

	Crown Commercial Service G-Cloud 15 Reference Number RM 1557.15	Supporting Documentation
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COLLABORATIVE CATALOGUE MANAGEMENT SYSTEM (CCMS)

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 facilitating the full 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 public procurement 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 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 is offered to public organisations either as a customised platform, or as a hosted or managed service. It is based on open source software and can be parameterised for achieving different functionality for the support of all Electronic Sourcing stages including pre and post awarding procedures.

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

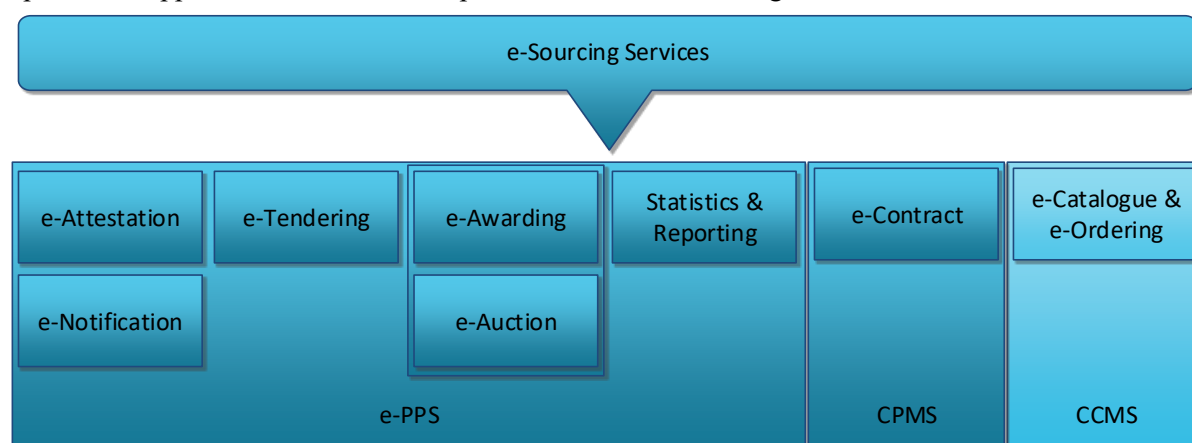


Figure 1: The e-Sourcing Services Suite of EUROPEAN DYNAMICS

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

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

The CCMS 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.

1.3 The CCMS Service

The Collaborative Catalogue Management System (CCMS) offers to authorised Public Officers a collaborative e-Catalogue environment for receiving, validating, and approving catalogue content, as well as for browsing and selecting such approved content in the context of preparing requisitions.

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

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

- Buying organisation - Administrators: assigned with the proper rights relating to users management.
- Buying organisation - Buyers: empowered to create and manage contract workspaces (Framework Agreements) within CCMS and also to validate, approve and disseminate catalogue content. CCMS features a series of tools to support the Buyer in completing efficiently the various catalogue management activities including:
 - ◇ automated catalogue versioning
 - ◇ comparison reports of different catalogue versions
 - ◇ warning, error and quality reports in case of problematic submissions
 - ◇ automated activation/deactivation of content depending on contract, catalogue or catalogue item configuration
 - ◇ automated dissemination of content
- Buying organisation - Requisitioners: enabled with browsing and selecting pre-approved catalogue content, in the process of creating requisitions. CCMS provides the Requisitioner with a powerful search engine, allowing the retrieval of catalogue items through a number of search criteria. All catalogue content disseminated to a given Requisitioner is automatically included in the search scope, transparently applying the strict, predefined security rules on item accessibility per each user. CCMS tools to enhance the Requisitioners experience and productivity comprise:
 - ◇ the creation and management of favourite item lists
 - ◇ the online comparison of catalogue content
 - ◇ the online availability of historical information of catalogue versions
 - ◇ the automated storage and re-utilisation of previous requisitions
 - ◇ importing/exporting operations

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CCMS also offers reporting capabilities through a set of predefined reports that cover several areas of information with respect to contracts, catalogues, and requisitions created in CCMS.

CCMS offers to suppliers a centralised, online environment for creating, uploading and managing catalogues. CCMS tools to enhance suppliers experience comprise:

- Automated catalogue validation during upload
- Automated catalogue comparison versus a previous catalogue version and creation of respective comparison report
- Automated creation of warning reports (potential business errors)
- Automated creation of error reports (technical and business errors)
- Automated creation of quality reports (catalogue quality calculation)
- Scheduling of automated catalogue or catalogue item activation in future, and
- Automated email notifications.

CCMS provides support for two catalogue type formats:

- Elaborate XML catalogues: the core CCMS is supplemented with a JRE-based desktop application forming a dedicated e-Catalogue creation tool that supports suppliers in defining their offered products, in a structured and consistent catalogue manner. The output of the Catalogue creation tool is catalogues in XML format, which CCMS can automatically validate and process. The catalogue creation tool offers suppliers a systematic and consistent approach for creating and managing their catalogues. This approach ensures that all suppliers follow a common mechanism and template for creating catalogues, while several tool functionalities can enhance and simplify the catalogue creation process (e.g. real-time “as-you-type” validation, UN/SPSC selector, copy/paste facilities, etc.).
- Simplified XLS catalogues: CCMS supports the uploading of catalogues in Microsoft Excel format. CCMS is configured so as to allow suppliers to create and upload their catalogues in predefined catalogue XLS templates, thus supporting an alternative catalogue creation approach for suppliers.

