

Regulation
of the procurement "Development of a web page for the
NATO Strategic Communications
Centre of Excellence and related sections"
(procurement identification No. STRATCOMCOE-PROC-2)

General information

1. Procurement identification number and Customer.

- 1.1. Procurement identification number - STRATCOMCOE-PROC-2.
- 1.2. The Customer is NATO Strategic Communications Centre of Excellence (hereinafter - Centre), taxpayer registration number: 90010211883, address: K.Valdemāra iela 10/12, Rīga, LV-1473, Latvia (telephone: 67335463), e-mail: linda.curika@stratcomcoe.org.
- 1.3. Regulation of the procurement procedure and technical specification can be found on the Customer's webpage for free under the section "NEWS"
- 1.4. Contact person: Public relations expert Linda Curika, tel. 67335463, e-mail: linda.curika@stratcomcoe.org.

2. Subject of the procurement, place of execution and term for the work

- 2.1. Subject of the procurement (hereinafter - Work) - development of web page and related sections for the Centre, development of user sections, development of a cooperation space for researchers according to the technical specification prepared in the procurement (Appendix 1).
- 2.2. Location for the submission of the procurement by post: K.Valdemāra iela 10/12, Rīga, LV-1473 or electronically by email – linda.curika@stratcomcoe.org.
- 2.3. Subject of the procurement is not split in parts. An offer can only be submitted for the whole amount of the procurement subject.
- 2.4. Provided execution term for the agreement: work execution term is 5 (five) months, and guarantee and maintenance term for the solutions to be implemented is 36 (thirty-six) months.
- 2.5. Work execution term - Development of the Centre web page and related sections - three months from the day of conclusion of the contract; development of user sections and cooperation space for the researchers - five months from the day of conclusion of the contract.
- 2.6. Criteria for the selection of an offer - lowest price and highest qualifications of the execution team. If two offers are evaluated with the same amount of points, the Centre will organise individual meetings and make a decision based on interviews.
- 2.7. Work execution place: K.Valdemāra iela 10/12, Rīga, LV-1473.
- 2.8. The customer will pay for the Work done after the confirmation of a Delivery - Acceptance act. Delivery - Acceptance act for the work has to be drawn up for each part of the procurement subject. Based on the signed Delivery-Acceptance act, an invoice has to be submitted to the Customer. Advance payments for each of the procurement subject parts is provided for an amount of 20 % of the contract price.

3. Reception of the regulation, exchange of information and provision of additional information

- 3.1. Documentation for the procurement procedure can be accessed electronically under the "News" section of the Centre's webpage.
- 3.2. All information about the course of the procurement as well as answers to questions by interested parties is provided by the Contact person in written form or by phone.
- 3.3. If the interested party has requested additional information about the procurement procedure, the Centre provides an answer in written form as soon as possible after receiving the request.

4. Location for submission of the offer, term, presentation and date of expiration

- 4.1. Interested parties must submit offers by 15.04.2015, 14:00, K.Valdemāra str. 10/12, Rīga, LV-1473, by courier or mail with a registered letter or by email linda.curika@stratcomcoe.org. An offer that has been submitted after the provided term or that is not formalised in a way that does not allow the information included in the offer to be accessed before the opening date of the offer will be returned to the submitter unopened. The Customer is not responsible for the lost submission and does not have an obligation to prove that it has received correspondence if the contestants have used a different sending method.
- 4.2. Offer of the Contestant must contain originals of the following documents or approved copies:
 - 4.2.1. Application letter (Appendix 2 of the regulation) signed by an official of the Contestant with the authority to sign or a person authorised by the Contestant. If the letter is signed by an authorised person, the offer must be accompanied by a Power of Attorney.
 - 4.2.2. Offer to execute functional requirements, according to Appendix 1 and Appendix 7 of the Regulation. Offer to execute functional requirements is a description of work to be done to execute the Agreement that confirms the execution of works according to the Financial offer (Appendix 4 of the Procurement regulation) and the Specification of functional requirements (Appendix 7 of the Procurement regulation) as well as other information necessary to prove the understanding of the service provided within the ramifications of the procurement.
 - 4.2.3. Financial offer according to Appendix 4 of the Regulation. Contestant provides prices in euros in the Financial offer. Price calculation in the Financial offer must not have more than two numbers after the decimal point. Price offered by the Contestant must remain the same for the whole duration of execution of the procurement agreement. Financial offer (calculation according to the specification of functional requirements) must also be submitted on CD media (*.xls, MS Excel or analogue).
 - 4.2.4. If an offer is submitted by a group of persons, all the members of the group must be determined in Appendix 2 of the regulation "Financial offer". Contestant's offer must be accompanied by an agreement signed by all of the participants of the group that names the main participant who has the rights to

sign the offer and other documents, receive and issue orders on behalf of the group and settle all payments. Agreement document must provide work parts of each of the group participants (as a percentage).

- 4.3. If the Contestant prepares and submits all the necessary documents electronically, they have to be in a scanned version and sent to email linda.curika@stratcomcoe.org, excluding the Financial offer that has to be sent in an excel format. Subject of the email: "STRATCOMCOE-PROC-2."
- 4.3.1. If the Contestant prepares and submits all the necessary documents by mail, he prepares documents in two A4 format volumes - 1 (one) original set and 1 (one) copy set.
- 4.4. Presentation of each of the offer sets:
- 4.4.1. Bound in such a way as to prevent the separation of the documents, and put into an envelope.
- 4.4.2. Pages must be numbered, which is to be confirmed by the signature and seal of the authorised person and a note on the total number of pages.
- 4.4.3. Document copies must be approved by the authorised person.
- 4.4.4. On the upper right corner of the original and copy of the offer, a remark must be put accordingly: "ORIGINAL" or "COPY".
- 4.4.5. Documents included in the offer must be clearly legible, without corrections and deletions.
- 4.4.6. The offer must be prepared in the English or Latvian language. Originals of documents issued in other language (certificates, testimonials, references etc.) must be added and an English/Latvian translation approved by the Contestant must be formalised accordingly.
- 4.4.7. Documents included in the offer must be signed by a person (-s) with representation rights or their representatives. If the aforementioned documents are signed by a representative (-s), the offer must be accompanied by a Power of Attorney that proves the rights of this (these) person (-s) to sign these documents on behalf of the Contestant.
- 4.4.8. Offer must be submitted in a closed and sealed envelope, with the following remarks written on it:

Contestant's name and address

NATO Strategic Communications Centre of Excellence
K.Valdemāra iela 10/12, Rīga, LV-1473

Offer for the open contest with identification number STRATCOMCOE-PROC-2.

"Development of a web page for the NATO Strategic Communications Centre of Excellence and related sections"

Do not open till 15.04.2015, 14.00.

- 4.5. Contestant has the right to submit only one variant of the offer. Contestants that have submitted two or more offers or one offer in multiple variants will be excluded from further participation in the procurement procedure.
- 4.6. An interested Contestant can submit an offer from the day the announcement is published on the Centre's web page on the internet.
- 4.7. Customer registers the received offers in the order they are submitted. Customer ensures that the list of Contestants is not disclosed until the offers have been opened.
- 4.8. Customer ensures that a submitted offer is kept in a way that prevents anyone from accessing the included information until the offer is opened.
- 4.9. Contestant undertakes all expenses related to the preparation and submission of an offer, and the Customer is not responsible for these expenses.

