ECMWF  
Copernicus   
Procurement

Request for Proposal

**Copernicus Joint Services**

Website user experience and user journey

**ANNEX 2 : Template for Proposer**

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| --- |
| RFP Ref : CJS2\_122 |
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Table of Contents

[1 Executive Summary 3](#_Toc132709645)

[2 Track Record 3](#_Toc132709646)

[3 Quality of Resources to be Deployed 3](#_Toc132709647)

[3.1 Description of Resources 3](#_Toc132709648)

[3.2 CV’s of Key Personnel 4](#_Toc132709649)

[4 Technical Solution Proposed 4](#_Toc132709650)

[4.1 Introduction 4](#_Toc132709651)

[4.2 Sub-section 1, 2, 3 … 4](#_Toc132709652)

[4.3 Summary of equipment 4](#_Toc132709653)

[4.4 Deliverables Management 4](#_Toc132709654)

[4.5 References 5](#_Toc132709655)

[5 Management and implementation plan 5](#_Toc132709656)

[5.1 Introduction 5](#_Toc132709657)

[5.2 Organigram 6](#_Toc132709658)

[5.3 Gantt chart and PERT chart 6](#_Toc132709659)

[5.4 Work package description 6](#_Toc132709660)

[5.5 Key Performance Indicators 6](#_Toc132709661)

[5.6 Risk management 7](#_Toc132709662)

[5.7 Data Protection Information Form 7](#_Toc132709663)

[5.8 Administrative Information Form 8](#_Toc132709664)

Formatting guidelines for all documents: 2.5cm margins on all sides, Font: Calibri, Minimum Font Size 11 points.

Please update cover page of this document (i.e. delete irrelevant information, add title of your proposal etc.); delete footnotes throughout this document (they contain instructions to assist you in completing this document; you may add your own footnotes as needed); update footer of this document (do not delete page numbering); update table of contents and other numbered fields (tables, figures, references etc.).

*Please keep your proposal to 60 pages maximum and provide separate annexes where it makes sense to do so to keep you within the limit, such as for CVs or project examples. If you do this, please reference the annex in the relevant section of this template.*

# Executive Summary

In this section, the Proposer should provide an executive summary of the proposal, describing the objectives, team and service level.

# Track Record

In this section, the Proposer should demonstrate (for itself and for any proposed subcontractors) their record of actual performance or accomplishments in previous projects/exercises. This should detail all the past [achievements](http://dictionary.cambridge.org/dictionary/business-english/achievement) or [failures](http://dictionary.cambridge.org/dictionary/business-english/failure) of [person](http://dictionary.cambridge.org/dictionary/business-english/person)s involved and the [organization](http://dictionary.cambridge.org/dictionary/business-english/organization), considered together. *Complementarity* of the Proposer with its subcontractors should be described in this section.

In addition, a description of the Proposer and subcontractors with particular reference to this Proposal is expected. The following details for each entity involved in the proposal should be provided:

* Key facilities, infrastructure and equipment;
* Previous and current involvement in projects related to the sectoral application of this Proposal;
* Location where services will be delivered from and percentage of the contract in value terms for which they will be responsible.

# Quality of Resources to be Deployed

## Description of Resources

In this sub-section, the Proposer will describe the existing knowledge base and involvement in activities related to the topic of the proposal. Please highlight relevant past and existing research and private sector projects. The Proposer has to explain why they are particularly well-placed to execute the contract. The Proposer shall summarise the information about the proposed key personnel in the format shown in Table 1 below.

Table 1: HR Profiles

|  |  |  |  |
| --- | --- | --- | --- |
| Title[[1]](#footnote-2) | Broad description of work in relation to Service | List of personnel who fit the profile and whose CVs are submitted with the Proposal | Qualifications |
| *(First point of contact)* |  |  |  |
| *(Second point of contact)* |  |  |  |
|  |  |  |  |
|  |  |  |  |

## CV’s of Key Personnel

In this sub-section, the Proposer will insert CVs for all key personnel they propose to use. Key personnel are individuals who contribute to the development or execution of work under a contract in a substantive, measurable way i.e. their absence from the contract team would be expected to impact the approved scope of the contract. The format of the CV must be in accordance with the Commission Recommendation on a common European format for curriculum vitae, available at: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae>. The provision of the following information about the key personnel is not mandatory: home address, telephone number, email address or other contact details, gender, date of birth and nationality.

# Technical Solution Proposed

## Introduction

The technical solution must contain all the information necessary to enable an in-depth assessment of its conformity with the technical specifications. The Proposer is free to format this section and insert as many sub-sections as necessary to provide for a logical structure of the technical proposal.