Regardless of the catalogue format used, as soon as a catalogue (XML or XLS) file is uploaded onto the core CCMS, the catalogue is validated against customisable Error Rules (technical and business rules that if violated, the system rejects the catalogue) and Warning Rules (business rules that if violated, the system warns the user about potential business errors). Furthermore, the CCMS will calculate the quality of a catalogue based on pre-defined rules, while it will automatically convert a Catalogue from XLS format into XML format, and vice-versa.

All e-Sourcing Services are provided through the ISO27001:2013-certified data centre of EUROPEAN DYNAMICS that is able to 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.

2 Service Definition

2.1 On Boarding / Off Boarding

2.1.1 On Boarding

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

In case the Buyer wishes to use a dedicated e-PPS service instance, e-PPS 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 CCMS for each user, ED has developed through the years a very productive adaptation/customisation process for CCMS, which is used for all CCMS projects. The core steps of this process for configuring CCMS to the specific Customer needs comprise:

- Upon contract award or purchase order we immediately make available to the Purchaser/Stakeholders the default CCMS 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 CCMS, so that specific discussion takes place on particular CCMS operations requiring client-specific configuration. This exercise results to requirements for specific deviations from the default CCMS 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 CCMS 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 CCMS configuration work for the delivery of the particular CCMS instance, configured to function 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 production 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 can 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 be responsible for performing the following operations:

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- 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.

2.1.2 Off Boarding

The “off boarding” or “hand over” phase of the service follows an established procedure 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 to the Customer (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 2.12 below.

2.2 Information Assurance

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

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

2.3 Adherence to EU Code of Conduct

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

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

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.

2.4 Backup/Restore and Disaster Recovery

2.4.1 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.

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

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

Triggers for Activation

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

- **Multiple server or network component failure.**
- **Storage Array Failure:** Both controllers or two or more disks fail simultaneously.

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

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- **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.

2.4.3 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 appraise the situation through phone and email. The DR team members' contact information is documented in the Roles and

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Responsibilities List. The procedure for responding to incidents is detailed in the EDHS Incident Response Policy.

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

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

2.4.4 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.

2.5 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
 - ◇ 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 can support the Customer if special requirements exist.

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

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

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, CCMS 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.

2.6 Service Constraints

There are no service constraints.

2.7 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

Priority	Description
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.

2.8 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 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 **national 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.