5. Place of opening, time, order and evaluation for offers

- 5.1. Offers will be opened at K.Valdemāra str. 10/12, Riga, 15.04.2015, 14:00.
- 5.2. Committee opens the offers in the same order as they have been submitted.
- 5.3. After opening the offers, the committee names the Contestant, date of submission of the offer, time and price indicated by the Contestant.
- 5.4. After each offer has been opened and the information mentioned in Section 5.3 has been disclosed, all members of the commission sign the offer.
- 5.5. The offer opening process as well as the announced information is documented in the Procurement committee protocol.
- 5.6. Procurement committee evaluates the offers in a closed meeting.
- 5.7. Committee can invite an expert to select Contestants, evaluate the accordance of offers and evaluate the offers. Expert provides a written evaluation. Evaluation is added to the Procurement committee protocol. Expert's evaluation is not binding to the committee.

6. Requirements for Contestants

- 6.1. Cases when the Customer excludes a Contestant from further participation in the procurement procedure or does not revise its offer:
 - 6.1.1. Contestant has provided false information for its qualification evaluation or has not provided the required information at all;
 - 6.1.2. Contestant has not submitted a document required in Section 4.2, or the Contestant's offer does not comply to the regulation;
 - 6.1.3. In the case that the Contestant has not executed a requirement of the regulation in relation to the execution of the offer, the Procurement committee will evaluate the significance of this breach and its influence on the Contestant's offer in essence;

- 6.1.4. Contestant (in the case of a group of persons, at least one member of the group) has no experience within the last 3 (three) years in providing services (including subcontractor work) similar to at least five of the parts mentioned in the procurement subject (five from eight);
 - 6.1.5. Work guarantee terms offered by the Contestant are less than 36 (thirty-six) months;
 - 6.1.6. Financial turnover of the Contestant during the last three years (that is, 2012 - 2014) that refers to this procurement (that is, the development and installation of information systems, programmes and programme extensions) is not at least the same size as the offered contract price. For companies established later, the average annual financial turnover referring to this procurement for the period of work is not at least the same size as the offered contract price.
- 6.2. Qualification requirements for Contestants and documents to be submitted for selection:
- 6.2.1. Document (approved copy) confirming that the Contestant is registered, licensed or certified according to the requirements of state regulations. Conditions of this Section also apply to the subcontractors presented by the Contestant (if any);
 - 6.2.2. Contestant has stable financial and economic activity indicators for the previous year (2014 or 2013), characterised by a liquidity indicator equal to or higher than 1.0 (current assets / short term credit obligations) and positive equity. Contestant must submit a confirmation about its liquidity indicator coefficient and equity for the previous year (2014 or 2013);
 - 6.2.3. To ensure the execution of Works, the Contestant must have free financial assets that can be reserved to execute the Works for at least the amount of 4000.00 EUR (for thousand euros), or, respectively, an available credit line in a credit institution that has the rights to provide financial services in the EU. To confirm this, a reference must be submitted from the credit institution of the Contestant that the free financial assets for the required amount are available and can be reserved for the execution of Works, if the Contestant is acknowledged as the victor of the open contest, or, that the credit institution undertakes to provide the necessary credit resources in the case that the Contestant is acknowledged as the victor of the open contest;
 - 6.2.4. Documentation must be added that confirms the professional qualification of the Contestant according to the requirements of the functional specifications. Qualification requirements of a specialist are confirmed by filling Appendix 5 of the regulation (for each specialist).
- 6.3. Contestant must have all the necessary specialists, and they must conform to the following requirements:
- 6.3.1. project lead:
 - I. Higher education in computer science or business management;
 - II. has ITIL, Prince2 certificate in project lead (Contestant has the right to confirm this requirement by submitting an equal/equivalent specialist qualification);

- III. experience in the development of at least 6 (six) similar systems (experience in at least six parts of the procurement object) during the last 3 (three) years (2012, 2013 and 2014) as a project lead;
 - IV. experience during the last 3 (three) years (2012, 2013 and 2014) as a project lead;
- 6.3.2. systems analyst;
 - I. higher education in computer science;
 - II. experience in the development of at least five similar systems during the last 3 (three) years (2012, 2013 and 2014) as a system analyst;
- 6.3.3. programmer:
 - I. higher education in computer science;
 - II. experience in the development of at least five similar systems during the last 3 (three) years (2012, 2013 and 2014) as a programmer;
- 6.3.4. security specialist:
 - I. higher education in computer science;
 - II. experience in the development of at least five similar systems during the last 3 (three) years (2011, 2012 and 2013) as a security specialist;
 - III. experience as a security specialist during the last 3 (three) years (2012, 2013 and 2014);
 - IV. has CISA or equivalent certificate;
- 6.3.5. artist - web page and application interface designer:
 - I. Master's Degree in art - design or equivalent;
 - II. experience in developing at least five similar systems during the last 3 (three) years (2012, 2013 and 2014) as an artist;
 - III. experience as a web page and application designer during the last 3 (three) years (2012, 2013 and 2014).
- 6.3.6. Contestant must submit written confirmation about the reaction and problem removal time that is not longer than the reaction and problem removal time specified in the functional requirements specification section "Guarantee and maintenance requirements for the information system, programme and programme extension solutions to be implemented" (Appendix 1 of the regulation). Contestant includes all the problem reaction and removal times from the moment a problem has been announced according to the subsection list and the requirements of Article 1.1 of the functional requirements specification section "Guarantee and maintenance requirements for the information system, programme and programme extension solutions to be implemented".

- 6.3.7. Information about the provided services that characterises the experience required in the regulation - Contestant (in the case of a group of persons, at least one member of the group) has experience in providing services similar to the parts mentioned in the procurement subject within the last 3 (three) years. Experience must be confirmed about finished service provision agreements at the moment the Contestant submits an offer. If an offer is submitted by a union of persons, all the experience of the members of the union must be provided in total. List must contain Clients, agreement terms, list of services (that characterises the required experience), contact person of the Customer and telephone. Positive reviews of the customer (-s) about the indicated completed services must be provided (Contestant can submit 1 (one) positive review, but with a remark that the Contestant has experience (for at least five from eight parts mentioned in the procurement subject) in providing similar services (including work done by subcontractors) so that the customer can confirm the adequacy of the Contestant to the requirements of the regulation.
- 6.3.8. Written acknowledgment of the Contestant about its financial turnover related to this procurement (that is, development and installation of information systems, programmes and programme extensions) for the last three years (that is, 2012 - 2014). Companies that have been established later confirm that the average annual financial turnover related to this procurement for the work period is at least the same as the contract price offered.
- 6.3.9. If the Contestant plans to attract subcontractors:
- I. Contestant must name all subcontractors who execute work for 20 percent of the total value of the Procurement agreement and the amount of work parts of the agreement from the Work amount list to be executed by each such subcontractor, as well as the % (percentage) of the procurement price that is to be given for execution to subcontractors (according to Appendix 9 of the regulation);
 - II. Signed letters from all of the named subcontractors stating that they are ready to execute the Work parts given to them must be added (Appendix No. 5).