## Sub-section 1, 2, 3 …

…

## Summary of equipment

The Proposer shall identify equipment (including hardware and software) to be used (by itself or by any proposed subcontractors) for the provision of the Service and shall summarise the information in the format shown in Table 2 below. The Proposer shall indicate whether equipment is owned, needs to be purchased or will be leased/rented. The Proposer shall indicate in the Proposal what is to be considered as Background IPR (Intellectual Property Rights) in this contract (Clause 3.3 of the Terms and Conditions).

Table 2: Equipment (including hardware and software) to be used for provision of the Service

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Equipment | Describe Relevant Function | List each work package for which equipment will be used | Owned / To be Purchased / To be Leased | (for software)  Background IPR |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Deliverables Management

The Proposer should specify who will take care and custody (archiving, maintenance, inventory) of the Deliverables. The answer might be different according to the type of Deliverables (reports, code, datasets, etc). For those Deliverables not archived by ECMWF the Proposer shall confirm that has or will have all means in place for the repository and archiving of the Deliverables during and after (at least six (6) years) the contract (ref. Clause 5.1.2 of the Terms and Conditions). Upon request, ECMWF and the European Commission should be able access the Deliverables.

The Proposer shall confirm in the Proposal that the master copies of the Deliverables will be stored and archived in places only where relevant EU legislation (notably the Space Regulation and any related delegated legislation) can be enforced (EU Member States and participating states in accordance with the Space Regulation) during the full duration of the Agreement and for so long as the archive is maintained after the end of the contract.

The Proposer shall identify in the Proposal any Deliverables (as defined in Clause 3.2.1 of the Terms and Conditions) which:

* will be subject to third party Intellectual Property Rights (ref. Clause 3.2.3 of the Terms and Conditions) and eventually confirm whether all licensing issues will be cleared (i.e. for datasets which aimed to be brokered).
* will have to be considered as Improvements (Clause 3.4 of Terms and Conditions).

## References

The Proposer is expected to provide a list of references, publications, patents and pre-existing Intellectual Property Rights (IPR) cited in the technical solution. Items are referenced in the technical solution by placing italicized citation numbers within parentheses. The style of referencing shall follow the Nature magazine referencingsystem.

# Management and implementation plan

## Introduction

The management and implementation section shall contain general details of contract management, risk analysis and any organisations that will contribute to the work. The Proposer shall document aspects of contract management with regard to the offer. The work organization, assignment of resources (including timeshare of personnel) and responsibilities shall be described in detail as well as the measures put in place to ensure that quality targets for the service are met. The Proposer is free to format this section and insert as many sub-sections as necessary to provide for a logical structure of the management and implementation plan. However, the Proposer shall keep the main structural elements described below.

The Proposer shall insert a Gantt chart (or similar) illustrating the schedule of activities and a PERT chart (or similar) visualising the critical linkages and dependencies between work packages and tasks. The Proposer shall split the work into Work packages and provide a table for each Work package describing the main objectives and the respective proposed activities. The template for providing information about Work packages is shown in Table 3 below (use as many copies of this Table as needed to complete the response to the RFP). The Proposer shall include tasks related to the management of the contract into Work package 0 (WP0). The Proposer should specify in the Management and Implementation plan that monthly teleconferences and regular review meetings will be organised with ECMWF. Unless a defined list of Key Performance Indicators (KPI) is presented in Volume II, the Proposer shall propose a set of specific, measurable, assignable, reasonable and time-related (SMART) KPIs which will enable ECMWF to evaluate how effectively the Proposer would be achieving key contractual objectives and targets, completed in the format shown in Table 4 below. The Proposer shall also provide a detailed risk analysis regarding the running of the service (timely provision of high-quality service and Deliverables), completed in the format shown in Table 5 below (refer to Table 6 for guidance and instructions). Appropriate solutions to mitigate the risks have to be provided. The Proposer will prioritise the risks, starting with the most critical ones.

## Organigram

In this sub-section, the Proposer will insert a contract organigram reflecting how the Proposer and its subcontractors will work together. The contract organigram should show clear reporting lines and include names and functions of individuals.

## Gantt chart and PERT chart

In this sub-section, the Proposer will insert a Gantt chart (or similar) and a PERT chart (or similar), as described in the Introduction above.

## Work package description

In this sub-section, the Proposer will provide information about Work packages by completing Table 3 as many times as necessary.

