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CONTRACT AND PROJECT MANAGEMENT SYSTEM 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 (i.e. electronic sourcing), is a web-based, collaborative technology to facilitate the lifecycle of a tendering process, for both buyers and suppliers, offering a secure interactive, dynamic environment for procurements of any nature, size, complexity or value (above and below OJEU thresholds), enforcing (where appropriate) and encouraging 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 of e-Sourcing tools that enable Contracting Authorities to perform all necessary activities for interacting with their supply chain in order to optimally acquire products and services.

The e-Sourcing Services Suite has been developed entirely by EUROPEAN DYNAMICS and it 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.

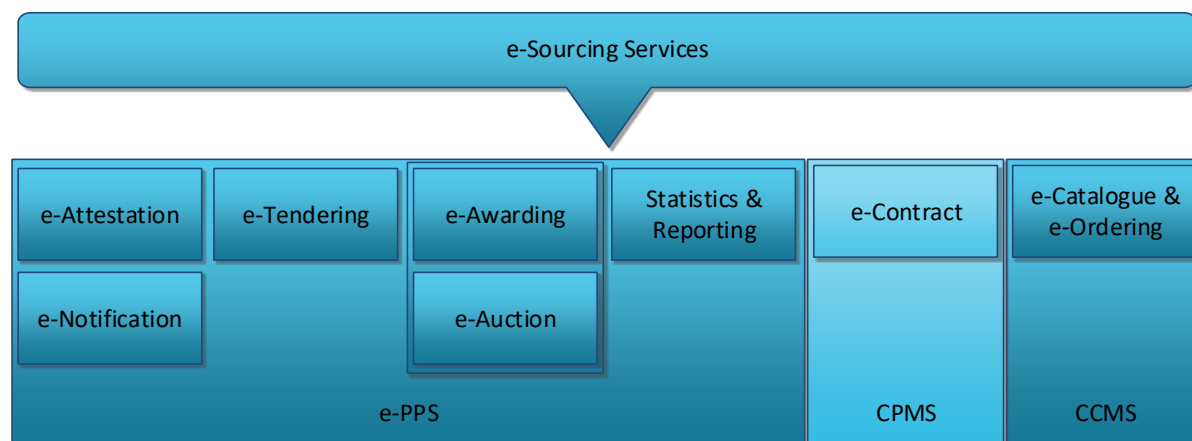


Figure 1: The CPMS Service as part of the e-Sourcing Services Suite of EUROPEAN DYNAMICS

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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 the 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 that facilitates following up 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.

The CPMS 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 may be

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in position to address 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.

If legal or regulatory compliance obligations of the Customer require changes to the service, we will implement them 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

The Contract and Project Management System (CPMS) is a multifunctional solution that serves as a virtual office for modern organisations and all their stakeholders and counterparts. It offers to its users a common working space, containing all their documents, deliverables, communications and procedures to follow to achieve optimum cooperation.

CPMS is a service tailored to the requirements of Public Administrations that need to follow up and manage service contracts in all their aspects, including supplier performance. It comprises numerous valuable tools that facilitate the concurrent management of different contracts with many suppliers. The main CPMS functionality includes document management, project management, calendar service, service level management using key performance indicators, and contract reporting.

The **CPMS service** of EUROPEAN DYNAMICS is an open-source platform based on the ASP model, which supports all the post procurement and project management activities. The CPMS service includes e-Contract and Project Management functionality that allows establishing, managing and monitoring contracts, collating bid history, monitoring performance against agreed service level agreements (SLAs) and key performance indicators and alert buyers to key activities such as contract renewal dates. An overview of the functionality supported by the Contract management module is provided below:

- **Document management:** All documents related to the contract can be managed online (collaboration, versioning, locking, etc) through the appropriate document management functionality which supports:
 - ◇ Upload and download of files.
 - ◇ Folder and sub folder creation.
 - ◇ Document Versioning to facilitate the tracking of document changes.
 - ◇ Automated notifications to associated users when changes are performed.
 - ◇ Metadata and keywords associations to facilitate document/folder retrieval.
- **Project management:** The project management is facilitated through administrative tools, collaboration panels and automatic processes to allow:
 - ◇ Insertion of project tasks and associated deadlines.
 - ◇ Creation of milestones (project task, deliverables, payment milestone).
 - ◇ Personal time-tracking of all tasks through calendar functionality.
 - ◇ Monitoring of the Contract status and follow-up of all project tasks.
 - ◇ Automated Notifications are utilized when a deadline for a particular task has expired.
- **Calendar:** Calendar functionality which includes reminders and navigation functionality enabling project members to follow up meetings and events.
- **Key Performance Indicators (KPIs):** The platform supports the creation and configuration of Key Performance Indicators (KPIs). Authorised users are allowed to monitor and update the status of

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the indicators. Automated notifications are sent, when a KPI runs under risk or when the service levels defined are not met.

- **Contract reporting:** Statistical information and reports relating to the project management activities are available to help the Customer users to visualise and understand the progress in each project. Similar reports are available to the suppliers.