7. Criteria for evaluating offers and choosing an offer

- 7.1. During the evaluation of the accordance of the offers, an evaluation of offers will be made. Offer will be evaluated in a meeting of the Centre Procurement committee. Offer will be evaluated in 3 rounds:
- 7.1.1. Evaluation in round 1: presentation of the offer and accordance of the Contestant selection documents to the requirements of the procurement regulation;
 - 7.1.2. Evaluation in round 2: Contestants that comply to the requirements of the first round will be evaluated by: Accordance of the requirement execution offers to Appendix 1 of the Procurement regulation. Contestant will not be evaluated, if a description of the execution methods for all of the executable work for the procurement subject parts is not submitted according to Appendix 1 of the regulation;

- 7.1.3. In round 3, Contestants that comply to all of the requirements of the first and second rounds will be evaluated by financial offers.
- 7.2. Procurement committee will choose the offer with the lowest price from all of the offers that conform to requirements of the procurement regulation.
- 7.3. When evaluating an offer, the committee uses its total price without value-added tax.

8. Conclusion of a procurement contract

- 8.1. Customer will conclude a procurement contract with the chosen Contestant in accordance with the terms of this regulation and the Contestant's offer.
- 8.2. Before the conclusion of the procurement contract, the customer requests the following information from the chosen Contestant (in the case of a union of persons - member of the union) to be assigned contract conclusion rights in regard to the Contestant, the person whose capabilities form the basis for the Contestant (if any), to prove that his/her qualification conforms to the requirements stated in the regulation, the subcontractor named by the Contestant (if any) who will execute at least 20 percent in value of the total value of the procurement contract, as well as the member of a partnership (if the Contestant is a partnership):
 - 8.2.1. a reference from a competent institution confirming that the Contestant, person named by the Contestant whose capabilities form the basis for the Contestant (if any), subcontractor named by the Contestant (if any) who will execute at least 20 percent in value of the total value of the procurement contract, as well as the member of a partnership (if the Contestant is a partnership) is not undergoing an insolvency process and they are not to be liquidated;
 - 8.2.2. a reference issued by the State Revenue Service confirming that the Contestant, the person named by the Contestant whose capabilities form the basis for the Contestant (if any), the subcontractor named by the Contestant (if any) who will execute at least 20 percent in value of the total value of the procurement contract, as well as the member of a partnership (if the Contestant is a partnership) (regardless of whether they are registered in Latvia or Latvia is their permanent residence) has no debts in taxes administered by the State Revenue Service, including debts in obligatory state social insurance payments, that exceed 100 EUR in total;
 - 8.2.3. a reference for the Contestant, the person named by the Contestant whose capabilities form the basis for the Contestant (if any), registered in a foreign country, that confirms the accordance of his/her qualification to the requirements stated in the regulation, the subcontractor named by the Contestant (if any) who will execute at least 20 percent in value of the total value of the procurement contract, as well as the member of a partnership (if the Contestant is a partnership) (if they are registered in a foreign country or a foreign country is their permanent place of residence) has no tax debts in the respective foreign country, including debts in obligatory state social insurance payments, that exceed 100 EUR in total.
- 8.3. Information mentioned in the previous subsection must be submitted to the contractor within 10 (ten) working days after receiving the request.

8.4. In the case that the Contestant does not submit the information within the term mentioned in Article 5.2, the Contestant loses the right to conclude the Agreement, and the committee chooses the next Contestant who has offered the lowest price and submitted the aforementioned information within the term provided in article 5.2.

9. Rights and obligations of the Procurement committee

9.1. Rights of the procurement committee

- 9.1.1. To require that the Contestant specifies information about his/her offer, if it is necessary to evaluate the presentation of the offer, selection of Contestants, offer accordance evaluation, as well as to evaluate and compare the offers.
- 9.1.2. To evaluate the formation of the lowest price so as to make sure that an unreasonably low offer has not been received.
- 9.1.3. To decide on the accordance of the presentation of an offer to the requirements mentioned in the contest regulation.
- 9.1.4. To decline offers, if they do not conform to the requirements of the Public procurement law and the open contest regulation.
- 9.1.5. To fix mathematical errors in the financial offers of the Contestants according to the order established in the legal acts.
- 9.1.6. To invite an expert for the Contestant offer selection, offer accordance check and evaluation.
- 9.1.7. To chooses the next offer with the lowest price if the chosen Contestant declines to conclude a procurement agreement with the customer.
- 9.1.8. All other rights provided in the legal acts in force.

9.2. Obligations of the procurement committee

- 9.2.1. To develop and confirm procurement procedure documentation.
- 9.2.2. To ensure the procedure and documentation of the contest.
- 9.2.3. To register procurement procedure document receivers and offer submitters.
- 9.2.4. To ensure free competition of the Contestants as well as a fair and just attitude towards them.
- 9.2.5. To ensure the non-disclosure of confidential information.
- 9.2.6. To evaluate the Contestants and offers submitted by them according to the Public procurement law, other legal acts and the open contest regulation, to choose an offer or make a decision to terminate the contest without choosing an offer.
- 9.2.7. Upon request by interested Contestants, to provide information about the Regulation in accordance with the order established in legal acts.
- 9.2.8. To inform all of the Contestants in written form about the results of the contest within three working days after making a decision.
- 9.2.9. All other obligations determined by the legal acts in force.

10. Rights and obligations of the Contestant

10.1. Rights of the Contestant

- 10.1.1. To receive the procurement procedure documents.
- 10.1.2. To change or cancel a submitted offer before the procurement submission term ends.

- 10.1.3. All other rights provided in the legal acts in force.
- 10.2. Obligations of the Contestant
 - 10.2.1. To prepare offers according to the requirements of the open contest regulation.
 - 10.2.2. To submit truthful information.
 - 10.2.3. To answer all of the requests of the Procurement committee.
 - 10.2.4. To cover all expenses related to the preparation and submission of the offers.
 - 10.2.5. All other obligations determined by the legal acts in force.

11. Order in which the subcontractors named by the Contestant are to be involved in the execution of the agreement, order of changing subcontractors (if the Contestant plans to attract subcontractors)

- 11.1. Contestant's staff involved in the execution of the contract (who have been evaluated and accepted by the customer) whose capabilities form the basis of the procurement procedure of the Contestant chosen in the procurement procedure, can only be changed with written agreement from the customer.
- 11.2. Contestant can change subcontractors, as well as attract subcontractors for the execution of the contract at a later date, if the Contestant has informed the customer about this fact and has received a written agreement from the customer to change a subcontractor or attract a new subcontractor for the execution of the contract.
- 11.3. Consumer makes the decision to allow or deny the change of the Contestant's staff or subcontractors or the attraction of new subcontractors to the execution of the contract in as short a time as possible, but no later than within 5 working days after receiving all the documents necessary to make the decision.
- 11.4. Customer denies the change in the Contestant's staff that the Contestant has attracted for the execution of the agreement (evaluated and accepted by the customer) and subcontractors whose capabilities form the basis of the Contestant chosen in the procurement procedure, if:
 - 11.4.1. the offered staff or subcontractor does not comply to the requirements determined in the regulation in relation to the supplier's staff or subcontractors;
 - 11.4.2. in the case of changing subcontractor, the offered subcontractor does not have at least the same qualification that the Contestant referred to when confirming his/her accordance to the requirements stated in the regulation;

12. Appendixes of the regulation

- Appendix 1. Specification of functional requirements
- Appendix 2. Application for participation in the procurement procedure
- Appendix 3. Description of experience
- Appendix 4. Financial offer blank
- Appendix 5. Curriculum Vitae of the specialists attracted by the Contestant
- Appendix 6. Information about subcontractors of the Contestant
- Appendix 7. Functional solutions offer

**NATO Strategic Communications Centre of Excellence
development of web page and related sections
SPECIFICATION OF FUNCTIONAL REQUIREMENTS**

1. Introduction**1.1. Goal of the document**

To ensure more effective communication with the public, it is necessary to develop a new web page and inner information system.

