reports elaborated in tabular or graphical format.

e-Contract: Dynamic subsystem that establishes, manages and monitors contracts, monitor key performance indicators (KPIs) and share contract documents between parties.

e-Catalogues & e-Ordering: Catalogue-based content that facilitates e-Ordering and purchasing of goods / services / works. . This functionality is part of the CCMS service.

e-Invoicing & e-Payment: Electronic issuing and processing of invoices and payments. This functionality is part of the CCMS service.

Security

The e-PPS platform ensures the equal treatment of all financial institutions and the transparency of competitions by adopting recognised and acceptable models, related to the protection of sensitive information. EUROPEAN DYNAMICS operates e-PPS in full compliance with its ISO 27001:2013 certification.

Time-stamping

To record the exact time that a tender is submitted and avoid the possibility of any disputes or objections, the e-PPS platform can use the services of an independent time-stamping authority. The exact time of the submission of a tender is stored in the database of the independent authority and is also sent to the Economic Operator.

Supported Procurement Procedures

e-PPS supports "One-off Procurements", such as Open, Restricted, Negotiated, Accelerated and Competitive Dialogue Procedures, as well as "Repetitive Procurements", such as Framework Agreements / Contracts, Dynamic Purchasing Systems and Qualification Systems.

Find a Tender Service

EUROPEAN DYNAMICS has been actively involved in the implementation of the Find a Tender Service (the replacement service for the OJEU) as the publisher of the contract notices of Northern Ireland. It is also an OJS e-Sender (Class C and D), appointed by the Office for the Official Publications of the European Union (OPOCE). Through the e-PPS's accredited e-Notification module, Contracting Authorities can publish transparently all official contract notices directly to the "Find a Tender" service and the Official Journal of the European Union (OJEU).

e-PPS additional modules

e-PPS comes with additional horizontal modules offering to its clients a wide range of services. They include the organisation of live multiparty on-line audio and video conferences, such as empowering remote cooperation of

capability of automatic validation of electronic tenders, allowing the Suppliers to receive immediate feedback regarding their bids validity.

Buyers' officers, remote tender evaluation sessions, information days with Suppliers and contract management, e-Voting, etc. A powerful e-Collaboration module, including state of the art content and document management features, allows Buyers' officers to structure all their work, achieving optimum efficiency.

Indicative Platform Screenshots

e-Registration module

Registration of Contracting Authorities and Economic Operators, provides account management and user authentication.

STEP 2 (REGISTRATION DETAILS) PROVIDES INFORMATION

State of Incorporation/Registration *		Country of Incorporation/Registration *	
County *			
direct County			
Province Registration Number *		Tax Identification Number (TIN) *	
6030300000000 *		VAT (European Countries) number *	
Province Registry of Name *		Organization Type *	
Street Address *		Select Organization Type	
Postal Code		PIN Box	
City		County *	
Latitude		Longitude	
Phone number 1 *		Phone number 2 *	
Registration Sub-Category *		ZIP (US) *	
Other Attachment *		Email address	
Document File(s) You're choosing			
Registration details and other documents (pdf, jpg, png, zip, etc.)			
Website address			
Please type the words shown in image *			
			

e-Notification module

Contracting Authorities may create notices as part of the tendering process and cross post them to external services.

English - (1)

COMPLETION

(74%)

Draft

Metadata

85% Contracting party and service provider

61% Procedure

18% Lot (LOT-0001)

91% Organisations

Contracting party and service provider [GR-Buyer]

Contracting party and service provider [GR-Buyer]

Buyer [GR-ContractingAuthority]

Buyer [GR-ContractingAuthority] [1]

Buyer [GR-ContractingAuthority-Buyer]

Organisation filling this role * [OPT 300 Procedure-Buyer]

DRG-0001 - Ministry of Forestry & Game (open dialog to select contracting authority)

Legal type of the buyer * [BT 11 Procedure-Buyer]

Activity of the contracting entity * [BT-610-Procedure-Buyer]

Buyer profile * [BT 508 Procedure-Buyer]

www.website.com

Service provider [GR-Procedure-SProvider]

Service provider [GR-Procedure-SProvider] [1]

Organisation filling this role [OPT 300 Procedure-SProvider]

ORG-0003 - European Dynamics S.A.