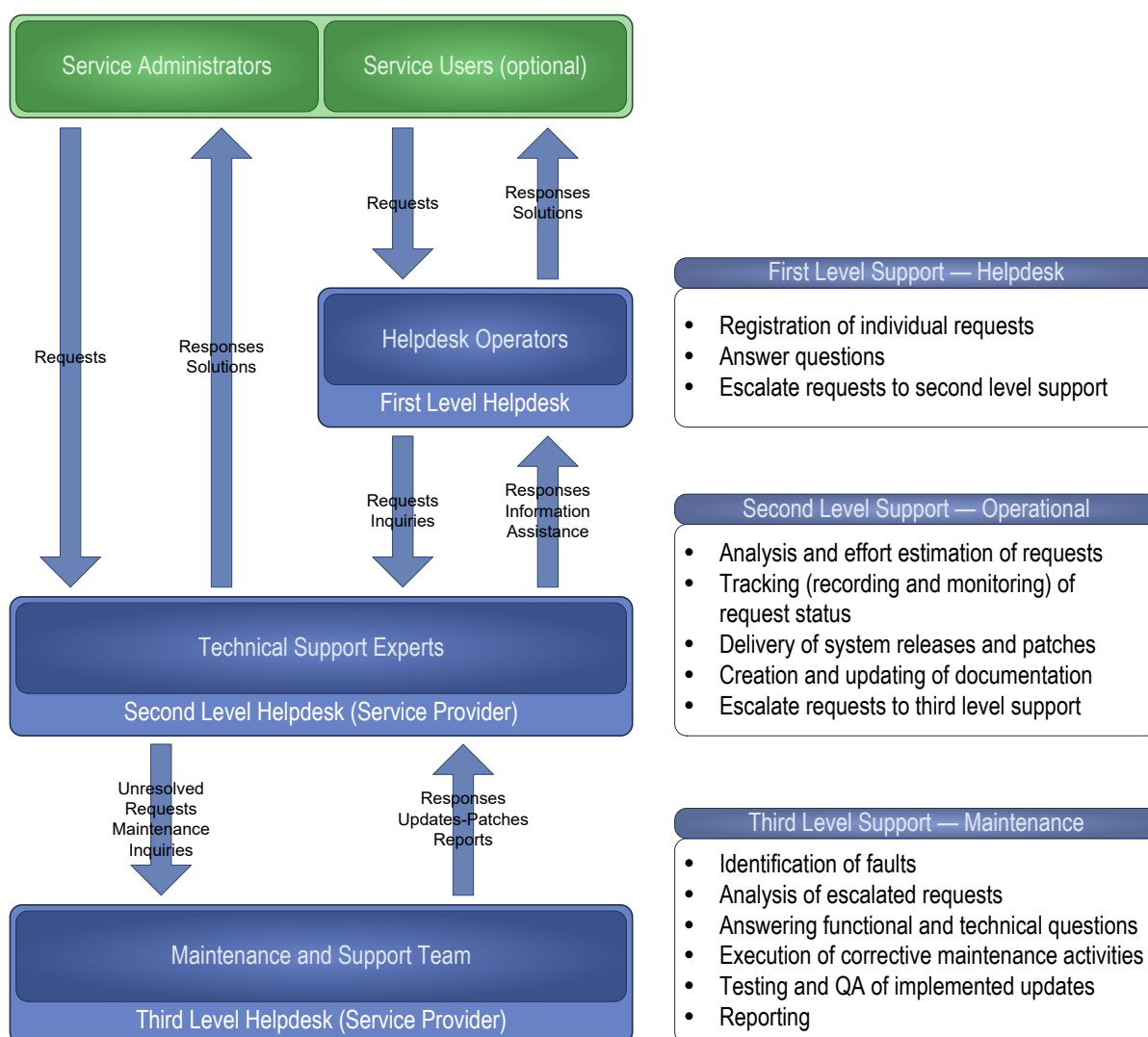


Figure 2: Customer Support Centre

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.

2.9 Training

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

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

EUROPEAN DYNAMICS adapts its training schedules on the Customer requirements. Part of the training design is the creation of training material suitable for each type of trainees, which is necessary since CCMS 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.

2.9.1 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, buyer, supplier, trainer).
 - ◇ Trainee background related to information technology, and electronic procurement.
- Identification of suitable and available time periods in line with the needs and availability of the Customer.
- Incorporation of trainee feedback.

2.9.2 Types of Training

Requisitioner Training

The Requisitioner Training course will help trainees understand how the service terminology, information and functionality map to their business terminology, data and requirements, respectively in the process of creating requisitions. The course presents in detail the fundamental aspects of the service in terms of user types, information handling and processing targeting all Customer users.

Buyer Training

The Buyer Training is a specialised course for end-users of the CCMS service acting as Buyers responsible for creating contracts and approving/reject catalogues. The main topics relate to the information architecture of the service, the different type of users, the security model, the process for receiving, validating and approving/reject catalogues. Furthermore, the scope includes the training on

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complementary Buyer functionality, such as upload catalogues on behalf of suppliers and supplier ranking.

Supplier Training

The CCMS service has been designed to be straightforward for suppliers. The system provides adequate support material in the form of a Supplier User's Manual and the FAQ and Help section that allow productive interaction with the system from the beginning. However, we may offer supplier training in the form of short workshops or webinars so as to facilitate the organisation of training by the Customer. The supplier training focuses on catalogue creation and management.

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 all types of service training, i.e., for buyers, suppliers, and requisitioners.

2.9.3 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 CCMS service.
- **Evaluation forms:** Evaluation forms will be constructed in a way to fit the trainees' background and training needs; they form the primary feedback mechanism for training and trainee evaluation.
- **Online content:** The online content will comprise the user manuals of the system, which are tailored to the needs of every type of user: Requisitioner, Buyer, and Supplier. In addition, online content will relate to the creation of appropriate data within the CCMS training environment in order to support the online trainings to be performed during the course.

2.9.4 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.

2.10 Ordering and Invoicing Process

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

Before submitting the order form, we will 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 (if applicable) will be invoiced immediately after the delivery and formal acceptance of the system on the Customer's test environment.

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The payment for the System license, 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 license, 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 the our invoice.

2.11 Termination Terms

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

2.11.1 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.

2.11.2 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.

2.12 Data Restoration / Service Migration

Migrating services from and to the CCMS 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, business data and audit trail reports. All exported files are formatted according to widely used file formats, thus maximising the possibility for reuse without any modification.

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

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

2.13 Customer Responsibilities

All the 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.

2.14 Technical Requirements

The CCMS 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.

2.14.1 Service usage technical requirements

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

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

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

2.14.2 Accessibility

The CCMS 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/user-friendly GUI according to the latest HCI standards;
- Improved system performance through asynchronous server requests.

The CCMS 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.
- **Semantic Structure:** The system will have an effective information structure that will support data to be defined for effective discovery, automation, and integration, and to be shared across various applications.

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The web-pages of CCMS are designed to 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 CCMS 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 ergonomic (client-side form validation, etc.).

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

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

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

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

2.15 Details of Trial Service

EUROPEAN DYNAMICS offers a test instance of the CCMS 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 2.1.1 above.

3 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.