Improvements must be developed in such a way as to provide an option to depict and use the web pages and changes made to them on tablets and smartphones driven by *Android*, *iOS* and *Microsoft Windows 8* operating systems. The web page must be accessible to people with impaired vision and hearing.

1.2. Abbreviations and explanations

Term or abbreviation	Description
Centre	NATO Strategic Communications Centre of Excellence
Customer	Centre
Contestant	Real or legal person that submits an offer according to the technical specification.
Developer	Provider of service chosen as a result of the public procurement procedure.
Administrator	User (manager) or administrator of the administrative section of web page content management system.
User	Web page visitor.
CMS	Content Management System
XML	Extensive Markup Language - a generally defined specification on how to create various freely defined data structures in text form and how to process them.
AJAX	Asynchronous JS [JavaScript] and XML.
CD	Compact Disk
FTP	File Transfer Protocol
HTTP	Hyper Text Transfer Protocol
HTML	Hyper Text Markup Language
HTTPS	Hypertext Transfer Protocol Secure - hypertext transfer protocol that uses network safety protocol for additional data security.
LDAP	Lightweight Directory Access Protocol
WYSIWYG	What You See Is What You Get

RSS	Really Simple Syndication RSS is used to transfer separate network content units with a short description and link to the full content.
SSO	Single Sign-On
SQL	Structured Query Language SQL is used to manipulate data in relation management systems.
SSL	Secure Sockets Layer - protocol is used to ensure safe and private communication on the internet.
URL	Uniform Resource Locator - standardised resource address on the internet (as a document or image)
WWW	World Wide Web

2. Content of submissions

Submissions expected within the term of the project.

Name	Description	Format	Term
Graphical design	Contestant must develop all of the graphical design for separate allocation pages and separate graphical blocks, elements.	Presentation, graphical files (JPG, GIF, PNG, PSD etc.)	Within 25 (twenty five) working days after the conclusion of the procurement contract
Executable codes	All executable codes for solutions	CD	Until the end of the contract execution term
Installation instructions	Installation instructions, using which, the Customer can install and configure the solution on his own.	Document	Until the end of the contract execution term
Training	Training for administrators and users of the administrative section (2 persons, 8 hours each)	Training materials, training lessons	Until the end of the contract execution term
User manual	1) Instruction for users of the administrative section; 2) Instruction for the closed part of the module	Document, online support	Until the end of the contract execution term
Administrator's manual	Administrator's manual must contain information about activities to ensure system operation (how to manage content of the page - insert text, images,	Document	Until the end of the contract execution term

	administer the forum, insert questionnaires, import and export data etc.).		
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Executor must provide data import from the current section of the home page "News" - <http://www.stratcomcoe.org/NewsandEvents/News.aspx> (in the English version of the home page only) to the new home page.

According to the functional requirement specifications defined by the Customer, the Supplier must independently carry out the technical documentation of information systems, programmes and programme extensions that is specified in the course of the project and timely confirm in written form with the Customer before starting the work. During the test phase of the executed work, the Customer can provide suggestions to make changes to the technical details.

The following requirements apply to the development process of information systems, programmes and programme extensions:

1. All solutions are purchased for at least 3 years. Thus, the Customer's main requirement is to deliver systems according to the requirements stated in the section "Guarantee and maintenance requirements for the solutions to be implemented) of this functional requirements specification section.
2. The goal of the functional requirements specification is to define the functional requirements of solutions for the centre, thus, technical details are not analysed. Supplier must evaluate all expenses, taking into account the total expenses of the solution for three years, "Total cost of ownership". Thus, the Contestant must submit the full cost of the project, including:
 - a. related software necessary to use, improve the solution;
 - b. infrastructure requirements for a specific solution;
 - c. technical maintenance and updating for three years after the development of the systems.

Information systems, programmes and programme extensions functional requirements specification

Goal

To develop a modern home page for comfortable and intuitive use that contains information on the Centre and its activities, as well as to provide a cooperation space for researchers and anyone applying for courses managed by the Centre. Home page is one of the main elements of virtual communications and marketing for the Centre. The goal of home page development is to become the main informational source on events and activities in the Centre.

Tasks

- 1) To provide information for interested persons and partners about the Centre and its activities.
- 2) To facilitate the visibility of the Centre on the internet.

- 3) To create an environment where interested persons can apply for training and receive any documents related to the training after authentication.
- 4) To provide an environment based on authentication where users can access documents.

Conditions for the evaluation of the home page - content management system expenses

Supplier must include home page expenses in his offer that contain the following steps:

- 1) Development of base for the home page.
- 2) Design solution for the home page.
- 3) Allocation of the home page on the Customer's server.
- 4) Consultations and training of the Customer's representatives for work with the system.
- 5) Separately calculated – expenses of a 36 month guarantee maintenance service.

Main functional requirements for development and implementation of the home page - content management system

1. General information

1.1. Terms and abbreviations used

- 1.1.1. System - set of software to be developed, containing home page and content administration systems.
- 1.1.2. Home page - public part of the system accessible to all visitors.
- 1.1.3. Administration system - programme for administration of system content and settings, accessible to select employees of the Customer after authorisation.
- 1.1.4. Information unit - unit of content in the home page, for example, news, photo in a gallery, page "About the Centre", etc.

1.2. General information about the architecture and principles of the system

- 1.2.1. System is being stored on one server in the Customer's data centre.
- 1.2.2. System must be independent from the platform (*operating system and internet server technology*).
- 1.2.3. System must be developed by using open source technologies (*desired content management system - Drupal 7*), that is being established during the execution of the project, taking into account the test results.
- 1.2.4. Content management system must be widely known and used and have publicly available technical documentation.

2. Functional requirements

Number	Name of the requirement	Minimum level of the main requirement
/	Home page requirements	
1.	Ensuring access	1.1. Functionality of the home page must be ensured in cases when the browser has no Javascript and Flash technologies or they have been turned off. In the case that the use of Javascript or Flash is necessary for more comfortable use of a functionality, this functionality must be provided with a doubled alternative version of the functionality that is available in cases when Javascript and Flash technologies are not available or they have been turned off, allowing