<<

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e-Attestation module

Contracting Authorities define the structure of structured certificates that can be used for pre-qualification or as part of tender questionnaires.

CCA administration

11:57:45 EEST

New Certificate Template

Certificate Template saved as draft successfully

X

Name

Standard Eligibility Questionnaire

Please confirm you have read and understood the instructions. It is required that you confirm your understanding.

Radio buttons

Please confirm if you have a Quality Management System that has been certified against an international standard such as ISO9001

Radio buttons

VALIDATE

SAVE DRAFT

SAVE FINAL

e-Planning module

Contracting Authorities can efficiently manage Annual Procurement Plans (APP) by uploading, displaying, and facilitating necessary approvals.

Manage Plan Entry

PLAN SUBMISSION REVIEW DETAILS

Processing Entry

WHS Plan ID

Previous Step *

Processing

Category *

Select Category

Source of Funds

Select Source of Funds

Business Activity Code *

Contract Package Code *

Contract Package *

Estimated Cost *

Budget Code

Reference Tables, Overview and TOR

Contract Award and Signing *

Delivery Information

Acceptance and Final Payment

e-Tendering module

Economic Operators (Suppliers) create and submit their responses to ITTs online.

Procurement of vehicles

[[000]] Response v1

(EDITED)

COMPLETION

TIME LEFT

23%

1 Months 22 Days

100% ELIGIBILITY

9% TECHNICAL

9% FINANCIAL

DOCUMENT LIBRARY

Modify Tender Title

Completion Summary

Workspace Details

History

Related Responses

1. Technical proposal

1.1. Please upload your technical proposal. *

Please choose files pressing the button at the right.

Choose files, for reference

e-Awarding module

Evaluation may be based on criteria such as Price/Cost Effectiveness or Best Price-Quality Ratio.

View Tenders

CFT: STL DEMO: DESKTOP COMPUTERS V21 (STATUS: EVALUATION) MY CFT ROLE IS: PO/TO + PO/ESR

show CFT Menu

Cycle 1

COMPARE SUPPLIER TENDERS

ADD PO/ES GENERAL COMMENT

PDF EVALUATION REPORTS

Note: All received tenders have been opened.

Note: List of opened Tenders

Charlie Computers Ltd

Tender Package receipt id: 000000040

Conformance Checks

	Eligibility Criteria	Technical	Financial
Overall evaluation status	✓	⚠ Not Evaluated	⚠
Steve Farber	✓	⚠	⚠

Bravo Computers Ltd

Tender Package receipt id: 000000009

Conformance Checks

	Eligibility Criteria	Technical	Financial
Overall evaluation status	⚠	⚠	⚠
Steve Farber	⚠	⚠	⚠

Alpha Computers Ltd

Tender Package receipt id: 000000038

Conformance Checks

	Eligibility Criteria	Technical	Financial
Overall evaluation status			
Steve Farber			

e-Contracts module

Contracting Authorities create contracts as part of the tendering process and submit them to the Economic Operators.

The screenshot displays a web interface for contract management. On the left, there is a sidebar with various menu items like 'Contract Details', 'Contract Documents', 'Contract History', etc. The main area shows a 'Contract Details' form with fields for 'Contract ID', 'Contract Title', 'Contract Description', 'Contract Status', 'Contract Type', 'Contract Value', 'Contract Location', and 'Contract Documents'. The 'Contract Status' is set to 'Current'. The 'Contract Value' is '1000000.00'. The 'Contract Location' is 'London'. The 'Contract Documents' section shows a list of documents with columns for 'Document Name', 'Document Type', 'Document Status', and 'Document Location'.

e-Auctions module

Contracting Authorities create e-Auction events as part of the tendering process.

