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EUROPEAN CUSTOMS DYNAMIC PLATFORM 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, which ensures a common customer interface.

1.1 Definition of ECDP

ECDP has been conceived, designed and implemented by EUROPEAN DYNAMICS (ED) primarily to address in an optimum manner the requirements of Customs 2007, Customs 2013, as well as a wide range of the needs of national Customs applications of EU member states administrations and even beyond. The ECDP framework, however, can support easily a wide range of customs applications in the UK and outside the EU in general.

ECDP supports applications that make use of:

- A common legal framework and control mechanisms.
- A common business model, rules and practices.
- Common functional and technical specifications.
- Heavy exchange of electronic messages (e.g., via CCN/CSI between EU member states Customs administrations).
- Common target audience (external users, member state administration officials, etc.).

ECDP encapsulates all these common characteristics and behaviour in a flexible platform (design, architecture, components and services), while it retains all the necessary flexibility for accommodating national requirements and integration with existing national Customs applications. Although its components and services are fully compliant with the relevant Customs 2007 and 2013 technical and functional specifications, the Customer still has the freedom to influence the final shape of the applications to best serve its own needs.

The platform's target is to provide all the necessary mechanisms and services for the optimal growth of Customs Offices Systems, via modular service oriented architecture which, amongst others, provides and supports:

- Communication via all suitable and applicable network channels (e.g., CCN/CSI, the secure network between the EU Member States).
- Exchange of all applicable predefined messages, while ensuring absolute conformance to the structural, technical and business rules that govern them.
- Homogeneous management of the various data formats and unified method for accessing and presenting message information, independently of the original message format.
- Definition and easy re-organisation (as requirements change) of all necessary workflows and operational rules.

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- Integration of additional workflows and operational rules (business rules) required for compliance with national practices and requirements.
- Both EU and national movements via the same procedures and mechanisms.
- Flexible interconnection (loose application coupling) with third party application systems, either public information systems or private entities (economic operators, citizens, etc.).
- Integrated management services for the supervision, auditing, logging and administration of every process.
- Roll Based Access Control (RBAC) compliant authentication and authorization mechanism.
- Extended support for external users via multiple input channels (web forms, XML file upload, or web services).

ECDP supports the core concept of “**Business Movement**”, which may be any Customs Movement, ranging from an EMCS movement to an ECS or NCTS movement, etc. The system monitors Business Movements while the user can drill down to individual messages. In all cases the User may opt for a message based view, as opposed to a movement view, retaining simultaneously the references and a tight correlation with relevant movements.

ECDP is smart enough to create a calendar with “to-do” lists and politely remind the user on pending activities, expired timers and on cases where immediate actions are required. The same pattern applies for errors and warnings.

An innovative web GUI emulating the richness of client-server applications using AJAX calls ensures that users have a smooth, pleasant and effective experience. Thanks to iSEE, ECDP’s web form generator, the process of developing rich and highly interactive web user interfaces, which meet the user requirements, fully exploiting the capabilities offered by modern navigation software (web browsers), while taking into account their limits and restrictions, is greatly simplified.

ECDP is bundled with several vertical applications like ECS, ICS, TARIC, Risk Management, EORI, etc.

1.2 The ECDP Services Suite

The ECDP Services Suite comprises the basic platform and several vertical customs applications that enable Customs authorities to perform all necessary activities in performing their duties.

The ECDP Services Suite has been developed entirely by EUROPEAN DYNAMICS and is offered to public Customs administrations either as a customised platform, or as a hosted or managed service.

The ECDP Services Suite was a result of the significant experience gained by ED through its involvement in public Customs & Taxation projects encompassing research, analysis, implementation, operation, support and maintenance aspects of Customs applications.



Figure 1: The ECDP Service as part of the ECDP Services Suite of EUROPEAN DYNAMICS

ECDP (European Customs Dynamic Platform) aims to provide all the necessary mechanisms and services for the optimal development of Customs Application Systems.

Currently is bundled with several specialized vertical Customs applications, including:

- **EMCS** (Excise Movement and Control System) is a computerised system for monitoring movements of excise goods under suspension of excise duty within the EU.
- **ECS** (Export Control System) is the EU Export Control System for control of export consignments that are declared for export at a location in one Member State and subsequently exit the EU via another Member State.
- **ICS** (Import Control System) is the electronic security declaration management system for the importation of goods into the European Union customs territory.
- **EORI**, Management and synchronization / update with DG TAXUD central EORI Database.
- **AEO**, Management and synchronization / update with DG TAXUD central AEO Database.
- **TARIC**, multilingual database covering all measures relating to tariff, commercial and agricultural legislation. The application support both the EU and National measures, duty calculation and TARIC browser / search.
- **RMS** (Risk Management System), a specialized application fully compliant with the DG TAXUD Risk Management Framework requirements.