- The standard CCMS service does not support a standard API as all integrations are tailor-made to support the exact specific needs of each customer. The Service Provider has substantial experience in implementing interfaces and can provide such services if requested so.
- The CCMS 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 CCMS 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 contracting authority and supplier organisation.

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- 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.

- 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.

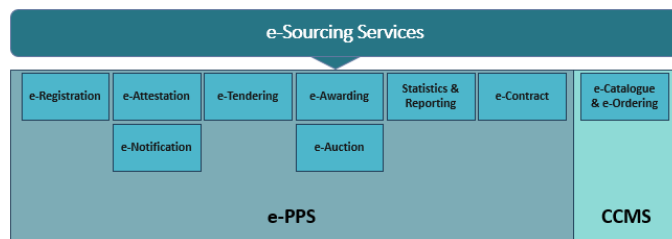
Annex: Product Information Brochure

Catalogue Content Management System (CCMS)

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

The e-SSS

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



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

e-Registration: Supplier registration.

e-Attestation: Supplier profiling and database tool.

e-Notification: Automated procedure to publish contract notices in the Official Journal of the EU and other publication boards.

e-Tendering: Submission and encryption of tenders, joint tender preparation, automated tender validity checks and online submission via the Web system.

e-Awarding: Opening and evaluation of tenders, in line with the applicable legal regulations.

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

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

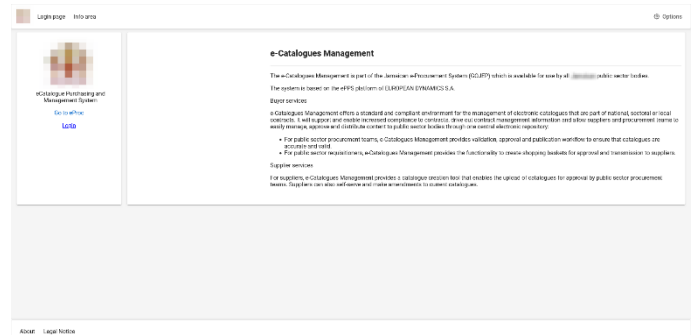
e-Contract: Dynamic subsystem that establishes, manages and monitors contracts, monitor key performance indicators (KPIs) and share contract documents between parties.

e-Catalogues & e-Ordering: Catalogue-based content that facilitates e-Ordering and purchasing of goods / services / works.

e-Invoicing & e-Payment: Electronic issuing and processing of invoices and payments.

What is CCMS

CCMS (Collaborative Catalogue Management System) forms an electronic catalogue management solution, providing to the public sector one unique approach for approving catalogue content before making it available to authorised public officers for public procurement.



CCMS Mission

CCMS serves, through electronic means, all necessary management operations for the exchange of e-Catalogue information between supplying and buying organisations via the Internet.

CCMS offers extensive integration capabilities thus enabling communication between CCMS and other external systems (e.g. external marketplaces, supplier catalogue systems, and external back-office ordering/invoicing systems).

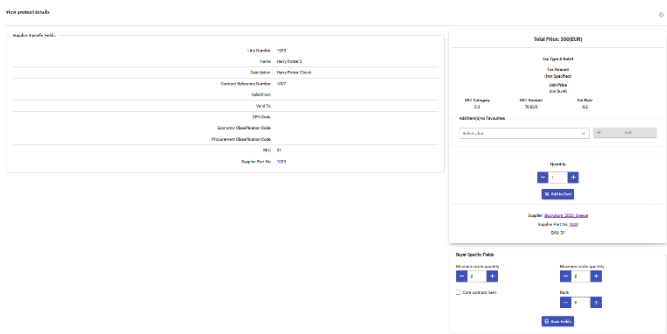
Target Audience

Public sector authorities that procure through catalogue-based content (e.g. ministries, health boards, local councils, educational institutes, public administrations).

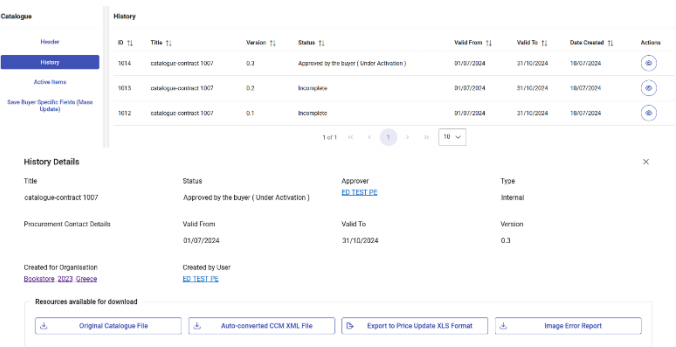
Private sector supplier organisations that conduct business with the public sector, offering products/services in catalogue forms (e.g. suppliers participating in Framework Agreements with public sector, suppliers offering products to the public sector for below-threshold purchases, etc.).