The screenshot displays a web interface for e-Auction events. It is divided into two main sections. The top section, 'e-Auction Details', shows the 'Auction Status' as 'Auction is Running'. It includes fields for 'Auction Currency' (USD), 'Time Remaining' (00:00), and 'Extension Info' (No Extension Applied). Below this is a 'Bidding Information' section with fields for 'Current Best Bid' (200000.00), 'Next Winning Bid' (200000.00), 'Minimum Bid Difference' (10), 'Previous Bid Value' (200000.00), and 'Current Ranking' (1). The bottom section, 'Financial', shows a table with columns for 'Criteria' and 'Provider Value (dollar)'. The table has one row with 'Overall' and a value of '200000.00'. To the right of the main content is a 'MESSAGE BOARD OF E-AUCTION - 10010' section with a 'USER: 2229-PROVIDER' and a 'MESSAGES' area.

Indicative references in the field of e-Procurement

2003-2012

SIMAP e-Tendering (Publications Office of the EU)

Implementation of a prototype collaborative e-procurement environment for awarding authorities and their economic operators.

IDABC e-Procurement Studies and Demonstrators

Creation of common technical specifications and working demonstrators in order to improve interoperability. (European Commission)

e-PPS (EUROPEAN DYNAMICS)

Development of the e-PPS e-Procurement platform. Implementation of prototypes and parameterised tools. Localisation in Arabic, Dutch, English, French, German, Greek, and Italian.

e-Notices (Publications Office)

Implementation of the multilingual e-Notices portal to facilitate the authoring by Public Administrations across the EU of the e-Notices forms to be published on the TED portal of the European Commission.

e-Tendering for the government of Belgium (BOSA)

Design, development and commissioning of an e-Tendering platform for use by public organisations in Belgium.

e-Catalogues and e-Notices for the government of Belgium (BOSA)

Design and delivery of an e-Catalogues and an e-Notifications platform allowing the procurement of goods and services for the federal government.

e-Procurement system for the government of Cyprus

Introduction, application and deployment of a global platform for the implementation of electronic public procurement in Cyprus.

SIMAP e-Procurement Demonstrators Help Desk Services

Support to the e-Procurement community for the understanding and optimum use of the official e-Procurement demonstrators. (EU)

sid4health (NHS Purchasing and Supply Agency)

Supply and Managed Service for the UK's NHS Supplier Pre-Qualification Information Database.

e-Sourcing Framework (Buying Solutions)

EUROPEAN DYNAMICS offered e-PPS as a managed service fulfilling the needs of government and public authorities in electronic tendering, evaluation, contract and vendor management, as well as in e-auctions.

ESPO e-Solutions Framework (Eastern Shires Purchasing Organisation)

TfL e-Tendering (Transport for London)

E-PPS as a managed service fulfilled the needs of TfL in electronic tendering, evaluation and awarding, contract and vendor management.

YPO e-Tendering (Yorkshire Purchasing Organisation)

The company offers e-PPS as a managed service fulfilling the needs of Yorkshire Purchasing Organisation in electronic tendering, evaluation, contract and vendor management, as well as in e-Auctions.

SCC e-Tendering (Suffolk County Council)

The company offers e-PPS as a managed service fulfilling the needs of Suffolk County Council in electronic tendering, evaluation, contract and vendor management, as well as in e-Auctions.

Malta e-Procurement (Maltese Government)

The company offers e-PPS as a managed service fulfilling the needs of the Maltese Government in electronic tendering, evaluation, electronic catalogues, contract and vendor management, as well as in e-Auctions.

FSA e-Tendering (Food Standards Agency)

The company offers e-PPS as a managed service fulfilling the needs of Food Standards Agency in electronic tendering, evaluation, contract and project management.

