

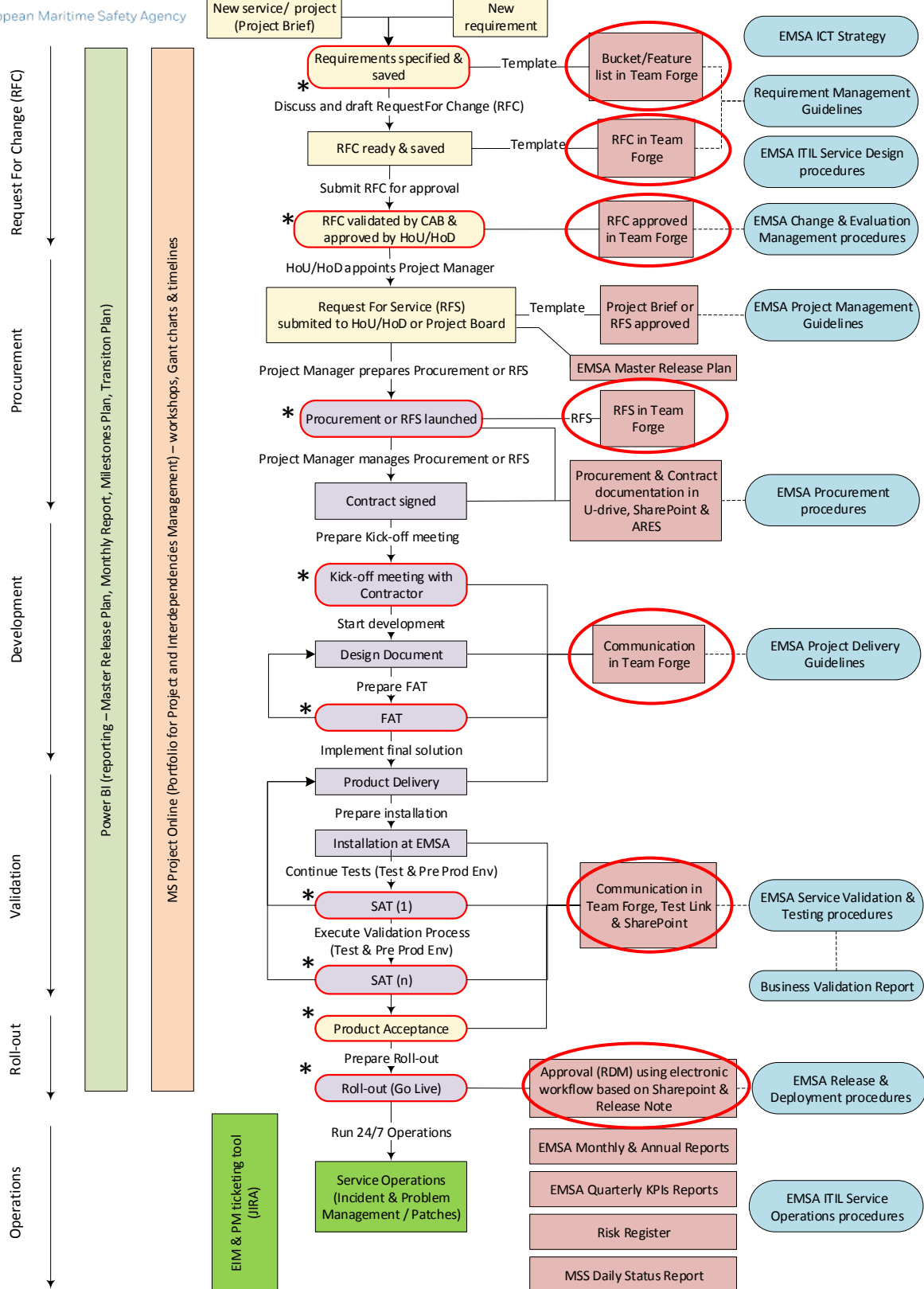
Project Specifications

PROJECT TITLE	Project for EMSA ITIL electronic services.
PROJECT DESCRIPTION	<p>Implement a fully integrated and consolidated solution, to support electronically the implementation of all EMSA ITIL procedures/services, covering Service Strategy, Design, Transition and Operation phases.</p> <p>This setup should be shared by all the operational teams, available to all EMSA staff and, where applicable, end-users and contractors.</p> <p>This is needed in order to improve the way how EMSA ITIL procedures are applied and reduce the time dedicated to the delivery cycle. It should also support Change Advisory Board (CAB) processes improving the way EMSA staff specify, manage and approve Request for Changes (RfC), as well as business and technical requirements, achieving the necessary requirements traceability.</p> <p>Finally, it should also interface smoothly with the existing ticketing and project management tools.</p> <p>The development and implementation of project will be based on the official negotiated procedure with a minimum of 3 candidates.</p>
PROJECT SCOPE	<p>The scope of the project is to achieve the following objectives:</p> <ul style="list-style-type: none"> - Implement a collaborative electronic tool to support EMSA ITIL needs, services and procedures (see diagram attached); - Implement an effective way to specify and manage business and technical requirements, obeying best practices of Requirement Definition and achieving the necessary requirements traceability; - Manage all tasks and processes of EMSA ICT projects in harmonisation with the existing tool which MS Project Online and Power BI (e.g. delivery of Project Design documentation, Request for Changes; Release and Deployment of new applications / modules / functions; Testing and Validation activities, etc.); - Implement customised templates and workflows in an