All e-Sourcing Services are provided through the ISO27001:2013-certified data centre of EUROPEAN DYNAMICS that can offer a secure and stable environment that ensures 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 CPMS service instance, the onboarding process is straightforward and includes primarily training activities.

In case the Buyer wishes to use a dedicated CPMS service instance, CPMS can be configured, adapted and in cases 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 simplistic changes (e.g. different GUI colours) to quite complex ones (e.g. integration with a client-specific external service). To pin-point and conclude the exact configurations/adaptations to be performed on CPMS for each particular user, ED has developed through the years a very productive adaptation/customisation process for CPMS, which is used for all CPMS projects. The core steps of this process for configuring CPMS to the specific Customer needs comprise:

- Upon contract award or purchase order we immediately make available to the Purchaser/Stakeholders the default CPMS 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 CPMS, so that specific discussion takes place on particular CPMS operations requiring client-specific configuration. This exercise results to specific deviations from the default CPMS 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.
- All final specifications for the CPMS configurations are documented in the “Configuration Specifications” deliverable, which is subject to thorough review by all Stakeholders for its approval.

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- Upon approving and finalisation of the specifications, we start the CPMS configuration work for the delivery of the particular CPMS instance, configured in line with the specific client needs.

The configuration of any client-specific deviations requires time exclusively dependant on the magnitude of deviations requested to be performed. 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:

- **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 for the duration of the specific contract. This involves the analysis of performance metrics and development of recommendations, which are given as feedback to the team in view of process improvements as and if necessary.

3.1.2 Off Boarding

The “off boarding” or “hand over” phase of the service follows an established procedure that provides 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 an 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, maintains a Green Building Certification by LEED (Gold), and is powered solely from renewable sources.

Additionally, the datacentre maintains an ISO14001 Certification for Environmental Management, makes use of Efficient UPS with Li-ion batteries and uses LED lighting.

Furthermore, 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 maintains 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 necessary 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 ISO27001:2013 guidelines regarding physical, personnel, and procedural security and DR aspects of the EDHS system.

3.4.2 BCDR Objectives

Our business continuity objectives are to:

- 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 have been defined as follows:

- **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 24 hours upon request

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

- Detection & confirmation of Data Centre Failure (20 minutes)
- BGP¹ redirection of IP-space to DR Site (< 3 minutes)

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

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- 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 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 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 extending 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 System back-up methodology adheres to the ISO 27001 Standard requirements, allowing EDHS to be restored in the specified time as recorded in the BCDR plan. The software used to ensure the 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 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:

- **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

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◇ 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. Furthermore, 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 will support the Customer if special requirements exist.

We support the service, both in terms of continuous corrective, adaptive, and evolutive maintenance, and provide assistance to 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.

CPMS is a service designed around meeting explicit legal requirements that vary depending on the legal, administrative and business framework that applies for each client. As meeting requirements has to be provable, CPMS 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, CPMS 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: - constitutes a total loss of availability of the system and/or operational services - constitutes 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 relevant 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 in order 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 line** service desk, which is directly available to End Users;