2014

Electronic Tendering System for Organisation of Eastern Caribbean States (OECS) Pharmaceutical Procurement Services

EUROPEAN DYNAMICS has been awarded a contract for an Electronic Tendering System to assist the OECS Pharmaceutical Procurement Service to be used by all OECS countries for the procurement of works, goods and services at a regional and national level.

e-Tenders NI service for the Central Procurement Directorate of Northern Ireland

EUROPEAN DYNAMICS provides as a managed service a complete e-PPS solution for all public procurement performed in Northern Ireland.

2015

E-Government Procurement platform for the Government of Zambia

EUROPEAN DYNAMICS delivered a complete e-Procurement system (including hardware, high availability data centres, and software) used for all public procurement of the Government of Zambia.

2016

Unified National e-Procurement System in Tanzania

EUROPEAN DYNAMICS delivered a complete e-Procurement system used for all public procurement of the Government of Zambia.

Caricom Community Public Procurement Notice Board

2017

New public procurement platform simap2019

EUROPEAN DYNAMICS delivered a complete e-Procurement solution based on e-PPS for the State Secretariat for Economic Affairs SECO, in Switzerland.

New public procurement platforms for Ghana and Uganda

Complete e-Procurement solutions based on e-PPS for both countries.

2018

PanamaCompra V3

EUROPEAN DYNAMICS was contracted for the supply and installation of the Electronic Procurement Platform for the Public Sector of the Republic of Panama, PanamaCompra V3.

2019

Global Public Procurement Database (World Bank)

EUROPEAN DYNAMICS was contracted by the World Bank for the development of the Global Public Procurement Database (GPPD), a new Global Knowledge Product (GKP) that allows the collection of quality information about public procurement practices around the world.

2020

SaaS e-Procurement Solution implementation for the Nigerian States

EUROPEAN DYNAMICS has signed a Framework Contract with Kaduna State for the implementation of SaaS e-Procurement services that is accessible to all Nigerian states with the support of the World Bank.

2021

e-Catalogues for the Dutch government

EUROPEAN DYNAMICS was contracted for the supply and installation of a catalogue platform for the Ministry of the Interior and Kingdom Relations using the SaaS service delivery model.

EUROPEAN DYNAMICS delivered a complete Software Solution for the Caricom Community Public Procurement Notice Board

2022

e-Procurement system for Ireland

EUROPEAN DYNAMICS was contracted for the supply and installation of the National eProcurement Platform on a Software as a Service (SaaS) basis by the Office of Government Procurement of Ireland.

2023

e-Procurement system for Cyprus

EUROPEAN DYNAMICS was contracted for the supply and installation of the National eProcurement Platform on a Software as a Service (SaaS) for the Public Procurement Directorate of the Treasury of the Republic of Cyprus.

e-Procurement system for the government of Liberia

EUROPEAN DYNAMICS was contracted for the Supply, Installation, Configuration, Deployment and Maintenance of an Electronic Government Procurement (e-GP) System for the Government of Liberia on Software as a Service (SAAS) Model.

2024

e-Procurement system for Lithuania

EUROPEAN DYNAMICS was contracted for the supply and installation of the National eProcurement Platform on a Software as a Service (SaaS) for the Government of Lithuania.

2025

e-Procurement system for Democratic Republic of Congo

EUROPEAN DYNAMICS was contracted for the Supply, Installation, Configuration, Deployment and Maintenance of an Electronic Government Procurement (e-GP) System for the Government of Democratic Republic of Congo on Software as a Service (SAAS) Model.

e-Procurement system for Africa CDC organisation

EUROPEAN DYNAMICS was contracted for the supply and installation of the eProcurement Platform on a Software as a Service (SaaS) for the Africa CDC organization.

e-Procurement system for Mozambique

EUROPEAN DYNAMICS was contracted for the Supply, Installation, Configuration, Deployment and Maintenance of an Electronic Government Procurement (e-GP) System for the Government of Mozambique.