		<p>access to the same information.</p> <p>1.2. Contestant must submit at least 3 additional options to ensure availability in his offer.</p>
2.	Work in browsers	<p>2.1. In order to ensure best user experience on older browsers website should follow graceful degradation or progressive enhancement principles.</p> <p>2.2. Separate layouts for mobile devices must be provided (iOS, Android web browsers).</p> <p>2.3. Home page must pass W3C validator test.</p>
3.	Compatibility of the web page to search servers	<p>3.1. Representation and editing of addresses friendly to the user, using Mod Rewrite, must be ensured.</p> <p>3.2. Automatic Page Title generation and representation must be ensured.</p> <p>3.3. Correct formatting of titles, subtitles and sub-subtitles must be ensured (H1, H2, H3).</p> <p>3.4. Automatic generation of sitemaps.xml file must be ensured, including all of the publicly available page addresses of the home page according to the guidelines.</p> <p>3.5. Contestant must submit at least 3 additional options to ensure availability in his offer.</p> <p>3.6. Google statistics must be provided.</p>
4.	Safety	<p>4.1. Home page users (users of the public section, registered users of the public section, users of the administrative section) must be able to access only those functions and only in such a way as stated in the technical requirements and technical specifications developed by the Executor.</p> <p>4.1.1. An option must be provided to create users and groups for the administrative section and define separate access for them to the following:</p> <p>4.1.1.1. Modules, sections</p> <p>4.1.1.2. Functions</p> <p>4.1.1.3. Languages</p> <p>4.1.1.4. Content pages</p> <p>4.2. Standard home page security principles must be ensured, providing protection against all of the most common site hacking methods:</p> <p>4.2.1. Cross site scripting</p> <p>4.2.2. Injection flaws</p> <p>4.2.3. Malicious file execution</p> <p>4.2.4. Insecure direct object reference</p> <p>4.2.5. Cross site request forgery</p> <p>4.2.6. Information leakage and improper error handling</p> <p>4.2.7. Broken authentication and session management</p> <p>4.2.8. Insecure cryptographic storage</p> <p>4.2.9. Insecure communications</p> <p>4.2.10. Failure to restrict URL access</p> <p>4.2.11. Etc.</p> <p>4.3. In his offer, the Contestant must provide methods that will be</p>

		used to prevent the possibility of the aforementioned hacking methods
5.	Structure	<p>5.1. The original structure of the home page is determined during the development process.</p> <p>5.2. Structure is administrable (see requirements of the administration system).</p> <p>5.3. Web page is also available in English.</p>
6.	Start page	<p>6.1. Web page must be provided with a starting page.</p> <p>6.1.1. Content and allocation of blocks for the starting page must be developed according to generally accepted internet page usability standards.</p> <p>6.1.2. Content and information blocks of the starting page are being coordinated during the technical requirement specifications development when developing the web page.</p> <p>6.1.3. Content of the starting page must be fully administrable in the administration system. Hereinafter, the administration options requirement mentioned in the public side requirements relates to the administration system.</p> <p>6.1.4. On the left side of the first page, a block must be provided with 4 latest events / topicalities (image) that change as slides by clicking, not automatically.</p> <p>6.1.5. On the right side of the first page, a block must be provided with 4 latest events / topicalities (image + text) that change as slides automatically.</p> <p>6.1.6. On the lower part of the first page, 4 blocks must be provided that link to the most topical home page sections chosen by the Centre.</p> <p>6.1.7. On top of the home page, there must be an option to log in for authenticated users.</p> <p>6.1.8. On top of the home page, a space for social media icons must be provided.</p>
7.	Printed version of the information unit	<p>7.1. Information units must be provided with a printed version that opens the content of the information unit in a new window with a format adapted for printing:</p> <p>7.1.1. Includes logo</p> <p>7.1.2. Includes address from which the page is printed</p> <p>7.1.3. Includes date and time when the printed version has been opened</p>
8.	Registered users	<p>8.1. On home page</p> <p>8.1.1. Registration of a user must be provided by sending authentication through e-mail after a registration blank has been filled and request has been sent.</p> <p>8.2. In administration system</p> <p>8.2.1. Registered user administration options must be provided</p>

		<ul style="list-style-type: none"> 8.2.1.1. view user list 8.2.1.2. search for user 8.2.1.3. view user's profile 8.2.1.4. delete user 8.2.1.5. block user and unblock a blocked user
9.	Textual information units	<p>9.1. A textual information unit module must be provided for the web page to display a textual information list (for example, current events) and textual information (for example, About the centre)</p> <p>9.2. An option must be provided to display the following content:</p> <ul style="list-style-type: none"> 9.2.1. Text 9.2.2. Images, videos 9.2.3. Links 9.2.4. Files for downloading 9.2.5. Tables 9.2.6. Numbered lists 9.2.7. Related information 9.2.8. Youtube etc. videos 9.2.9. HTML code
10.	Link browser	<p>10.1. A link browser must be provided for the home page.</p> <p>10.2. Links are allocated in categories in the link browser.</p> <p>10.3. When adding a link in the administration system, an option must be provided to indicate the goal for opening it - on a new page or on the same page.</p>
11.	Page map	<p>11.1. A page map must be provided for the home page.</p> <p>11.2. Page map must contain a visually represented home page structure, without showing unpublished (excluded) sections.</p> <p>11.3. Page map must generate automatically depending on the content elements.</p>
12.	Search	<p>12.1. Home page must be provided with an option to find any content fast by any parameter known to the user.</p> <p>12.2. Search engine must be integrated in CMS. Do not use third party search engine</p>
13.	Subscribing to news in e-mail	<p>13.1. An option must be provided for the user to subscribe for the receipt of news by e-mail.</p> <p>13.2. Sending news</p> <ul style="list-style-type: none"> 13.2.1. Automatically <ul style="list-style-type: none"> 13.2.1.1. Once per week, the system automatically collects content that has been published in sections included in themes selected by the user, and sends it to the subscriber's e-mail. Before sending, the generated content is approved by an administrator. An option must be provided to turn off this function. 13.2.2. Manually <ul style="list-style-type: none"> 13.2.2.1. Administrator can create a newsletter manually, defining a topic. 13.2.2.2. An option must be provided to edit the message in HTML mode. 13.2.2.3. An option must be provided to add files to the

		<p>letter.</p> <p>13.2.3. Status reports</p> <p>13.2.3.1. Result of each send must be collected, showing</p> <p>13.2.3.1.1. total amount of sent letters</p> <p>13.2.3.1.2. amount of unsend letters</p> <p>13.2.3.1.3. each of the e-mail addresses that have not received the e-mail, with a link that causes the subscription to be deleted.</p> <p>13.3. Administration of subscriptions</p> <p>13.3.1. Administration of subscription must be provided with an option to delete, edit each subscriber.</p>
//	Web page administration system functions	
14.	Languages	14.1. User environment for the administration system user must be provided in English.
15.	Access	<p>15.1. Access to the administration system is provided after authorisation with a user name and password assigned by the main administrator.</p> <p>15.2. After 3 erroneous authorisations, user access is blocked and an e-mail about the fact is sent to the main administrator. An option must be provided to turn this function off.</p> <p>15.3. An administrative system user (User) can change his/her password.</p>
16.	Work in browsers	<p>16.1. Functional operations for the administrative system must be ensured in the following internet browsers:</p> <p>16.1.1. Internet Explorer 8.0,</p> <p>16.1.2. Firefox 3.6.0,</p> <p>16.1.3. Google Chrome 5.0,</p> <p>16.1.4. Opera 11,</p> <p>16.1.5. Safari 5,</p> <p>16.1.6. as well as the newest stable versions of the previously mentioned internet browsers that are available at the moment the web page is being developed.</p>
17.	Administration system users	<p>17.1. Administration of the administration system users must be provided with the following options:</p> <p>17.1.1. add, edit, delete user groups</p> <p>17.1.2. add, edit, delete users, stating the affiliation group</p> <p>17.2. This function must be accessible without knowledge of programming.</p>
18.	Access rights for the administrative system users	<p>18.1. An option to define access rights in the settings of each section for administration system user groups must be provided separately for each group:</p> <p>18.1.1. See section</p> <p>18.1.2. Delete section</p> <p>18.1.3. Edit section</p> <p>18.1.4. Edit section settings</p> <p>18.1.5. Edit section content</p> <p>18.1.6. Copy section</p>