easy, flexible, intuitive and quick way; - Offer a new consolidated, cohesive and automated solution for the integration of the several electronic tools used for ITIL and ICT project management at EMSA (see diagram attached); - Consider the gradual phase-out of some of the existing tools and the migration of the processes/trackers/data (e.g. Team Forge - see diagram attached); - Reduce the software delivery time-cycle while maintaining the highest standards of quality, security, governance and compliance.
PROJECT BOUNDARIES	<p>As a follow up of the decision from the ICT Steering Group (SG) in 2018, to go ahead with the implementation of EMSA Ticketing tools using JIRA Service Desk, it is expected this new project of integration to be also based on Atlassian solutions.</p> <p>The main dependencies with other existing electronic tools are:</p> <p>Ticketing Tool (JIRA)</p> <p>Collaborative Tools (Team Forge and SharePoint)</p> <p>Project Management Tools (MS Project Online, MS Project Professional and Power BI)</p> <p>Communication Tools (Outlook / Email / Active Directory)</p> <p>Other Tools (Test Link, NAGIOS, IdM).</p> <p>The intention is to gradually phase-out Team Forge that will be replaced avoiding if possible large-scale data and processes migration from existing tools to the new one.</p>
PROJECT APPROACH	<p>The project will be supervised by EMSA ICT SG. This body will nominate the Project Board and one Project Manager that will coordinate the project, with team members from A.3, B.3, C.2, C.3 and C.4. Support will be given to the selected Contractor in order to ensure that the requirements are properly communicated and the objectives above mentioned achieved.</p> <p>The product of this project will be used across all EMSA in all ICT related projects/applications, always under the ICT SG direction, improving the way how EMSA staff perform the activities related to ITIL procedures.</p>