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

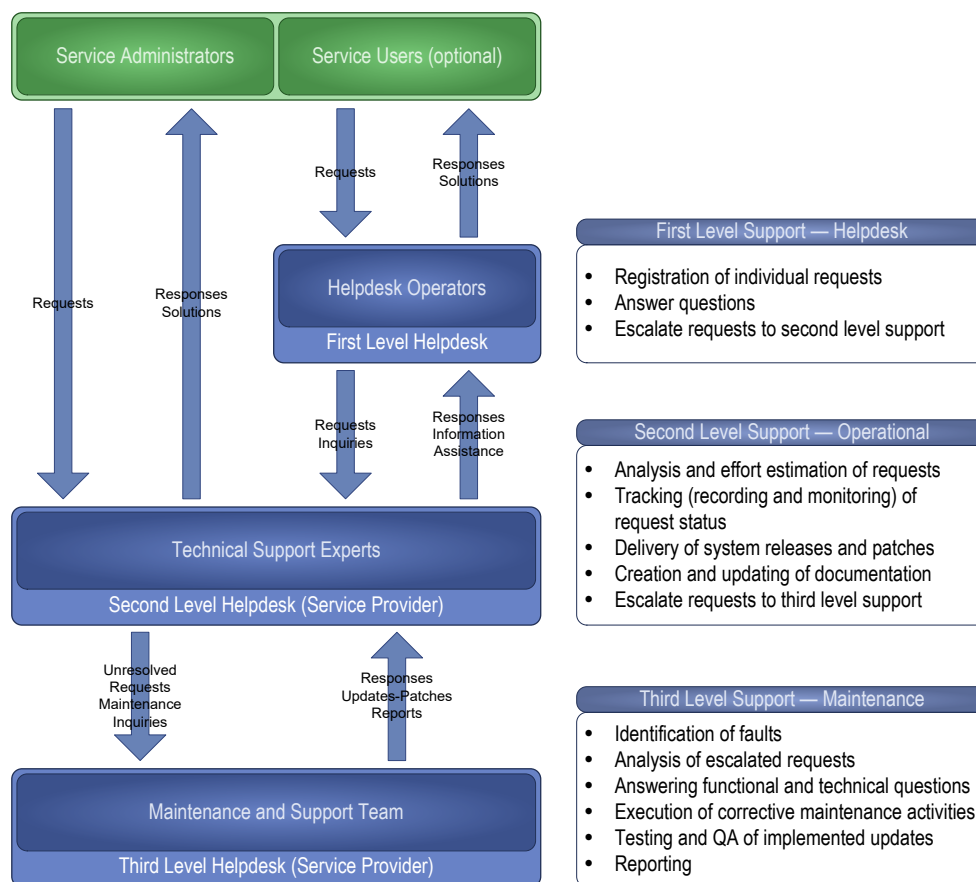


Figure 2: Customer Support Centre

The Quality of Service 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 CPMS 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 “Train the trainer” programmes can also be provided.

EUROPEAN DYNAMICS always designs its training schedules around the Customer requirements. Part of the training design is the creation of training material suitable for each type of trainees, which is necessary since CPMS 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.

In addition, during the design of the training schedule, the training analysis will identify additional requirements that will need to be addressed during training. The scope of such requirements is identified below.

3.9.1 Training Analysis

The analysis of actual training requirements is an important step when designing the training schedule. This analysis mainly focuses on the following subjects:

- Definition of the target audiences in terms of:
 - ◇ Trainee role (administrator, user, trainer).
 - ◇ Trainee background related to information technology, and e-Sourcing.
- 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 understand how the service terminology, information and functionality correspond 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 user’s perspective of provided functionality.

Administrator Training

The Administrator Training is a specialised course for system administrators of the CPMS 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, role management, etc. that are handled by the system and the security model in place. Administrators need

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to be trustworthy and must be suitably authorised by the Customer in order to gain access to the service administrative functionality.

Train-the-trainer Training

EUROPEAN DYNAMICS is able to 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 both types of service training, i.e., for users 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 CPMS 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 users depending on their role and access rights. 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 deliver 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.

Prior to submitting the order form, the Customer and we shall enter into dialogue to determine 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 to the Supplier.

3.11.2 *Termination by Supplier*

If the Customer fails to pay the Supplier undisputed sums of money when due, the Supplier shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums, the Supplier may terminate the relevant 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 CPMS 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, uploaded content and attachments 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 include as an optional service element the possibility to create a data set in line with the Customer requirements.

Please note that we may not be in position to provide encrypted data in their original form, such as passwords.

3.13 Customer Responsibilities

All our relations with the Customer are described in the service provision (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 CPMS 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 CPMS service is accessible through a standard web browser. The service has minimal requirements from the service users, both contracting authorities and contractors. 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.

3.15 Details of Trial Service

EUROPEAN DYNAMICS offers a test instance of the CPMS 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 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 CPMS service is not a general purpose service, the areas where an API would be useful are limited. We shall provide upon request by the Customer a documented and supported API for its integration component in order to facilitate integration with external applications.

The CPMS solution 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 Customer.

The CPMS system 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, CPMS 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.

	Crown Commercial Service G-Cloud 15 Reference Number RM 1557.15	Supporting Documentation
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◇ Graphical images are presented in .jpg or .gif format, as well as, on any other equivalent format.

◇ Using Dublin Core metadata for content management.

There is no limitation on the number of external systems that can integrate with CPMS. Typical integrations with supplier systems/external marketplaces and back-office systems may 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, CPMS is not limited to specific integration technologies and can be extended to support any integration technology needed.

The CPMS service has been built 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 service's modular design provides EUROPEAN DYNAMICS the freedom to implement the service using several different options regarding the hardware, operating system, database vendor, application server vendor, and other parameters of the system configuration. The CPMS service is provided by default using the PostgreSQL database, JBoss application server and employs a series of open source code libraries that implement compliance with open standard technologies.
- The Service offers management information of various types to its users. The level and type of such information is in line with the user roles:
 - ◇ System-related information is accessible to administrators;
 - ◇ Contracting authority information is accessible to the corresponding administrative roles within the contracting authority;
 - ◇ Supplier organisation-related information is accessible to the corresponding administrative roles within the contracting authority and supplier organisation.
 - ◇ At the workspace context, all management information is provided in line with the access rights of the user for the specific workspace resource.
 - ◇ Extensive management reporting exists as part of the CPMS functionality drawing and compiling information from the CPMS resources. All information is provided in real time with negligible overhead in system resources.
- The service provisioning and de-provisioning is part of the on-boarding and off-boarding process. Upon Service 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 it 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 approximately in 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.