Case Studies

e-Procurement in Cyprus

The Public Procurement Directorate (PPD) of the Treasury of the Republic of Cyprus assigned to EUROPEAN DYNAMICS the adaptation of the e-PPS platform to be used by over 700 Contracting Authorities as the central portal for the electronic procurement of goods, services and projects.

The system is in full compliance with the provisions of the European and national regulations and it uses the e-PPS's state-of-the-art technologies.

EUROPEAN DYNAMICS, except from customising and deploying e-PPS to the PPD, also provides a number of services such as conducting implementation studies, training the users, managing a pilot system, providing helpdesk and operational support and assisting the Contracting Authorities to adopt to the system on an organisational, social, legal and operational level.

Impact of the project:

- **Interoperability:** tools and services are based on the use of Open Standards, while the system interfaces with the Official Journal of the EU and Cyprus' Official Gazette.
- **State-of-the-Art technical infrastructure:** focus on equal treatment, non-discrimination, transparency and security, through a technical architecture that contains specialised security equipment and no single-point-of-failure.
- **Increase productivity:** reduced usage of paper, postage and printing, while drafting notices, tenders, participation requests, orders, invoices, etc.
- **Transparency through wider market participation and easier access:** public administrations are able to reach more suppliers, resulting in increased competition levels and lower costs.
- **Faster procurement through better efficiency:** the procurement cycle is reduced due to capability to re-use previous competition information, electronic completion of notices and automated evaluation.

e-Procurement in Ghana

The Ministry of Communications of Ghana aimed to modernize its public procurement processes to enhance transparency and efficiency. EUROPEAN DYNAMICS was contracted to design and implement the e-PPS platform, incorporating modules for e-Planning, OCDS, e-Notification, e-Tendering, e-Awarding, e-Catalogue, and e-Contract Management. The project objectives included improving procurement transparency, reducing cycle times, and ensuring compliance with procurement regulations.

The system was customized to meet the specific needs of the government of Ghana, featuring supplier registration, tender management, electronic submissions, and automated evaluations. The project was executed in phases, including initial analysis, system customization, pilot testing, and full-scale deployment. Comprehensive training and support services ensured smooth adoption by all stakeholders.

The solution also interfaces with the below third party systems:

- Ghana Payment Gateway portal for the online completion of Registration fees, Renewal fees, Tender Participation and Appeal submission fees.
- Ghana Integrated Financial Management Information System for requisition validation before the initiation of a procurement process.
- Ghana Revenue Authority for the validation of the supplier organisation details before the supplier registration and bid submission.

Key challenges included resistance to change and varying levels of technical expertise among users. These were addressed through tailored training programs, user-friendly design modifications, and continuous technical support. The system led to significant cost savings, shorter procurement cycle times, and increased competitive bids. Enhanced transparency and accountability fostered greater public trust in the procurement process.

The e-procurement system positively impacted Ghana's economy by enabling more efficient public spending. Lessons learned included the importance of stakeholder engagement, continuous feedback, and robust security measures. The success of the project in Ghana provides a scalable model for other regions and countries with similar procurement challenges.

e-Procurement in Malta

The Malta Information Technology Agency has selected EUROPEAN DYNAMICS (ED) for the provision of a fully hosted e-Procurement platform which supports the Maltese Government's procurement activities. The service offered by ED supports a variety of functionalities associated to the procurement and contract/management activities. The system is compliant with the provisions of European and National Law on Public Procurement. The solution addresses the Pre-Award and Post-Award Phases of eProcurement (eNotification, eSubmission, eESPD, eAwarding, Tender preparation, Contract Drafting, Contract Governance and monitoring). The eProcurement Solution is also capable of addressing all types of procurement procedures, both above and below the EU thresholds, described in the Regulations, namely:

- Open tendering procedure;
- Restricted tendering procedure;
- Competitive Dialogue;
- Negotiated and Simplified tendering procedure;
- Design Contest.
- Dynamic Purchasing Systems;
- Framework Agreements;
- Electronic Auctions;
- Request For Quotations;
- Request For Information;
- Call for Expression of Interest.