PROJECT PRODUCT DESCRIPTION	<p>The expected outcome of this project is the implementation of a new integrated electronic solution to support EMSA ITIL services and procedures with an easy and fast access across all stakeholders.</p> <p>EMSA will provide resources or infrastructure required for the project while the Contractor will be responsible for the configuration and implementation of the approved solution, providing all necessary trial software, evaluation licenses, tests, training and documentation during the implementation period. The Tenderer must also provide detailed information on future type and number of licenses required, support services, and costs associated.</p>	
EXPECTED START DATE	02/09/2019	
EXPECTED END DATE	03/03/2020	
KEY MILESTONES	<p>Task(s):</p> <p>KM-1: Launch of project (Project Brief approved)</p> <p>KM-2: Send Request for Offer</p> <p>KM-3: Receive proposals and start evaluation</p> <p>KM-4: Complete evaluation</p> <p>KM-5: Sign Contract</p> <p>KM-6: Start implementation</p> <p>KM-7: Training</p> <p>KM-8: Solution in production</p> <p>KM-9: On-site support</p> <p>KM-10: Close the project</p>	
	<p>Deliverable(s):</p> <p>D-1: Project Brief</p> <p>D-2: Request for Offer</p> <p>D-3: Evaluation of Proposals</p> <p>D-4: Evaluation Report</p> <p>D-5: Contract signed</p> <p>D-6: Project plan & list of actions (kick-off meeting)</p> <p>D-7: Training delivery (Administrators and Users)</p> <p>D-8: Go-live</p> <p>D-9: On-site support with system in production</p> <p>D-10: Acceptance Report and End Project Report</p>	
	<p>Date(s):</p> <p>KM-1: 27/06/2019</p> <p>KM-2: 18/07/2019</p> <p>KM-3: 04/08/2019</p> <p>KM-4: 12/08/2019</p> <p>KM-5: 02/09/2019</p> <p>KM-6: 04/09/2019</p> <p>KM-7: 11/02/2020</p> <p>KM-8: 18/02/2020</p> <p>KM-9: 19/02/2020</p> <p>KM-10: 03/03/2020</p>	
IDENTIFICATION OF REQUIREMENTS	<p>Requirements for Services:</p> <p>For development, set-up, installation, configuration, implementation, training, onsite support during the implementation, go-live and stabilisation period.</p>	Identify assumptions, dependencies, constraints and contingencies, if required.
	<p>Requirements for Personal:</p> <p>Identify Project Team from the Contractor (composition, structure, profile and roles).</p>	
	<p>Requirements for Hardware:</p> <p>Identify which hardware (e.g. machines/servers, CPU, storage, network, etc) will be required for EMSA to provide during the implementation.</p>	

	<p>Requirements for Software: Identify which software (e.g. new databases, products, tools, etc) will be required for EMSA to purchase for the go-live. NB: identify also if some specific software/add-ons is required to ensure that all particular TeamForge functionalities are covered (e.g. Requirements Management, Requirements grouping, associating, versioning and tracking, Request for Changes Management, Service Requests, Bugs/Defects reporting and management, Incidents/Problems escalation, Wiki, Document Management, File Releases, Release and Deployment workflow).</p>	
	<p>Requirements for Licenses: Identification of specific products from Atlassian (i.e. JIRA Software, required add-ons) with the estimated budget for the first year and also for the following ones.</p>	
	<p>Contract(s) for Maintenance (following years): Identification of future annual costs for support services (i.e. preventive and corrective).</p>	
TOTAL EXPECTED PROJECT COST (COSTS AND CONDITIONS)	<p>Financial offer for configuration and implementation, training, onsite support during the implementation period (including delivery of required documentation), describing costs per type of proposed services. Information is also required from the Tenderer about expected extra costs for new licenses and future annual costs for support services (corrective and evolutive).</p>	
PROJECT PLAN	<p>A detailed Project Plan with the description of the tasks per activity (baseline together with effort involved and schedule), must be delivered by the Tenderer taking into consideration that the aim is to start the project early September 2019 to be closed by end February 2020. A communication and reporting plan must be also presented, with project and quality controls and tolerances, and risks and opportunities involved.</p>	
PROJECT TEAM STRUCTURE, PROFILES & ROLES	<p>Provide characterisation of the Project Team structure and composition, describing the required profiles and roles, with respective CVs. Staff from EMSA will be ready to collaborate with the Contractor during all implementation period.</p>	

ICT Operational Management (Activities, Templates, Tools & Guidelines)



* Essential Milestones shared with business units.