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- Regarding the minimum contract period, the initial term following the purchase order by the Customer is 12 months. Renewals of existing contracts have a minimum of three months. The Service is not offered for free for new Customers. Existing Customers may add new users at no cost.
- The CPMS service provides an extensive range of auditable events for which audit records are maintained. Such records include information about the user who performed an action, his computer, a timestamp and a description of the action performed. These records are visible to suitably authorised personnel and cannot be edited by any user, thus providing credible information for forensic analysis.
- The CPMS Calendar Service provides authorised users (buyers or suppliers) the facility to organise a new meeting electronically by defining the meeting details, the meeting recurrence (e.g. once, daily, weekly, bi-weekly, monthly, yearly, etc.), responsible contact person, and participants list. Users are able to search (with one or multiple criteria) and select the list of Buyers and Suppliers to be invited for participation in the particular meeting. Each meeting is associated with a meeting agenda, meeting minutes (supporting the uploading of different versions) and meeting documents (pre and post submission documents, such as introductory material, presentations, case studies, etc.) The Calendar service may display only the events and meetings scheduled within the current workspace, or aggregate events and meetings scheduled within the current workspace and sub-workspaces in line with the user's access rights.

Annex: Product Information Brochure



CPMS

A new generation of contract, document and project management services

Data Sheet

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4.	CPMS Advanced Access Rights Model	28
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1 What is CPMS

In today's business environment, corporations and administrations operate all over the world through a wide range of offices and points of presence. They implement projects with a multinational dimension, involving complex collaboration and communication requirements, which need to be managed in a flexible and professional manner.

EUROPEAN DYNAMICS designed and implemented the Contract, Document and Project Management System (CPMS), precisely in order to enable the powerful management of various documents, contracts as well as projects via an easy-to-use dash-board. The system addresses in a modern, structured and efficient manner all such collaboration needs of a growing community of users, allowing a maximum of human interaction.

CPMS is a multifunctional solution that serves as a virtual office, for modern organisations and all their stakeholders and counterparts. It offers to its users a common working space, containing all their documents, deliverables, communications and procedures to follow to achieve optimum cooperation.

With the CPMS platform, you can maintain a private space on the Internet where you and your partners and/or customers may virtually collaborate. You can share information, archive documents, etc. All you need is a broadband internet connection, a username and a password.

What makes it truly ideal is that it is fully adaptable to your needs. Design, functionality and interfaces can be easily customised so that they fit best to your needs and the ones of your community.

CPMS services address perfectly the needs of those who are:

- involved in any kind of team work at national or international level
- suffering from unstructured paper or email exchanges
- struggling with the management of complicated projects involving a large number of documents, project tasks, project, deliverables, etc.
- trying to automate complex workflow, etc.

CPMS is an essential tool for a wide spectrum of organisations including multinational companies, professional associations, SMEs, international institutions, local authorities, professional associations, NGOs, etc.

CPMS offers a variety of services that can empower the cooperation and knowledge management requirements of these entities and their human resources. Each one of the communities mentioned above is organized in various groups of people. These include permanent Directorates, Departments or Units, ad hoc Task Forces, horizontal competence centres, working groups, workshops, project groups, committees, internal or external users or clients, etc. Members of the same group can be physically located in the same place, or spread across the globe.

CPMS is capable to provide an extensive suite of e-collaboration tools and functions, all integrated in a web interface allowing easy access from anywhere. CPMS is suitable for all kinds of industries. It is the ideal document and project management solution for:

- Business to Business Services
- Legal service industry
- Insurance Industry
- Pharmaceutical Industry
- Health Industry
- e-Market
- Shipping Industry
- Translation Services
- Government Organisations
- Educational Institutions

2 Tools and Functions

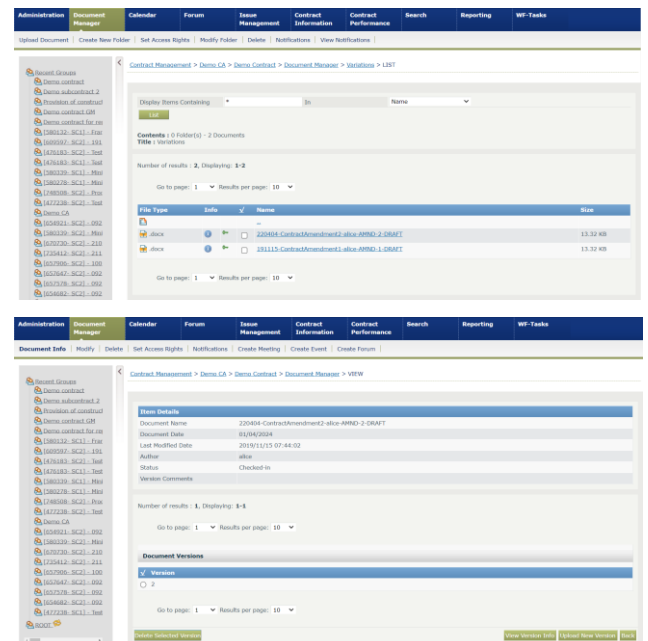
Document Management

Document management allows a workgroup to maintain online document libraries. The documents may be of any format, size, and language. It provides the following functionalities:

- Supports various types of documents:
 - Contract Plan
 - Reports
 - Meeting Minutes
 - Requirements
 - Contract
 - Contract Amendment
 - Presentation
 - Supporting Document
 - Legal Document
 - Letter
 - FAX
 - Tender
 - Email
 - Quality Plan
 - Quality Assurance Report
 - Functional Specifications
 - System Design
 - System Architecture Document
 - Requirements Clarifications
 - Change Request
 - Budget Report
 - Contract Issues Report
 - Contract Progress Report
 - Test Scenario
 - Test Cases
 - Acceptance Report
 - Quotation Report
 - Proposal Document
 - Contract Evaluation Form
- Enables the association of specific user roles with a document.
- Enables the document versioning.
- Enables the establishment of dynamic document management workflows.