		<p>18.1.7. Move section</p> <p>18.1.8. Turn section on/off</p> <p>18.1.9. Change the order of section</p> <p>18.1.10. See modules</p> <p>18.1.11. Edit modules</p> <p>18.1.12. See content in specific language</p> <p>18.1.13. Edit content in specific language</p> <p>18.1.14. Add/edit content (draft) without the option to publish it on the home page. This content can only be published by a user with the respective rights.</p> <p>18.2. An option must be provided for the administrator to determine identical parameters for subsections of a section.</p> <p>18.3. An option must be provided for the system administrators to define user groups with different access rights.</p> <p>18.4. This function must be accessible without knowledge of programming.</p>
19.	Home page structure administration	<p>19.1. Home page must be provided with up to 4 layers of depth and unrestricted width structure.</p> <p>19.2. A home page structure administration function must be provided with options to execute actions on any level of the structure:</p> <p>19.2.1. Create section (assign name and address for the section)</p> <p>19.2.2. Edit section (change name and address for the section)</p> <p>19.2.3. Delete section</p> <p>19.2.3.1. With subsections</p> <p>19.2.3.2. Without subsections</p> <p>19.2.4. Turn section on</p> <p>19.2.5. Turn section off</p> <p>19.2.6. Copy section to another section</p> <p>19.2.6.1. With the content of section</p> <p>19.2.6.2. Without the content of section</p> <p>19.2.7. Move section to another section</p> <p>19.2.8. Change the order of sections</p> <p>19.2.9. Change section parameters (section access rights, type of section, allow/forbid comments etc.)</p> <p>19.3. This function must be accessible without knowledge of programming.</p>
20.	Administration of information units	<p>20.1. Administration option for content of each section - information units must be provided with the following options:</p> <p>20.1.1. Create information unit</p> <p>20.1.2. Edit</p> <p>20.1.3. Delete</p> <p>20.1.4. Turn on</p> <p>20.1.5. Turn off</p> <p>20.1.6. Copy to another section</p> <p>20.1.7. Move to another section</p> <p>20.1.8. Change order manually</p>

		<p>20.1.9. Change order automatically</p> <p>20.1.9.1. By date</p> <p>20.1.9.2. Alphabetically</p> <p>20.1.9.3. By addition</p> <p>20.2. This function must be accessible without knowledge of programming.</p>
21.	Content administration options	<p>21.1. The following content administration options must be provided for creating /editing each information unit (function must be accessible without knowledge of programming):</p> <p>21.1.1. Text input</p> <p>21.1.1.1. A visual text editor (wysiwyg) must be provided for text input with the following inbuilt functions:</p> <p>21.1.1.1.1. format text as bold</p> <p>21.1.1.1.2. format text as italic</p> <p>21.1.1.1.3. format text as underlined</p> <p>21.1.1.1.4. create numbered list</p> <p>21.1.1.1.5. create bulleted list</p> <p>21.1.1.1.6. create subheaders(h2) and sub-subheaders (h3)</p> <p>21.1.1.1.7. copy text from other text editors and electronic information resources</p> <p>21.1.1.1.8. automatically format text according to the style provided in the home page design, including automatic cleanup of MS Word formatting when copying text from MS Word</p> <p>21.1.2. Table input</p> <p>21.1.2.1. Creation of tables must be provided</p> <p>21.1.2.2. An option must be provided to copy tables from other text editors and electronic information resources</p> <p>21.1.2.3. An option to automatically format tables according to the style provided in the home page design</p> <p>21.1.3. Image input</p> <p>21.1.3.1. Option to add images must be provided</p> <p>21.1.3.2. An option must be provided to automatically change the size of images according to the size provided in the home page design</p> <p>21.1.3.3. An option must be provided to view and choose an image from the images located on the server</p> <p>21.1.3.3.1. An option must be provided to structure server images in folders</p> <p>21.1.3.4. An option must be provided to choose an image from a personal information carrier</p> <p>21.1.4. Video input</p> <p>21.1.4.1. An option must be provided to insert a video anywhere in the content</p> <p>21.1.5. Link input</p>

		<p>21.1.5.1. An option must be provided to insert a link in the content</p> <p>21.1.5.2. An option must be provided to show the source when opening the link (new window, popup window, same window)</p> <p>21.1.5.3. When creating an inner link, its relativity must be ensured - the link must be working in cases when its target page address or name is changed</p> <p>21.1.6. Adding files</p> <p>21.1.6.1. An option must be provided to insert a file for download as a link on text anywhere in the content</p> <p>21.1.6.2. An option must be provided to add files for download that are represented in a special block of the homepage separately from other content</p> <p>21.1.6.3. An option must be provided to view files on the server and choose files to be added from them</p> <p>21.1.6.4. An option must be provided to choose a file from a personal information carrier</p> <p>21.1.7. HTML code input</p> <p>21.1.7.1. An option must be provided to insert HTML code without changing its structure</p>
22.	Home page configuration	<p>22.1. Administration system must be provided with the following home page configuration options:</p> <p>22.1.1. Without programming knowledge</p> <p>22.1.1.1. Edit all textual information that is not considered an information unit (i.e., Back, Print, various error messages, etc.)</p> <p>22.1.1.2. Turn displaying error messages of the error system on/off for specific or all IP addresses</p> <p>22.1.2. With programming knowledge</p> <p>22.1.2.1. Edit the visual part of home page modules (HTML and CSS)</p>
23.	Registration of administrative system user actions	<p>23.1. Administration system must register the actions of the administrative system users - when the action was done, which user did the action, IP address, what type of action has been done).</p> <p>23.2. Main administrator must be provided with access to the administrative system user actions log with selection by action type and user.</p> <p>23.3. An option must be provided to cancel the user's action (deletion, editing).</p>
24.	Home page visitor statistics	<p>24.1. Administration system must be provided with the following home page visitor statistics:</p> <p>24.1.1. Amount of visits, users and pages visited per day for a chosen time period</p> <p>24.1.2. List of incoming links and amount of incoming visits per day for a chosen time period</p> <p>24.1.3. Statistics for most visited pages per day for a chosen time period</p>

		<p>24.1.4. Statistics for registered users must be submitted to the CRM, using web services.</p> <p>24.2. If third party software is provided for statistics, the offer must contain all of the expenses related to the use of third party software in the financial offer.</p>
25.	Home page service functionality	<p>25.1. Home page administration system must be provided with the following home page self-service modules:</p> <p>25.1.1. Link check module that once per week checks all of the links on the home page, and, if a non-existent link is discovered, sends an e-mail to the administrator and generates a report in a module available to the administrator.</p>
III	Other home page requirements	
26.	Capability requirements	26.1. In 90% of cases, the system must represent the results of the user's request within 2 seconds, if the internet connection speed is at least 2 Mb/s.
VII	Other requirements	
27.	Requirements for servers and software	<p>27.1. Server for the home page will be provided by the customer.</p> <p>27.2. Preparation of the home page according to the requirements of the Contestant must be provided by the Supplier.</p> <p>27.3. In his offer, the Contestant must define the home page and intranet requirements for the server to fulfil the functional and capability requirements mentioned in these technical requirements.</p> <p>27.4. In his offer, the Contestant must define the requirements for the home page and server software and its specific parameters. Contestant must take into account that all the software to be installed on the server must be open source and available for free.</p> <p>27.4.1. Purchase expenses for reasonably necessary paid software or function provision modules (for example, SSL certificate) are fully covered by the Customer, and these expenses must be included in the financial offer.</p>
28.	Requirements for users	28.1. Contestant must provide training for the administrative system users with a goal to ensure that the administrative system users are able to fulfil their functions after training that is not longer than 2 hours.
29.	Design requirements	<p>29.1. Design must be submitted in JPG and PSD format.</p> <p>29.2. JavaScript elements can be used in the design solution (for example, popup menu etc.).</p> <p>29.3. Design must be created with flexible arrangement creation in mind, according to the resolution of the user's screen.</p> <p>29.4. Separate layouts for mobile devices must be provided (iOS, Android web browsers).</p> <p>29.5. Design must be modern, dynamic and must provide easy navigation on the home page. Artist determines design guidelines in interviews with the customer.</p>