The solution also interfaces with the Maltese e-Government Shared Services. For all of the above functionalities the company offers the following services:

- Analysis, Implementation and Testing of the Software for the platform;
- Hosting and Disaster Recovery;
- Provision and set-up of the test environment;
- Deployment of the platform on the production environment;
- Delivery of Technical documentation;
- Delivery of User manual and training;
- Service Management (Corrective/Evolutionary Maintenance), help desk.

For ongoing training the company has offered and shall offer through the duration of the contract the following training sessions:

- substantial training to Contracting Authority Users;
- Ad hoc training on customer request.

e-Procurement in Ireland

The Office of Government Procurement (OGP) has awarded to EUROPEAN DYNAMICS a ten-year contract for providing e-Procurement managed services that are to be used by all public authorities in Ireland (IRL).

The eTenders Service supports the full eProcurement cycle, including:

- Pre-market engagement;
- Buyer and supplier registration and profiling;
- Shared documents and templates library for buyers;
- OJEU notification (eForms) /advertising of requirements;
- CPV based business notifications for suppliers;
- Buyer – supplier messaging;
- eESPD;
- Secure submission and opening of tender responses;
- Evaluation of responses;
- Negotiation rounds, multiple cycles and shortlisting;
- eAuctions;
- Awarding of contracts and OJEU CAN publication (eForms);
- Contracts management.

The solution offers a flexible structure which addresses all procedures as defined by the EU Directives (e.g. Open, Restricted, Negotiated, Framework Agreements, DPS, Qualification System etc). Furthermore, a robust and flexible Business Intelligence module is included, allowing the creation of pre-defined or ad-hoc reports.

The eTenders Service is delivered by EUROPEAN DYNAMICS via a secure hosted managed service, providing support (including first and second level helpdesk services) and offering value added services such as training (more than 2000 users have been trained onsite), advice and guidance, documentation, online training and other related services.

e-Procurement in Zambia

The Zambia Public Procurement Authority (ZPPA) selected EUROPEAN DYNAMICS to implement the e-PPS platform to modernize its public procurement system, ensuring compliance with both national and international regulations. The platform included modules for e-Planning, e-Notification, e-Tendering, e-Awarding, OCDS and e-Contracts, aiming to enhance transparency, reduce costs, and streamline procurement processes.

The e-PPS implementation for government of Zambia involved customization to meet specific local requirements, including the integration of supplier registration, electronic tender submissions, and automated evaluation of bids. The deployment was carried out in phases, starting with a detailed analysis of local procurement needs, followed by pilot testing, and full-scale rollout. Training and ongoing support were crucial components, ensuring that over 500 Contracting Authorities and numerous Suppliers were adept at using the new system.

The solution also interfaces with the below third party systems:

- Payment Gateways for the online completion of Registration fees, Renewal fees, Tender Participation and Appeal submission fees using a variety of payment methods such as card, bank transfer and mobile payment.
- One-Stop-Shop Information System (OSSIS) for the validation of the supplier organisation details before the supplier registration and bid submission.

The platform facilitated better management of procurement cycles, from the publication of tenders to the awarding and managing of contracts, resulting in increased competition and cost savings. The e-PPS system has significantly reduced the procurement cycle times and administrative overheads, contributing to more transparent and efficient public spending.

This initiative has transformed Zambia's procurement landscape, showcasing the benefits of e-Procurement in achieving operational efficiency and transparency. The success of the project underlines the importance of stakeholder engagement, continuous training, and robust support systems. Zambia's e-Procurement project is a benchmark for other countries aiming to upgrade their public procurement systems to international standards.