The platform has the following characteristics:

- Communication via all suitable and applicable CCN/CSI channels.
- Exchange of all-applicable predefined messages, ensuring in parallel absolute conformance to the structural, technical and business rules that govern them.
- Homogeneous management of the various data formats and unified method for accessing and presenting message information, independently from the original message format.
- The definition and easy re-organisation (as requirements change) of all necessary workflows and operational rules.

2 Description of Service

2.1 The ECDP Service

The ECDP platform offers all the necessary services and building blocks for developing DG TAXUD compliant and national Customs applications. On top of the core platform a number of vertical Customs applications have been already developed and offered.

The ECDP services (basic platform and all its vertical applications) are provided through the ISO27001:2013 certified data centre of EUROPEAN DYNAMICS offering a secure and stable environment that ensures business continuity and unprecedented disaster recovery characteristics.

All ECDP 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

ECDP is 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 implement the exact configurations/adaptations to be performed on ECDP for each user, ED has developed through the years a very productive adaptation/customisation process for ECDP, which is used for all ECDP projects. The core steps of this process for configuring ECDP to the specific Customer needs comprise:

- Upon contract award or purchase order we immediately make available to the Purchaser/Stakeholders the default ECDP service for experimentation with full 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 ECDP, so that specific discussion takes place on particular ECDP operations requiring client-specific configuration. This exercise results to specific deviations from the default ECDP 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 ECDP 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 start the ECDP configuration work for the delivery of the particular ECDP instance, fully configured to function in line with the specific client needs.

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The configuration of any client-specific deviations requires time, depending on the extent of deviations requested. 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 complete 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 the Service Provider will be responsible for performing 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 complete 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 both the Customer and the Service Provider 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 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.

We have in place all required policies and procedures (such as access control, incident reporting, media and equipment disposal, system audit, and external access policy) to ensure data confidentiality, data integrity, and availability of service. The security procedures and respective documentation updates are annually reviewed including the annual IT Health Check by certified Auditors who visit the Service Provider’s primary site for this purpose.

Currently, EUROPEAN DYNAMICS hosts and operates the EMCS application on behalf of the Danish Customs authorities.

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 fully 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 data centre has an ISO14001 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 the ED Hosting Services (EDHS). We have 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*

The business continuity objectives of the Service Provider 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 are 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)

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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 being fully available at the DR Site. The DR Site will provide the services until return of the primary site in full 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 fully 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 uses 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.

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 the Service Provider's 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

EDHS back-up procedures adhere to the ISO 27001 and ISO 22301:2019 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, based on three principles:

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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. 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 fully 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. The Service Provider can support the Customer if special requirements exist.

We supports the service, both in terms of continuous corrective, adaptive, and evolutive maintenance, and in terms of 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.

ECDP services meet DG TAXUD's requirements and legal requirements that vary depending on the legal, administrative and business framework that applies for each client. ECDP provides very detailed records providing all the necessary information in order to document and prove adherence to 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, ECDP 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

<i>Priority</i>	<i>Description</i>
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 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 is 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 contains 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 System bugs or operational malfunctions that cannot be handled by the second line.