CPMS provides a private work space for each geographically distributed workgroup where access is provided through simple web browsers.

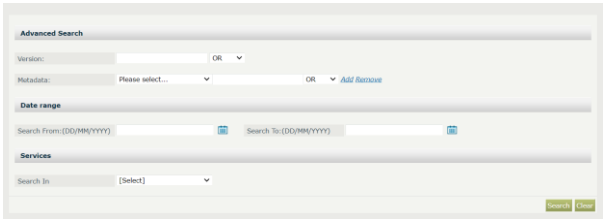
All documents are stored in a hierarchical section structure. Workgroup moderators provide as course or as detailed access rights according to the specific workgroup needs.



Knowledge management

CPMS provides a sophisticated search mechanism allowing its users to find any document matching the search criteria, which include also document metadata. In addition, the service provides unique characteristics such as:

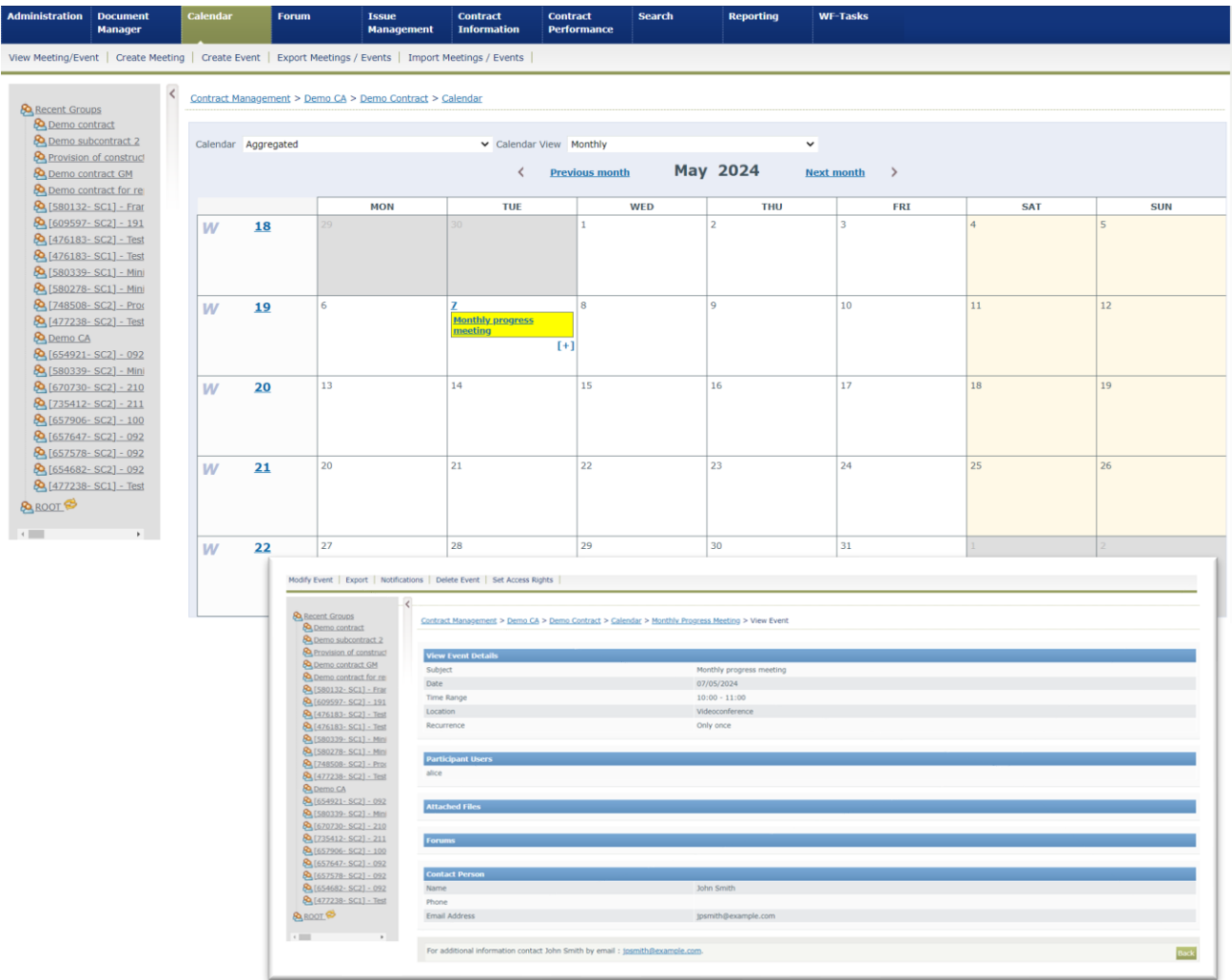
- Matching based on statistical values, access frequency and user profiles.
- Thematic search.
- Customisable presentation of most popular elements.