UK

TfL e-Tendering

The services provided by EUROPEAN DYNAMICS under the contract covered the provision of a fully hosted e-Tendering platform which supports the Transport for London's (TfL) procurement activities. Services provided under this contract include the Analysis, Configuration and Testing of the Software of the platform; provision and set-up of the test environment; deployment of the platform on the production hosting environment (internal); delivery of technical documentation; delivery of user manual and training; corrective maintenance; evolutionary maintenance and a 1st level helpdesk functionality.

The benefits offered to TfL by the new e-Tendering platform services are the following:

- Effective centralised management of user data;
- Acceleration of the procurement and decision making process;
- Reduction of administrative delays and costs;
- Support of all stages in a procurement process;
- Efficient monitoring and auditing of all user actions;
- Sharing of data by all users within a division (request to participate lists);
- Centralised registration and authentication process;
- Secure communication and exchange of information;
- Automatic notification to platform users using e-mail;

The TfL e-Tendering platform provides all necessary functionalities to support the entire procurement process (e-Attestation, e-Notification, e-Tendering, e-Evaluation and e-Awarding).

SCC e-Tendering

The services provided by EUROPEAN DYNAMICS under the contract covered the provision of a fully hosted e-Tendering platform which supports the Suffolk County Council's (SCC) procurement activities and also their document and project management needs. The e-PPS platform supports "One-off Procurements", such as Open, Restricted, Negotiated, Accelerated and Competitive Dialogue Procedures, as well as "Repetitive Procurements", such as Framework Agreements / Contracts and Dynamic Purchasing Systems. Furthermore, it can ensure the equal treatment of all financial institutions and the transparency of competitions by adopting recognised and acceptable models, related to the protection of sensitive information. Finally, e-PPS is in full compliance with ISO 27001 and has received Impact Level 3 accreditation according to the HMG Information Security Standards.

The SCC e-Tendering platform provides a variety of functionalities to support the entire procurement process (e-Attestation, e-Notification, e-Tendering, e-Evaluation and e-Awarding). Further to fully supporting the e-Tendering needs of SCC, the project's scope also includes the support of the post awarding and project management needs of the organisation.

The SCC e-Sourcing platform includes **the CPMS platform** of EUROPEAN DYNAMICS, an open-source platform based on the ASP model, which supports all the post procurement and project management activities.

NHS sid4health

EUROPEAN DYNAMICS designed, developed, deployed and operates a fully managed Supplier Pre-Qualification Information Database for the NHS.

NHS sid4health is based on the e-Attestation module of e-SSS. It is a Web-based centralised platform developed to significantly reduce processing costs and facilitate the procurement processes, by allowing the management and transfer of supplier profiles and data to NHS e-Procurement systems.

The new NHS sid4health system replaced the previous NHS-sid platform and was launched in production on May 2009. NHS sid4health is the sole official NHS supplier information database holding supplier pre-qualification information and is shared by all purchasing organisations in the NHS. NHS sid4health is used by over 80,000 registered Suppliers and 600 NHS Purchasing Officers.

EUROPEAN DYNAMICS operates the platform as a SaaS managed service, providing hosting and help desk support to all users of the platform.

Byers may:

- Search for suppliers.
- Create lists of suppliers.
- Collect pre-qualification data.
- Export data for procurement phase.
- Manage contracting authorities and users.

Suppliers may:

- Search for open business opportunities.
- Automate import of supplier data.
- Manage multiple supplier profiles.
- Submit pre-qualification data.
- Manage organisation users.