Indicative platform screenshots

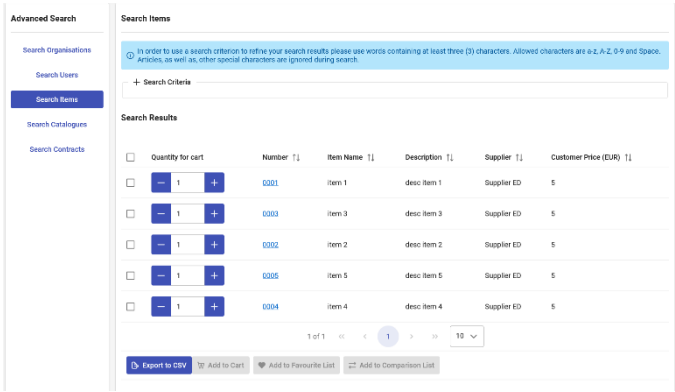
Catalogue view



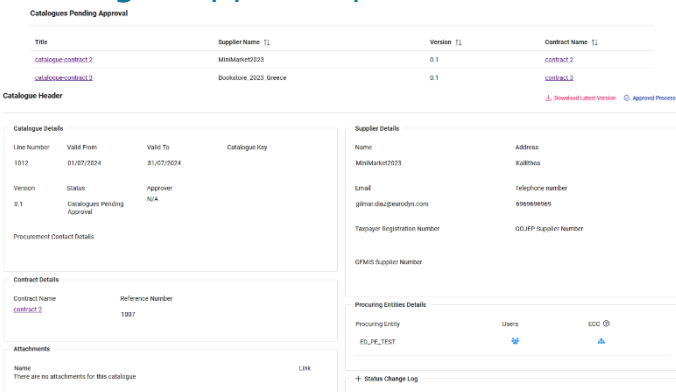
Catalogue details and versioning



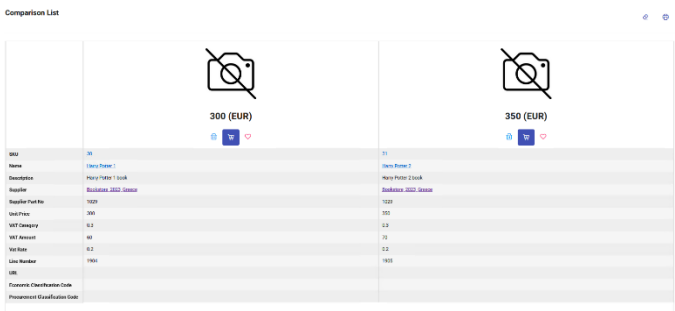
Search for items



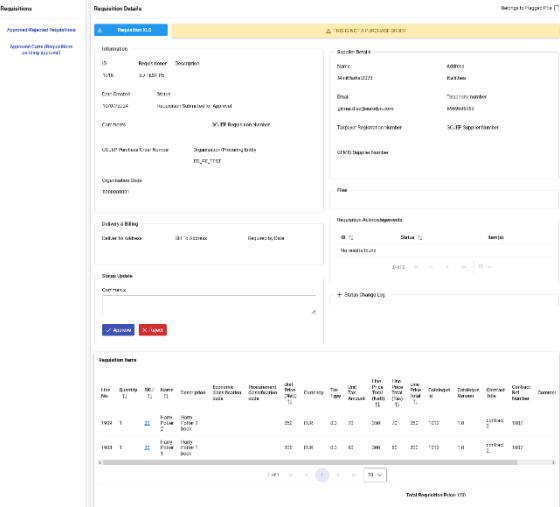
Catalogue approval process



Comparison list



Items and requisition details



CCMS functional overview

Contract workspace creation and management

Buying organisation users create contract workspaces in CCMS on which Suppliers upload their e-Catalogues. For each contract, the creator defines the Supplier organisations that may upload catalogues, the Buying organisation that may procure from it and the Approver users that assume the responsibility of reviewing and approving catalogue content.

Catalogue creation and submission

Suppliers create their e-Catalogues either through the dedicated catalogue preparation tool of CCMS, or by using predefined XLS template files offered by CCMS. Alternatively Suppliers may provide connection details for interlinking to e-Catalogues located at their existing systems. Alternatively, catalogue uploading can be completed by Buying organisation users on behalf of Suppliers.

Integrations

CCMS can offer extensive integration capabilities. CCMS may integrate with both supplier systems/external marketplaces and back-office systems of buying organisations (e.g. ordering, invoicing, etc.).