		<p>29.6. All information units can be designed and arranged at the artist's discretion and recommendations to create a more comfortable and transparent home page for the user. Before approving the design sketches, the Customer can request to correct them until a final version is approved by the Customer.</p> <p>29.7. Executor must plan the concept and the content structure of the home page so that it conforms to globally accepted standards for easy and comfortable use. Structure and concept must be coordinated with the Customer. Before approving the concept and structure, the Customer can request to correct them until a final version is approved by the Customer.</p> <p>29.8. Artist must submit 3 design variants, if the first version is not approved.</p>
30.	Documentation requirements	30.1. User manual must be developed in English in printed and electronic format.
31.	Code quality and maintainability requirements	<p>31.1. The code must be modular, similar code functionality must be separated in reusable modules. Variable names, comments and other artefacts must be descriptive and understandable. The code must follow a unified coding convention.</p> <p>31.2. Complicated JavaScript code must be compiled in reusable JavaScript libraries. Repeating CSS (Cascading Style Sheets) code must be stored in separate CSS files.</p>
32.	Software legality requirements	<p>32.1. Contestant must use only legally acquired software during the development of the System.</p> <p>32.2. In his/her offer, the Contestant must define the software to be used for development.</p> <p>32.3. In his/her offer, the Contestant must include documents that confirm the legal origins of the software used, or explanations about the use of free software.</p>

Home page information structure concept

Information structure concept in this document is a guideline for the developer to provide insight into the structure of the centre's home page.

Executor cannot perceive this document as limiting the work amount, and he must take into account that the structure concept can be changed and complemented by the customer and/or the executor according to the project execution schedule. Customer has the right to change and elaborate requirements in each of the sections, based on the execution process of the Order, conclusions.

Two target audiences are planned for the portal, thus, two home page visitor interfaces:

- 1) for home page visitors (free access)
- 2) training members and researchers (authentication)

Main page:

1. 2 sliders, one automatic with text and image, one switchable to image
2. Four information blocks leading to the most important sections
3. Links to social networks: Twitter, Facebook etc.

4. Shortcuts-hyperlinks to the following sections that are constantly visible when visiting other sections:

- "About the centre"
- "News"
- "Publications"
- "Events"
- "Resources"

Planned sections:

1. About us

- 1.1. History
- 1.2. Structure
- 1.3. Participant countries
- 1.4. Management committee
- 1.5. Employees
- 1.6. Cooperation with the centre (2 subsections - Vacancies; Practice options)
- 1.7. Annual reports (subsections, ordered by years)
- 1.8. Find us

2 News

- 2.1. 2014
- 2.2. 2015 (etc.)
- 2.3. Subscribe to receive news (link to registration form)

News will be ordered in chronological order by year. When visiting a section of a year, a short message information list (image+date+title+header) and an option to click further to open each message separately will be provided.

3. Publications

- 3.1. Researches
- 3.2. Articles
- 3.3. Books
- 3.4. Messages
- 3.5. Manuals

A search engine must be implemented, an option provided to sort publications by years, themes. Publications will be sorted in chronological order by year. When visiting a section of a year, a short message information list (image+title+date+header) and an option to click further to open each publication separately will be provided. An option must be provided to add files in an easy and transparent way.

4. Events

- 4.1. Workshops
- 4.2. Conferences
- 4.3. eCourses
- 4.4. Training

In general, the visitors must be able to access information about the name, date, location, registration term, participation fee for an event. A registration form must be available. For users that have logged in after completing the authorisation process, information must be available about lectors, daily schedule, additional resources with an option to download files, an evaluation form must be available. Safe authentication process must be ensured. In case of necessity, an option to create subsections by year must be provided.

5. Resources

- 5.1. About StratCom
- 5.2. Online library (subsections, ordered by years)
- 5.3. Useful links
- 5.4. Other Centres of Excellence

A search engine must be implemented, an option provided to sort publications by years, themes. When visiting a section, a short message information list (image+title+date+header) and an option to click further to open each resource separately will be provided. An option must be provided to add files in an easy and transparent way.

Intranet must be provided for the following user categories:

For the training members

After the completion of the authorisation process, information must be available about lecturers, daily schedule, additional resources with an option to download files, an evaluation form must be available.

For the researchers

An option for the researchers must be provided to cooperatively get access to documents.

Guarantee and maintenance requirements for the Information system, software and software extension solutions to be implemented

Guarantee assurance requirements	
Free service to be provided within the ramifications of the guarantee, reaction and problem solving requirements	<p>1.1. Contestant must provide a 3 year long guarantee period and fix System errors discovered for free within this period according to the following terms:</p> <p>1.1.1. Contestant must provide the following reaction times from the moment the problem has been submitted:</p> <p>1.1.1.1. in critical cases where the problem causes full stopping of the System operation and/or the work cannot be continued - no longer than 4 (four) hours, if a critical error is submitted on a working day after 16:00, the message is considered received on the next working day after 9:00;</p> <p>1.1.1.2. in urgent cases where the problem causes an inner software error or incorrect operation that causes huge loss of options and an acceptable solution (<i>To the Customer</i>) to circumvent the problem is not known, but the work can be continued in a limited regime - no longer than 8 (eight) hours, if an urgent error is submitted on a working day after 16:00, the message is considered received on the next working day after 9:00;</p> <p>1.1.1.3. in other cases when an error causes minimal performance loss. Influence on the System is unimportant/ causes some inconvenience, for example, manual labour to restore System functionality / continuation of work - no longer than 16 (sixteen) hours, if a critical error is submitted on a working day after 16:00, the message is considered received on the next working day after 9:00;</p> <p>1.1.2. Contestant must provide the following problem solution times from the moment the problem has been submitted:</p>