Calendar

The calendar service allows the management of meetings and other events and can be shared among the members of a work group. In addition, it supports meeting preparatory actions, announcements, as well as meeting and event management. In particular:

- Meeting events, milestones.
- Milestones Definition.
- Electronic Invitations.
- Email Notification & Alerts.
- Attachments into Meetings events (e.g. Meeting Agenda, Meeting minutes).
- Import/ Export from MS Outlook and iCalendar.



Administration Document Manager **Calendar** Forum Issue Management Contract Information Contract Performance Search Reporting WF-Tasks

View Meeting/Event | Create Meeting | Create Event | Export Meetings / Events | Import Meetings / Events |

Contract Management > Demo CA > Demo Contract > Calendar

Calendar Aggregated Calendar View Monthly

< Previous month May 2024 Next month >

	MON	TUE	WED	THU	FRI	SAT	SUN
W 18	29	30	1	2	3	4	5
W 19	6	7 Monthly progress meeting [+]	8	9	10	11	12
W 20	13	14	15	16	17	18	19
W 21	20	21	22	23	24	25	26
W 22	27	28	29	30	31	1	2

Modify Event | Export | Notifications | Delete Event | Set Access Rights |

Contract Management > Demo CA > Demo Contract > Calendar > Monthly Progress Meeting > View Event

View Event Details

Subject: Monthly progress meeting
Date: 07/05/2024
Time Range: 10:00 - 11:00
Location: Videoconference
Recurrence: Only once

Participant Users

alice

Attached Files

Forums

Contact Person

Name: John Smith
Phone:
Email Address: jsmith@example.com

For additional information contact John Smith by email - jsmith@example.com

Back

Forums

The CPMS forum service allows the exchange of views and positions among the members of a workgroup for any subject of common interest. A user can read and/or contribute to a forum discussion. As with all CPMS services, the forum access can be controlled allowing moderation of forum posts, and/or restricted read or write access to different types of users:

- Forum Discussion Per Contract.
- Multi-threaded Fora.
- Messages Exchanges.
- File Attachments on Forums / Messages.
- Email Notifications.
- Moderated vs Free Chat Mode.
- Fora Archiving.

The screenshot shows the 'Contract Management' section with a sub-menu 'Review of Project Decisions'. The main content area displays a forum thread. On the left, there is a sidebar with a list of recent groups and users. The forum thread includes a 'General Information' section with fields for Subject, Status, and Start Date. Below this is an 'Additional Information' section. The 'Threads' section shows a list of threads with columns for Subject, Date and Time, and Author. The 'Participants List' section shows a list of users. The 'Attached Files' section shows a list of files with columns for Name, Author, and Date. At the bottom, there is a 'Reply' section with a text area for the user's response and an 'Add' button.

The screenshot shows the 'Reply' section of the forum. It includes a 'Subject' field with the value 'RE: Introduction'. Below this is a 'Message' section with a text area containing the text: 'The outcome of our discussion in this forum should provide input in the next progress meeting'. At the bottom, there is an 'Attached Files' section with a table showing columns for Name, Author, and Date. Below the table is a note: 'Fields indicated with the asterisk (*) are mandatory'. There is an 'Add' button and a 'Cancel' button.

Issue Management

This is where all the contract issues raised throughout the lifecycle of a contract are discussed. The issue management sub-module provides a transactional activity between the Contracting Authority and the Contractors. Issues that should be tracked are noted here, giving the opportunity to the interested parties to negotiate contract amendments. This sub-module has a strong association with the contract performance sub-module, as the latter feeds with feedback the former regarding the monitoring results and the level of compliance of the contract Issue Management:

- Contract Issues.
- Contract Monitoring.
- Transactional Activity between the contracting authority and the contractor.
- Negotiate Contract Amendments.
- Track issues raised upon a contract.
- Track and monitor the contractor's compliance with the contract.

The screenshot shows the 'Contract Management' section with a sub-menu 'Contract Information'. The main content area displays a list of contract issues. On the left, there is a sidebar with a list of recent groups and users. The list of issues includes columns for Issue ID, Priority, Severity, Assignee, Status, Date, Issue Title, and Action. Below the list, there is a 'Number of results: 1, Displaying: 1-1' and a 'Go to page: 1' dropdown menu. There is an 'Add' button.