Typical integrations with supplier systems/external marketplaces include:

- Pushing buyer users through “punch out” from CCMS to external marketplaces/systems
- CCMS pulling catalogue data from external systems, or external system pushing catalogue data to CCMS

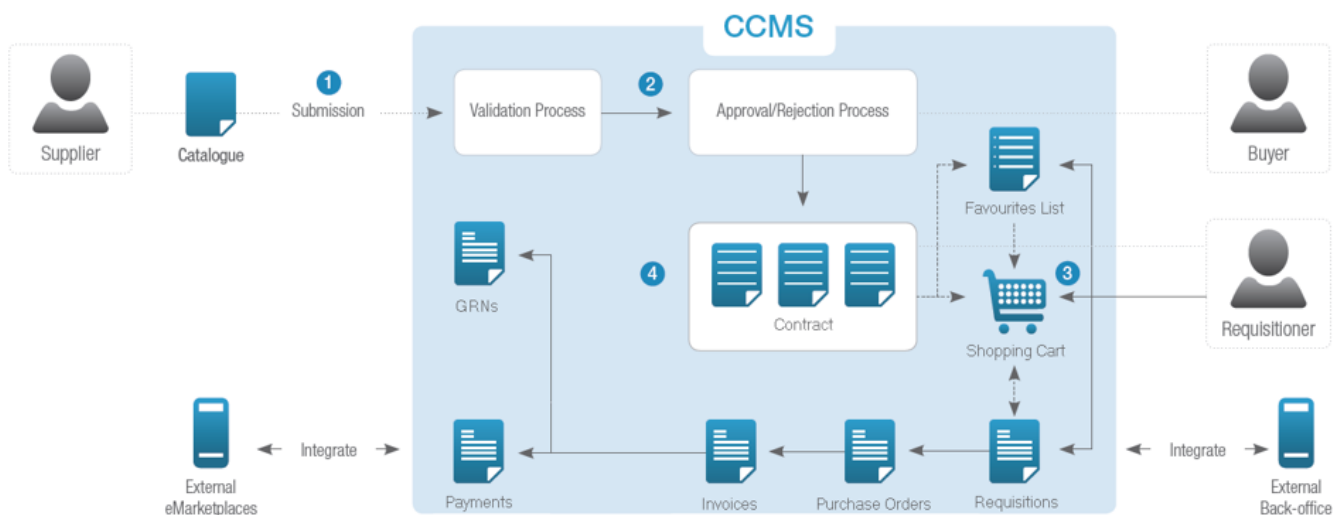
Typical integrations with external back-office systems of buying organisation include:

- Accepting users from external back-office systems to utilise CCMS as “punched out” users
- CCMS pushing catalogue data to external systems, or external system pulling catalogue data from CCMS

Typical integrations with financial systems

- Retrieve data for Purchase Order that is derived from catalogue requisitions
- Retrieve data for Invoices that were raised in the financial system
- Retrieve data for Payment Vouchers that were completed in the financial system

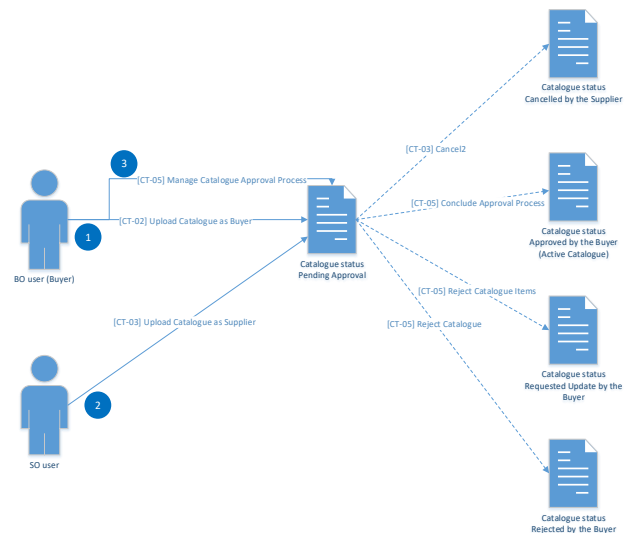
An overview of the CCMS is presented in the following figure:



Catalogue validation and approval

Each catalogue submitted under a contract workspace undergoes:

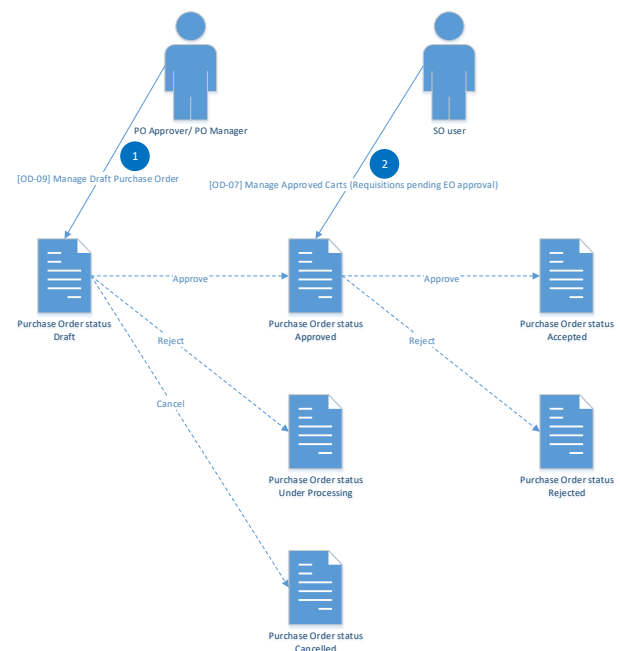
- **the Catalogue error validation process:** automated CCMS validation based on error rules, to verify the integrity of the submitted information (i.e. proper file format, proper value format, populated mandatory information, etc.)
- **the Catalogue warning validation process:** automated CCMS validation based on warning rules, to verify the semantic consistency of the submitted information (e.g. Level 1 UN/SPSC code is used to describe a product, instead of Level 4)
- **the Catalogue quality validation process:** automated CCMS validation based on quality rules, to conclude a quality score for each individual item contained within the catalogue as well as an overall catalogue quality score (i.e. forms a mechanism for Buying Organisations to reject catalogues that do not meet minimum quality threshold)
- **the Catalogue approval process:** approver users processing to approve Catalogue or to fully/partially reject the Catalogue providing justification.