E-Procurement for the Northern Ireland Public Sector

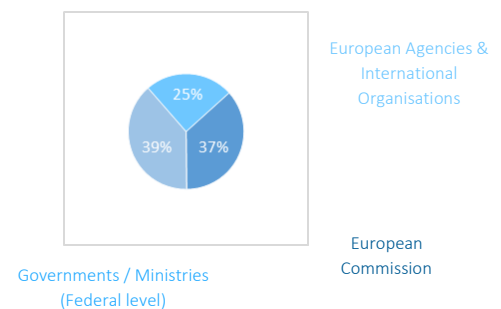
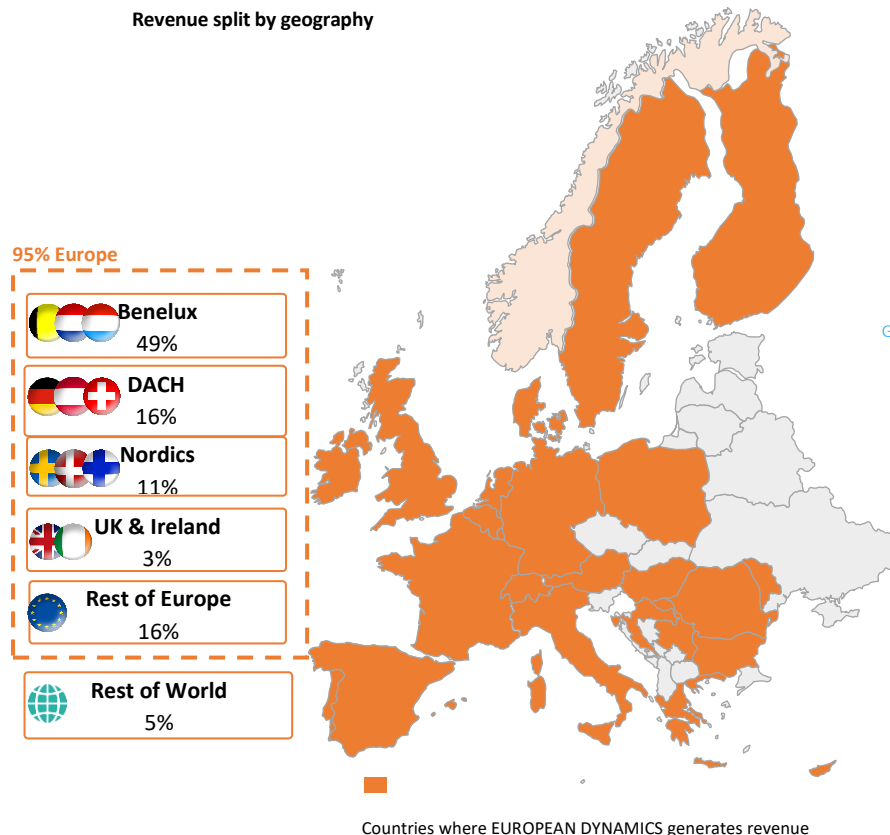
The Department of Finance and Personnel of Northern Ireland has awarded to EUROPEAN DYNAMICS a ten-year contract for providing e-Procurement managed services that are to be used by all public authorities in Northern Ireland (NI).

The eTendersNI Service enables workflow planning, pre-market engagement; identification of requirements, research of potential suppliers, strategic category management, OJEU notification/advertising of requirements, supplier registration and profiling, pre-qualification, invitations to tender, clarifications, receipt of responses, secure opening process, evaluation of responses, negotiation, eAuctions and award and generation of contracts.

In addition it also enables post contract award supplier performance and relationship management, collaboration by groups of geographically dispersed stakeholders the ability to edit, track and audit activity within the system; and the ability for successful Suppliers to publish sub-contracting opportunities.

The Service has encountered a number of challenges primarily related to the change of legislation (PCR-15) and the withdrawal of the United Kingdom from the European Union and the resulting changes in the system functionality and configuration, which needed to be performed without service disruption.

The eTendersNI Service is delivered by EUROPEAN DYNAMICS via a secure hosted managed service, providing support and offering value added services such as additional training (more than 1600 users have been trained), advice and guidance, organisational assessment and other related services.



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