	<p>1.1.2.1. in critical cases where the problem causes full stopping of the System operation and/or the work cannot be continued - problem must be solved within 8 (eight) work hours or a different acceptable solution, problem solution scenario and time schedule must be offered;</p> <p>1.1.2.2. in urgent cases where the problem causes an inner software error or incorrect operation that causes huge loss of options and an acceptable solution (To the Customer) to circumvent the problem is not known, but the work can be continued in a limited regime, problems must be solved within 20 (twenty) work hours or a different acceptable solution, problem solution scenario and time schedule must be offered;</p> <p>1.1.2.3. in other cases when an error causes minimal performance loss. Influence on the System is unimportant/ causes some inconvenience, for example, manual labour to restore System functionality / continuation of work - no longer than 32 (thirty-two) work hours or a different acceptable solution, problem solution scenario and time schedule must be offered.</p> <p>1.1.3. Upon the Customer's request, regular information about status changes for the submitted error message and report about the course of the solution must be provided to the Customer.</p> <p>1.1.4. Taking into account that the home page and the home page administration system will be published immediately after development, while developing the intranet administration system in parallel, the guarantee for the home page and home page administration system must be provided immediately after the publication of the home page and the home page administration system, whereas the date when the whole System is delivered and accepted is considered the starting date of the 3 year guarantee period.</p>
Maintenance requirements	
Services provided as part of maintenance and period	<p>1.2. Contestant must provide technical support during the guarantee period for free to the Customer, including the following services:</p> <p>1.2.1. Delivery and installation of the new versions of the software delivered (incl. updates and patches);</p> <p>1.2.2. Delivery and installation of bug fixes for the software delivered;</p> <p>1.2.3. Consultations for the customer's staff and support for system usage:</p> <p>1.2.3.1. By phone;</p> <p>1.2.3.2. In person;</p> <p>1.2.4. maintenance of system security level by upgrading system safety mechanisms according to new safety risks discovered by the Customer or Contestant.</p> <p>1.3. Contestant must provide the execution of system change and upgrade works.</p>

***All of the main requirements of the Customer defined in this technical specification are to be specified within the ramifications of the planned work by the Executor receiving information (incl. by interviews) from the Customer to execute the work qualitatively and completely.**

APPLICATION
for participation in the procurement procedure
"Development of web page and related sections for the
NATO Strategic Communications Centre of Excellence"
 Procurement identification No. STRATCOMCOE-PROC-2

Contestant

Contestant's name	
Registration No.	
Taxpayer registration No.	
Legal address	
Real address	
Phone/fax number	
E-mail address	
Bank details	
Name, surname, occupation of the contact person	

represented by

(name and surname, occupation of the manager or authorised person)

by submitting this application:

1. applies for participation in the procurement "Development of web page and related sections for the NATO Strategic Communications Centre of Excellence";
2. Procurement identification No. STRATCOMCOE-PROC-2;
3. confirms that he/she has read the procurement regulation and follows its requirements;
4. admits that his/her offer is in force for no less than 30 (thirty) calendar days from the last offer submission day;
5. agrees to provide execution of the procurement contract according to the requirements of the technical specification and directions from the Customer in the case that the Contestant receives rights to conclude a contract;
6. guarantees that all the submitted information is truthful;
7. points out that information included in the offer is / is not (underline the necessary) a commercial secret.

(occupation)

(signature)

(name, surname)

Seal:

DESCRIPTION OF EXPERIENCE

No.	Information about the receiver of the service, stating the contact person and contact information - phone no., e-mail	Services provided (description of the content of provided services)	Service provision period	Notes (if necessary)

(occupation)

(signature)

(name, surname)

Seal:

FINANCIAL OFFER BLANK

	EXPENSES	Amount, EUR
1		
	Total contract amount without VAT	
	VAT:	
	With VAT:	

1. Hereby we agree that we have read the regulation and added documentation for the procurement "Development of web page and related sections for the NATO Strategic Communications Centre of Excellence", identification No. STRATCOMCOE-PROC-2, we guarantee the truthfulness and accuracy of the information submitted.
2. We undertake (in the case of victory) to conclude a procurement agreement and to follow all the regulations of the contract.
3. We agree to all of the requirements stated in the regulation of the procurement "Development of web page and related sections for the NATO Strategic Communications Centre of Excellence", identification No. STRATCOMCOE-PROC-2.
4. We verify that the Work guarantee term is ___ (___ months* and undertake to fix all System errors discovered according to these regulations as well as to provide the necessary updates within this period.
5. We verify that the contract price contains all expenses related to providing training of the customer's staff to work with the information systems, software and software extensions developed according to the requirements of the functional requirements specification.

*Guarantee terms offered cannot be less than less than 36 (thirty-six) months.

Authorised person
(occupation, signature, name, surname, seal)

By signing this financial offer, the Contestant verifies that he/she will develop and install all of the information systems, software and software extensions determined in the functional requirement specification documents for the price determined in this financial offer. In the case that the contestant has not included any expenses necessary to execute the service, and these omissions are detected during the execution of the service, the amount determined in the contract is not recalculated, and the Contestant covers the aforementioned expenses by himself.

(name, surname)

(signature) and seal

CURRICULUM VITAE**OF THE SPECIALISTS ATTRACTED BY THE CONTESTANT****Position in the project:**

1 Surname:

2 Name:

3 Education:

Educational institution	
Date: from/by	
Degree or diploma received	

4 Other activities for increasing the professional qualification (courses, seminars)

--

5 Languages: (knowledge level: 1 - low, 2- mediocre, 3- very good, 4- excellent)

Language	Reading	Speaking	Writing
Latvian			

6 Affiliation with professional organisations:

7 Work experience:

Name of the organisation:	
Address:	
Date from/by	
Occupation:	
Short description of job responsibilities:	

8 Other information about experience:

1) Other related information:

--

I, signed below, verify that the aforementioned correctly represents my experience and qualification.

I hereby undertake to

From	By
Conclusion days for the proposed procurement contract	To execute the Procurement agreement

as a *<write status>* to work for the execution of the procurement contract in the case that *<Name of the Contestant>* will receive the rights to conclude a procurement agreement (procurement procedure "Development of web page and related sections for the NATO Strategic Communications Centre of Excellence", identification No. STRATCOMCOE-PROC-2) This agreement is irrevocable, with the exception of exceptional circumstances that cannot be predicted during the procurement procedure.

Name, Surname	
Signature	
Date	

INFORMATION ABOUT SUBCONTRACTORS OF THE CONTESTANT

Lists subcontractors who will execute at least 20 percent in value of the total value of the procurement contract or more, and part of the contract to be submitted for execution for each such subcontractor.

Name	Percentage of the work executed from the total amount (%)	List of works intended for the subcontractors

_____ /contestant's name/

_____ /signature of the authorised person of
the contestant, deciphering of the
signature/

_____ date

FUNCTIONAL SOLUTIONS OFFER**FUNCTIONAL SOLUTION EXECUTION OFFER**

Customer	
Procurement subject	
Procurement number	

SUBMITTED BY

Contestant's name	Details
	Reg. No. Legal address: Legal address: Bank: Code: Account:

CONTACT PERSON

Name, surname, occupation	
Legal address	
Phone/fax	
E-mail address	

OFFER

According to the work task of the Customer, I, signed below, verify that I agree to the execution terms of the given task and guarantee the execution of Customer's requirements. Work execution terms are clear and understandable.

- Detailed description of work execution methods according to Appendix 10 "Functional requirements specification" of the regulation (up to page 10)

No.	Procurement subject part	Description of the work execution methods (including information about the solutions used to execute the work)
1	Home page:	
2	Intranet solutions for 3 user groups (management committee, trainees, researchers)	

- Deciphering of the predicted works to be executed

No.	Procurement subject part	Provided term of execution for the procurement	Name, surname of the attracted	Qualification of the attracted specialist	Experience (competence) of the attracted

		subject part (from dd.mm.yy by dd.mm.yy)	specialist		specialist
1	Home page				
2	Intranet solutions for 3 user groups (management committee, trainees, researchers)				

.....

(place) (date)

Signature.....

(occupation; signature; name; surname of the person with representative rights)

Authorised to sign the offer on behalf of

(WITH TYPED LETTERS)