Cart and favourites management

Approved Catalogue Items may be utilised by authorised Requisitioner users for:

- searching, viewing, comparing items
- placing items into favourite's list for frequent use
- adding items into cart and creating requisitions



Indicative references in the field of e-Catalogues

2004-2006

IDABC e-Procurement Studies and Demonstrators

Creation of common technical specifications and working demonstrators to be easily reused by operators wishing to develop e-Procurement systems or applications in compliance with the EU public procurement legislation in order to improve interoperability. (European Commission)

e-PPS (EUROPEAN DYNAMICS)

Development of the e-PPS e-Procurement platform. Implementation of prototypes and parameterised tools for simulating the different e-Procurement stages and awarding procedures, as prescribed by the new European legislative framework. Localisation in Arabic, Dutch, English, French, German, Greek, and Italian (more scheduled for 2009 and 2010).

EMED-TDS B2B Platform

Development of a B2B platform aimed to create an e-Market network in the Euro-Mediterranean region for introducing suppliers to buyers from 15 nations. (Chambers of Commerce in the Mediterranean region)

e-Catalogues Feasibility Study (European Commission)

Consultancy services on the use of electronic catalogues in the field of e-Government and e-Procurement in the EU.

2007

e-Catalogues for the government of Belgium (SPF BOSA)

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

2008

e-Catalogue system for the government of Cyprus

Implementation and integration of the e-Catalogue/e-Ordering modules on the core Cyprus e-Procurement platform.

2011

CCMS for the Scottish Government

Development of a global electronic catalogue management solution, providing to public authorities a unique approach for organising and approving their catalogue content, before making it available to authorised officers for pursuing public procurements.

2014

eKatalogi platform for the government of Poland

Implementation of an Electronic Platform for Product Catalogues (eKatalogi) for the use of the government of Poland.

2015

e-Catalogues platform for the government of Indonesia

Implementation of a comprehensive e-Catalogues platform for the use of central and local governments of Indonesia that enables an easily manageable and auditable purchasing process.

2017

e-Catalogues platform for government of Ghana

Implementation of a Complete e-Catalogues solutions based on CCMS.

e-Catalogues platform for government of Uganda

Implementation of a Complete e-Catalogues solutions based on CCMS.

Case Studies

e-Procurement in Belgium

The services provided by EUROPEAN DYNAMICS under the contract covered the provision of e-Procurement services for the Federal Government of Belgium. The e-PPS and CCMS platforms have been deployed to provide the e-Notification, e-Tendering, e-Awarding and e-Catalogue functionalities.

The e-Catalogue module offers to public officers a collaborative e-Procurement environment for consulting catalogues and placing purchase orders. Suppliers may upload their catalogues and manage their dossiers. The e-Catalogue platform offers online services to allow the management and ordering activities in the context of the contracts' framework. Hence, the electronic catalogues are uploaded by the Suppliers for each particular contract, while the catalogue approval and management of orders is under the responsibility of the authorised Contracting Authorities' users.

e-Procurement in Cyprus

The Public Procurement Directorate (PPD) of the Treasury of the Republic of Cyprus assigned to EUROPEAN DYNAMICS the adaptation of the e-PPS and CCMS platforms to be used by over 700 Contracting Authorities as the central portal for the electronic procurement of goods, services and works. The system is implemented in full compliance with the provisions of the European and national regulations, and it uses the e-PPS's and CCMS' state-of-the-art technologies.

EUROPEAN DYNAMICS, except from customising and deploying the CCMS platform to the PPD requirements, also provided a number of services such as conducting implementation studies, training the users and managing a pilot system. Currently, EUROPEAN DYNAMICS provides helpdesk and operational support.

Impact of the project:

- **Interoperability:** tools and services are based on the use of Open Standards, permitting Suppliers to provide catalogues in pre-agreed formats.
- **State-of-the-Art technical infrastructure:** focus on equal treatment, non-discrimination, transparency and security, through a technical architecture that contains specialised security equipment and no single-point-of-failure.
- **Increase productivity:** reduced usage of paper, postage and printing, while receiving updated catalogue-based information, placing orders, monitoring order processes, etc.
- **Transparency:** all Catalogue content is intentionally made available to the general public, hiding however the supplier of each catalogue item.
- **Faster procurement through better efficiency:** the ordering cycle is reduced due to the ability of suppliers and buyers to interact real-time through electronic means
- Support validation of form data.
- Highlight errors encountered during validation and display of their corresponding fields, as well as subsequent error(s) so that the user can easily navigate among errors and correct them faster.
- Support basic reporting facilities.

