**ANNEX II**

**TECHNICAL PROPOSAL FORM**

The technical proposal must be consistent with the Terms of Reference (see **Section B.1 of the tender specifications**). In preparing the technical proposal the tenderers should bear in mind the award criteria against which it will be evaluated (see **Section B.7 of the tender specifications**).

Tenderers shall use the following format to submit their technical proposals.

Name of the tenderer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Authorised signature on behalf of the Tenderer** | |
| Name and address of the tenderer |  |
| Name and function of the authorised representative |  |
| Signature |  |
| Date |  |

The tenderers shall answer the questions on the next page and shall provide the required information in the text boxes provided. Tenderers can extend the answers to questions in the Technical Proposal form on as many pages as needed and there is no restriction on how long the answers can be. The text boxes can be expanded for as long as needed and additional information/documents can be attached if necessary. In case additional information is provided as annex(es) to this technical proposal form, a reference to the annex(es) should be included in the box corresponding to the relevant question.

**Lot I.: Website management, development and hosting**

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| **No.** | **Question** |
| 1 | 1. **How will you proceed for the development of the website?**    1. *Please provide a description of the proposed approach (i.e. steps to take, etc.).*    2. *Please provide a description of the content of the proposal (i.e. structure, etc.).*    3. *Please provide a description of the proposed organisation/timeline (including time per task and milestones).*    4. *Please provide an assessment of the main issues, limitations and risks of the assignment, as well as the proposed mitigation measures.* |

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| **No.** | **Question** |
| 2 | 1. **How will you proceed for the maintenance of the website?**    1. *Please describe how the support to CEPOL staff will be organised and demonstrate how the offered service meets and exceeds (if applicable) the requirements specified in Section B.1.5.a. of the tender specifications.*    2. *Please describe your incident management policies and procedures in place that detail how problem/issue escalation is handled and measured.*    3. *Please describe how the maintenance will be organised and demonstrate how the offered service meets and exceeds (if applicable) the requirements specified in Section B.1.5.a of the tender specifications.*    4. *Is the development/test environment separated from the production environment? Is access for the designated CEPOL staff to the development/test environment provided?*    5. *Please describe the server system administration policies/procedures, including software upgrade and patch application, capacity monitoring/management and change control, which will be applied throughout the duration of the contract. Please describe your backup policy.*    6. *Please describe how you will provide network monitoring and the supporting processes and procedures for the assessment of network capacity and ensuring sufficient capacity. Is read access to system/network monitoring tools provided? If yes, please provide details.*    7. *Please describe your approach to the maintenance and update of the component applications of CEPOL’s public website throughout the duration of contract (security patches, bug fixes, updates).*    8. *Please explain how you will ensure that application change control is conducted according to defined processes and procedures.*    9. *Please describe how the reporting will be organised and demonstrate how the offered service meets and exceeds (if applicable) the requirements specified in Section B.1.5.a. of the tender specifications.*    10. *Please describe how the contractor will ensure daily/weekly/monthly updating of information web pages using CEPOL’s website content management system. Updating activities can include updating the content/layout of existing pages including some rewriting (either based on content to be drafted by the contractor or content provided by CEPOL); adding documents/images/links etc. and the subsequent adjustment of all language versions.* |

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| **No.** | **Question** |
| 3 | 1. **How will you proceed for the hosting of the website?**    1. *Please describe below the approach and methodology that will be used to manage the migration of the website from the current supplier to your new environment and the entry into service. Please explain how “no loss of data” and “maximum scheduled downtime of 48 hours” requirements will be ensured.*    2. *Please provide a migration plan covering in particular the following aspects:*   *- Definition of migration roles, responsibilities and milestones;*  *- Migration time-frame in calendar days.*   * 1. *Please describe the hosting solution offered.*   2. *Please provide the address of the Data Centre where the website will be hosted.*   3. *Please state the service restore time in the event that restoration of a back-up is required (the service restore time is the time needed by the contractor to provide a solution to restore the service).*   4. *Please describe the Data Centre physical environment offered and demonstrate how it meets and exceeds (if applicable) the requirements specified in Section B.1.5.a.of the tender specifications.*   5. *Please describe the capacity management provisions offered and demonstrate how they meet and exceed (if applicable) the requirements specified in Section B.1.5.a. of the tender specifications.*   6. *Please detail the hardware specifications for the proposed hosting solution. Please describe the policy applied for maintaining the proposed hardware.*   7. *Please describe which documented security policies and procedures you will apply to ensure the physical and technical security of the data centre facilities; this should include firewall(s), vulnerability management, intrusion detection and denial of service attacks (both DOS and DDOS).*   8. *Please describe the measures adopted to ensure that blacklisting is avoided and the countermeasures available in the case of another datacentre user undertaking activity that leads to host blacklisting.* |

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| **No.** | **Question** |
| 4 | 1. **How will you proceed to evaluate website related activities?**   *Please describe how the reporting will be organised and demonstrate how the offered service meets and exceeds (if applicable) the requirements specified in Section B.1.5.a. of the tender specifications. Will access to online reporting systems that will allow it to view the applications’ performance including statistics relating to hits, unique visits per page etc. be provided to designated CEPOL staff? If yes, please provide details.* |

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| **No.** | **Question** |
| 5 | 1. **How do you propose to organise the workflow with CEPOL?**    1. *Please describe how you will handle contacts with CEPOL staff (i.e. number of contact per week, type of contacts – emails, meetings, etc.).*    2. *Please provide a description of the project team composition, the roles and responsibilities of the team members in respect to the services to be delivered, availability assurance of key personnel that will execute the planned activities + back-ups.*    3. *Please provide a description of the tools you propose to use to collaborate with CEPOL (emails, intranet, etc.).*    4. *Please describe how you will follow-up the progresses/ implementation of the tasks (i.e. progress tracker, etc.).* |

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| **No.** | **Question** |
| 6 | 1. **Contributing to enhancing CEPOL’s innovative streak**   *Please describe any innovative solutions that you could provide concerning the implementation of the contract to contribute to enhance innovation at CEPOL.* |

**Lot II: Events management services**

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| **No.** | **Question** |
| 1 | 1. **How will you proceed to deliver the event management services?**    1. *Please provide a description of the proposed approach (i.e. steps to take, etc.).*    2. *Please provide a description of the content of the proposal (i.e. structure, etc.).*    3. *Please provide a description of the proposed organisation/timeline (including time per task and milestones).*    4. *Please provide an assessment of the main issues, limitations and risks of the assignment, as well as the proposed mitigation measures.*    5. *Please provide a description of how you will be measuring the impact.* |

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| **No.** | **Question** |
| 2 | 1. **How do you propose to organise the workflow with CEPOL?**    1. *Please describe how you will handle contacts with CEPOL staff (i.e. number of contact per week, type of contacts – emails, meetings, etc.).*    2. *Please provide a description of the project team composition, the roles and responsibilities of the team members in respect to the services to be delivered, availability assurance of key personnel that will execute the planned activities + back-ups.*    3. *Please provide a description of the tools you propose to use to collaborate with CEPOL (emails, intranet, etc.).*    4. *Please describe how you will follow-up the progresses/ implementation of the tasks (i.e. progress tracker, etc.).* |

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| **No.** | **Question** |
| 3 | 1. **Delivery time**   *Please describe how you intend to meet the deadlines and state the maximum delivery time for all the tasks.* |

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| **No.** | **Question** |
| 4 | 1. **Contributing to enhancing CEPOL’s innovative streak**   *Please describe how you would contribute to enhance innovation at CEPOL.* |