The screenshot shows the 'Contract Management' section with a sub-menu 'Issue Management'. The main content area displays a list of contract issues. On the left, there is a sidebar with a list of recent groups and users. The list of issues includes columns for Issue ID, Priority, Severity, Assignee, Status, Date, Issue Title, and Action. Below the list, there is a 'Number of results: 1, Displaying: 1-1' and a 'Go to page: 1' dropdown menu. There is an 'Add' button.

Project Management

Enables the flexible management of projects by breaking down the project into minor tasks. Furthermore, it allows assigning resource to each task. Moreover, deliverables and financial information can be also linked to particular tasks enabling the end-to-end project management within a unified solution:

- Break down the project into minor tasks.
- Assign resources to Contract Tasks.
- Transactional Activity between the contracting authority and the contractor.
- Negotiate Contract Amendments.
- Track and monitor the contractor's compliance with th

The screenshot displays the Project Management interface. The top navigation bar includes tabs for Administration, Document Manager, Calendar, Forum, Issue Management, Contract Information, Contract Performance, Search, Reporting, and WF-Tasks. The main content area shows a list of tasks with columns for Task Name, Deadline, Status, Description, and Action. A detailed view of a task is also shown, including fields for Task Name, Deadline, Status, Assignee, and Comments.

Contract Performance

The System covers Contact Governance and monitoring the performance of a Contract in an advanced and flexible way, through the Contract Performance Service. This consists of various components, such as: Project Management; Deliverables; Key Performance Indicators; and Financial Management.

Key Performance Indicators

The Buyers may use the Key Performance Indicators option to define all required parameters for monitoring the progress of each individual contract throughout the execution of the different tasks. To assist the monitoring process, a questionnaire can be maintained for each individual contract. The questionnaire will be used for recording the performance of the contractor on the different services. It will be divided into sections and criteria (i.e. covering all the milestones, work-packages, and activities/deliverables of the contract) and provide metrics in order to monitor the performance of the contractor on the execution of the different services.

- Definition & Monitoring of Contract Deliverables Progress / Delays/ Quality/ Compliance.
- Monitor Contractors Progress and Compliance to the Contract Terms & Conditions.
- Key Performance Indicators (KPI).
- Monitor of Service Level Agreements (SLAs).
- Financial Budget Information.
- Payment /Invoices.
- Alerts.

The screenshot displays the Contract Performance interface. The top navigation bar includes tabs for Administration, Document Manager, Calendar, Forum, Issue Management, Contract Information, Contract Performance, Search, Reporting, and WF-Tasks. The main content area shows a list of deliverables with columns for Name, Deadline, Status, and Action. A detailed view of a deliverable is also shown, including fields for Name, Deadline, Status, Assignee, and Comments.

Reporting:

- Financial Performance Reports.
- Budget Analysis Reports.
- Payment Reports.
- Deliverable Reports.
- Key Performance Indicators.
- Staff Output Reports.
- View Aggregated Contract Reports across Framework(s).
- Reports on Active and Past contracts.

Audit Service

Auditing Service provides access on the System Logs for the System Administrator. Specifically, it provides information in a date range for System Events related to:

- Project Management
- Search
- Forum
- Document Management
- Invoices
- Calendar
- Errors
- Issue Management
- Administration
- Contract Deliverables
- Group Management
- Key Performance Indicators

For each audit record, results include Date & Time, User IP Address, Action Name, User Name, Primary Content Entry, Protocol, Server IP Address, while the System can be parameterised to provide additional content. All records can be exported to various formats namely PDF, Microsoft Excel and XML file.

Contract Section

Contracts*

Demo contract_1
Demo contract by TR
Demo contract for repair and maintenance services
Demo contract GM
Demo contract GM-Copy
Demo contract GM-Copy 2
Demo subcontract 2
Provision of construction materials
Provision of hardware equipment-P2
Demo Contract_v2(Archived)

Service Section

Service*

Project Management

Date range

Date Range

[Select DataType]

Search From:(DD/MM/YYYY)

Search To:(DD/MM/YYYY)