On average, the annual value of orders placed through the CCMS service in Cyprus exceeds 3,200,000 Euro.

e-Procurement in Jamaica

Under the contract with EUROPEAN DYNAMICS, e-Procurement services were provided to the Government of Jamaica, which established a policy for Public Sector Transformation and announced the formation of the Public Sector Transformation Implementation Unit (TIU) in January 2017 to lead the implementation efforts. This program, executed by the Ministry of Finance and the Public Service (MOFPS), consists of two primary components: Enhancing the Quality of Public Services and Enhancing Efficiency in Public Spending. The e-PPS and CCMS platforms have been deployed to facilitate

e-Catalogues platform for government of Jamaica

Implementation of an e-Catalogue module that provides to the public officers a collaborative e-Procurement environment for consulting Framework Contracts and catalogues.

2021

e-Catalogue platform for the Ministry of the Interior and Kingdom Relations of the Netherlands.

e-Notification, e-Tendering, e-Awarding, e-Contracting and e-Catalogue functionalities.

The e-Catalogue module provides public officers with a collaborative e-Procurement environment for consulting catalogues and placing purchase and contract orders. Suppliers can upload their catalogues and manage their contracts, while Procurement Entities can upload catalogues on behalf of any Supplier for further approval. The e-Catalogue platform offers online services to manage and order activities within the context of the contracts framework. Thus, electronic catalogues are uploaded by Suppliers for each specific contract, while the catalogue approval and management of orders are the responsibility of authorized users within the Contracting Authorities.

Additionally the e-Catalogue platform has been integrated with the Government Financial Management Information System in order to achieve the below integration points.

- Retrieve data from Government Financial Management Information System for Purchase Order that were derived from catalogue requisitions
- Retrieve data from Government Financial Management Information System for Invoices that were raised in the financial system
- Retrieve data from Government Financial Management Information System for Payment Vouchers that were completed in the financial system

The platform is utilized by over 8,500 organizations, including Contracting Authorities and Suppliers. It supports the creation and modification of catalogues and non-catalogue requisitions, purchasing, contracts, carts, purchase orders, contract orders, invoicing, and data administration and reporting.

Company Profile

EUROPEAN DYNAMICS is a leading company in the field of Information and Communication Technologies operating through its offices and antennas in Greece, Belgium, Cyprus, Denmark, Luxembourg, Germany, Spain, Sweden and the UK. The company designs, develops, implements and maintains ICT applications and turnkey solutions using advanced technologies and methodologies.

EUROPEAN DYNAMICS employs over 1,000 engineers and IT scientists of a very high profile (around 9% have a PhD, 38% have an MSc and 97% have a BSc). The group generates an annual turnover of approximately 38 million €. The value of contracts under implementation exceeds 200 million €.

EUROPEAN DYNAMICS offers its services to the public and private sectors, in 27 countries world-wide. Customers include government institutions, multinational corporations, public administrations and multinational companies, research and academic institutes.

The company has an extended expertise in the areas of e-Government, e-Business, e-Procurement, e-Collaboration, groupware and workflow, content, document and knowledge management, communications middleware, network management, ICT security, broadband and mobile applications. Own software products and tools have been developed in these domains. All the products and services are offered for web, intranet and Internet environments and are based on open architectures and state-of-the-art technologies.

EUROPEAN DYNAMICS supports open source software (OSS) initiatives and distributes a wide range of OSS solutions (e.g. e-collaboration, electronic procurement systems, WCM) free of license fees to public administrations.



The main activities of EUROPEAN DYNAMICS are:

- software design and development
- telecommunication and information systems integration
- MIS and IT applications development
- R&D
- facilities and applications management
- consulting services

EUROPEAN DYNAMICS clients include:

- the Council of the European Union
- the European Commission
- the United Nations
- Eurocontrol
- the European Environment Agency (EEA)
- the European Medicines Agency (EMA)
- the Office for the Harmonisation of the Internal Market (OHIM)
- the European Police Office (EUROPOL)
- the Office for Official Publications of the European Communities (OPOCE)
- the European Railway Agency (ERA)
- the European Centre for the Development of Vocational Training (CEDEFOP)
- the European Chemicals Agency (ECHA)
- the European Centre for Disease Prevention and Control (ECDC)
- the UK's Office for Government Commerce
- the UK's National Health Service (NHS)
- the Scottish Government
- the Greater London Authority, London Development Agency and Metropolitan Police
- Ministries and government authorities in:

Austria	Cyprus	Germany	Jordan	Romania
Belgium	Finland	Greece	Luxembourg	Tunisia
Bulgaria	France	Ireland	Malta	Turkey
Croatia	Georgia	Italy	Poland	United Kingdom

EUROPEAN DYNAMICS maintains several relevant ISO certifications (9001:2015, 27001:2013, 20000-1, 14001, etc.). It has NATO and EU security clearance.

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