Table 3: Template for work package description

|  |  |  |  |
| --- | --- | --- | --- |
| **Work package #** | WP0 or WP1 etc… | **Start/End date[[2]](#footnote-3)** |  |
| **Work package title** |  | | |
|  | | | |
| **Main objectives**  This work package… | | | |
|  | | | |
| **Description of activities**  Task 1  Task 2 | | | |
|  | | | |
| **Deliverables and Milestones** | | | |
| The Proposer will complete the list of deliverables and milestones on the “Deliverables list” tab of the Template Pricing Tables and Deliverables document.  Unless specified in the Specification of Requirements, please include details on the format and delivery methods of Deliverables which nature is *software* and/or *data* in the proposal. | | | |

## Key Performance Indicators

In this sub-section, the Proposer will complete Table 4 below, following instructions in sub-section 5.1 above.

Table 4: Key Performance Indicators

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **KPI #** | **KPI Title** | **Performance Target and Unit of Measure** | **Frequency of Delivery** | **Explanations / Comments** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Risk management

In this sub-section, the Proposer will complete Table 5 below, following instructions in sub-section 5.1 above.

Table 5: Risk Register for each Work package

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Work package:** | | | | | |
| **Risk Name** | **Description** | **Likelihood** | **Impact** | **Response Strategy** | **Period[[3]](#footnote-4)** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |

Table 6: Guidance Table for Risk Register

|  |  |
| --- | --- |
| *Entry* | *Guidance* |
| Risk Name | Title to identify the risk |
| Risk Description | High level description of the risk scenario and consequences  Please use the following structure: Risk of [event]…due to [cause]…that may result in [consequence] |
| Risk Likelihood | A numeric value denoting the estimate of the probability that the residual risk will occur. The possible values are:  5 – very likely (> 70% prob of occurrence)  4 – likely (between 50% and 70% prob of occurrence)  3 – possible (between 20% and 50% prob of occurrence)  2 – unlikely (between 5% and 20% prob of occurrence)  1 – remote (< 5% prob of occurrence) |
| Risk Impact | A numeric value denoting the severity of the impact of the residual risk (should it occur). The possible values are:  5 – catastrophic (Critical impact impeding the achievement of the strategic objectives)  4 – damaging (Damaging impact impeding the achievement of the strategic objectives)  3 – significant (Significant impact affecting achievement of operational objectives)  2 – moderate (Moderate impact on the achievement of an operational objective)  1 – low (Minor impact on the global performance) |
| Risk Response Strategy | The available strategies to deal with the identified risks are:  Avoid: risk avoidance, working around those conditions or activities which introduce the risks;  Reduce: risk mitigation or reduction through the proactive implementation of risk reduction activities;  Accept: acceptance of the risk; in these cases, contingency plans can also be defined in case the risk occurs;  Transfer/share: transfer or share a risk with other entities e.g. through subcontracting, insurances etc. |

## Data Protection Information Form

Please complete the following table for the purposes of Appendix 1 to Annex 5 (Personal Data Protection) of the Agreement for Copernicus Services.

|  |  |
| --- | --- |
| **Requested Information** | **Responses** |
| Contactor’s Data Protection officer’s name and email address (if applicable) |  |
| A brief description of the Contractor's activities relevant to the processing |  |
| Categories of Data Subjects - please list the relevant data subjects i.e. ECMWF's staff, ECMWF's business partners |  |
| Categories of Data i.e. Business contact details of ECMWF's partners including name and corporate title, email addresses, telephone numbers, business address |  |
| Special Category Data (if appropriate) |  |
| Nature of Processing - the type of operations performed as part of the processing (for example storing, recording, archiving etc) |  |
| Purpose of Processing - a short description |  |

## Administrative Information Form

Please complete the following table with relevant administrative information:

|  |  |
| --- | --- |
| **Requested Information** | **Responses** |
| Authorized Representative (name, job title, email) |  |
| Service Manager (name and email) |  |
| Second point of contact / Principal Investigator (name and email) |  |
| Financial Officer (name and email) |  |
| Legal Officer (name and email) |  |
| Formal Notices email, postal address (Clause 2.3.2 of the Agreement for Copernicus Services) and contact phone number (required by the postal service) |  |

1. e.g. Contract Manager, Team Leader, Scientist, Analyst etc. [↑](#footnote-ref-2)
2. For this proposal, dates shall be indicated in months starting from M1. [↑](#footnote-ref-3)
3. Indicate contract period in months when the risk may occur (e.g. M1-M10). [↑](#footnote-ref-4)