Reports against

Meta-Data*

Task Total time-effort

Report Format

Report Format*

Graphical Format

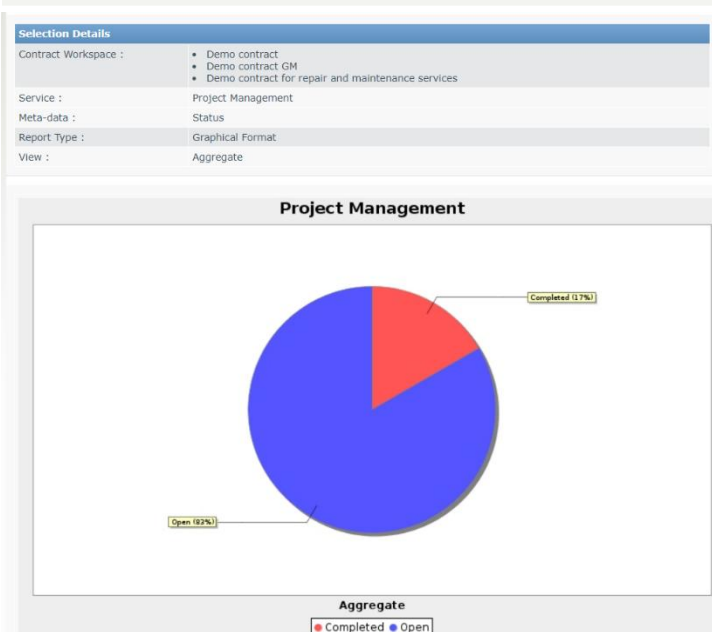
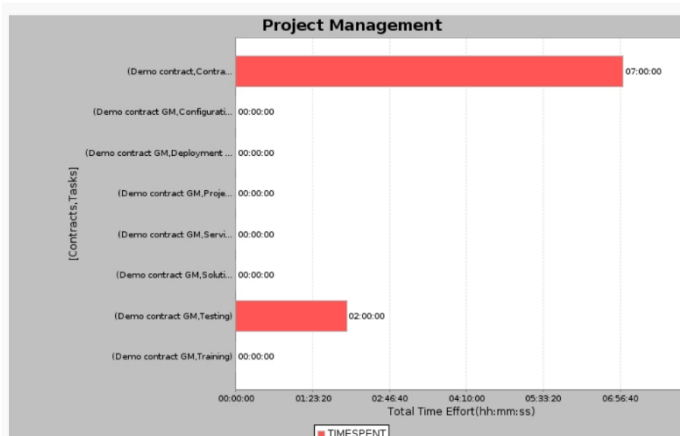
View

View*

Aggregate

Selection Details

Contract Workspace :	- Demo contract - Demo contract GM
Service :	Project Management
Meta-data :	Task Total time-effort
Report Type :	Graphical Format
View :	Aggregate



3 CPMS Users organisation and roles

Roles and Workspaces

CPMS Collaboration Platform users are organized according to the following hierarchy:

- **Administrators:**
 - System Administrators;
- **Users:**
 - Project Manager;
 - Contract Manager;
 - Officer ;
 - Contributor;
 - Writer;
 - User;
- **Non Authenticated:**
 - General Public;



4 CPMS Advanced Access Rights Model

The system supports different access rights models depending on access levels and provides varying levels of data protection. Access rights are based on user profiles. The basic organisational structure is the workgroup that comprises users having the right to access specific information and services.

Access to the system may be provided at different levels:

- **Public Access:** Access without any credentials, permitting access only to elements specifically declared as public (e.g. in portal).
- **Member Access:** Users upon registration must be authorised to access information (suitably authorised) existing in workgroups the user is not a member of.
- **Member Access:** The user profile declares the type and extent of access rights as defined by the workgroup coordinator.

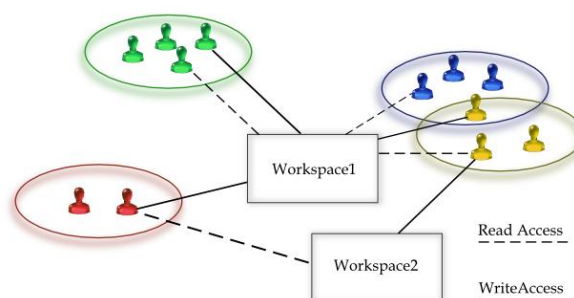
Security Model and Workspaces

The System offers a user management mechanism that supports the management of procedures regarding user registration, authentication, and authorisation and profiling. The user management mechanism along with the security mechanism offers a Role Based Access Control mechanism, (RBAC) approach for granting the access to the System. This means that users have different access rights on the System and functionality based on their user role. Furthermore, the access control mechanism is developed in the manner of **"What You See Is What You Have Access To"**. This means that if a user does not have sufficient access rights for the particular action he/she will simply not see the menu option (link or icon) for performing the action.

CA Procurement Coordinators (CAPC) and CA Procurement Coordinator Assistants (CAPCA) users have access to the data of their department/division. In order for a Contracting Authority Procurement Officer to have access on the procurement/ contracting processes (CFT/Contract Workspaces) of another division/department explicit user association with the specific CFT/ Contract Workspace is required. User association is performed only by the Procurement Officer Tender Coordinator of the CFT/ Contract Workspace.

According to the Security Model of the Solution:

- Users can belong to different Government Organisations and Ministries;
- Different users have different Access Rights to different Workspaces;
- User with Write Access in one Workspace has only Read Access to a different Workspace.



5 Added value and support services

EUROPEAN DYNAMICS provides a full range of services around CPMS in order to provide the best quality of service to CPMS users.

These services include:

Consulting Services

Analysis, recommendations and expert opinion concerning the use of CPMS for any specific set of requirements.

Service Provider

EUROPEAN DYNAMICS runs the CPMS platform and can provide Application Service Provider services to its customers.

Turn-key solutions

EUROPEAN DYNAMICS may provide to its customer complete solutions including requirements gathering and analysis, design, implementation and operation of a CPMS system.

Support services

EUROPEAN DYNAMICS offers a wide range of Helpdesk and support services to the users of CPMS and CPMS based services.

6 Contact Information

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