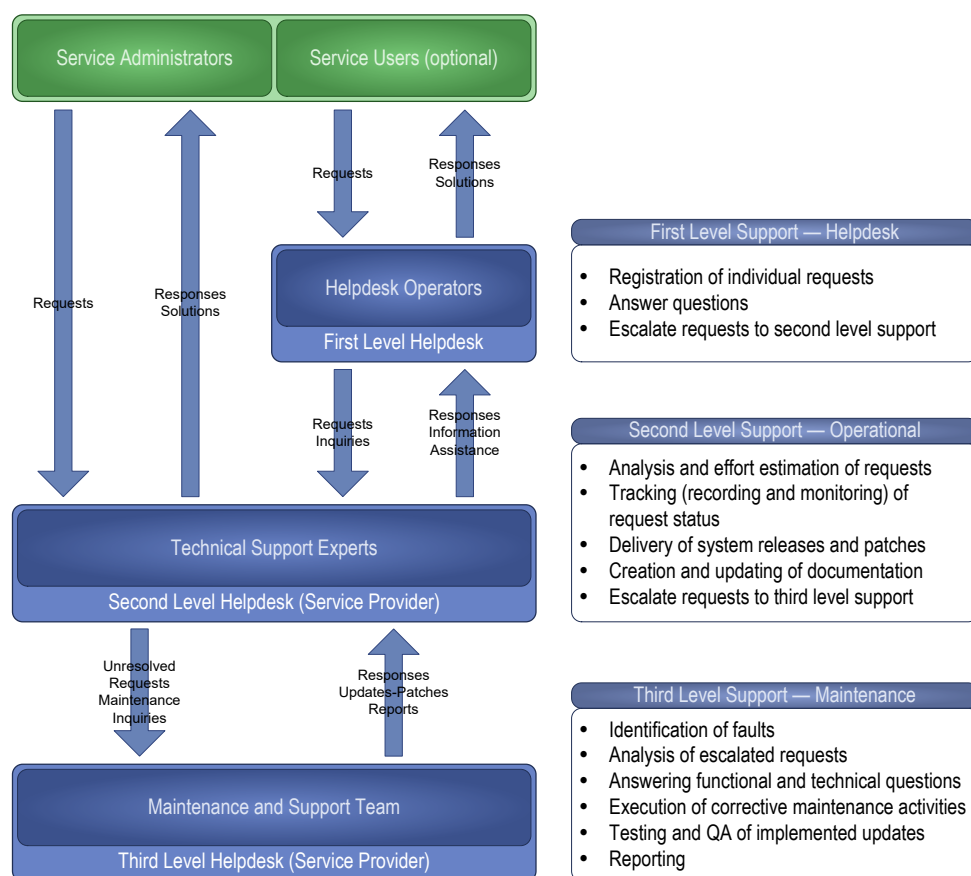


Figure 2: Customer Support Centre

The Quality of Service of the Helpdesk operation will be measured based on several quality metrics. The 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);

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- At least 98% of Helpdesk incidents acknowledged within ten (10) minutes (during normal operating hours);
- At least 98% of “Level 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 ECDP services. The training plan has been designed based on the Service Provider’s 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 for potential providers can also be provided, as well as “Train the trainer” programmes.

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 ECDP 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 training facilities. 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, Customs Official).
 - ◊ Trainee background related to information technology, and Customs Procedures.
- 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 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.

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Administrator Training

This is a specialised course for system administrators of the ECDP services. 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, 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.

Train-the-trainer Training

EUROPEAN DYNAMICS offers 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.

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 complete training plan so as to enable trainees to understand how each of the training subjects fits within the complete ECDP services.
- **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 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 complete 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 utilise the Service Provider's services shall follow the ordering process outlined in the G-Cloud framework agreement.

Before submitting the order form, we enter into a dialogue with the Customer 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 will be invoiced immediately after the delivery and formal acceptance of the system on the Customer's test environment.

The payment for the System license, hosting fee and help desk for the first year shall be made from the date the Customer gains access to the production environment for live operation.

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The payment for the System license, hosting fee and help desk for subsequent years shall be made annually and in advance by the Customer, after providing a purchase order and upon receipt of the respective invoice issued by the Service Provider.

3.11 Termination Terms

Apart from 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 undisputed sums of money when due, we shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums, we 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 ECDP services requires a detailed analysis and migration plan. 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, complete customs movement 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 include as an optional service the possibility to create a complete data set in line with the Customer requirements.

Note that we may not be in position to provide encrypted data in their original form, as this may be impossible in cases such as passwords.

3.13 Customer Responsibilities

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 ECDP service uses 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 ECDP service is accessible through a standard web browser. 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 ECDP 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 instance offer:

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

The ECDP service is also compliant with various international standards and best practices. Namely, the following technical aspects 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.

The web pages of ECDP 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. The ECDP 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 (menu bar, tree search, date selections, client-side form validation, etc.), as these features are highly appreciated by the customs authorities that heavily utilise the ECDP services, since they facilitate navigation through the complex business logic supported by the system.

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

The ECDP 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 ECDP 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, 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.

In the past, we were requested to integrate ECDP with several different national Customs applications. There is no limitation on the number of external systems that can integrate with ECDP. 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, ECDP is not limited to specific integration technologies and can be extended to support any integration technology needed.

- The ECDP service 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 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. Currently there are two version of ECDP. One is based on open source technologies (JBoss, MySQL) and the second is based on Oracle Technologies.
- 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 hands it over to the Customer together with the Service Administrator's credentials in order to self-manage the service,

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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.

- 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.

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