



ANNEX A.1 – TECHNICAL SPECIFICATIONS

OPEN CALL FOR TENDERS F/SE/10/07

Provision of MS Dynamics CRM Consultancy Services

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1 Technical specifications

1.1 Objectives

The contracting authority is the European Union Agency for Fundamental Rights (hereinafter referred to as the FRA or the Agency). The Agency was established by Council Regulation No 168/2007 on 15 February 2007. Its objective is to provide the relevant institutions, bodies, offices and agencies of the Community and its Member States implementing Community law with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate courses of action within their respective spheres of competence to fully respect fundamental rights.

The Agency intends to sign a framework contract for the provision of Microsoft Dynamics and CRM consultancy services as described in the present document.

2 Title of the Contract

The title of the contract is “Provision of MS Dynamics CRM Consultancy Services”.

3 Required services

The services required relate to the configuration, customization of the Microsoft Dynamics v4.0 application to meet the requirements and needs of the Agency. Furthermore, additional development and integration with SharePoint 2010 may be requested depending on the growing needs of the Agency.

4 Service requirements

The contractor will be requested to provide the following services:

- Installation, set up and configuration of the MS Dynamics CRM application.
- Analysis and design of the solution based on specific requirements defined by the Agency.
- Data analysis, modeling and migration of existing data.
- Testing and deployment.
- Documentation of provided solutions.
- Web application integration solutions.
- Training of MS CRM application users.

The technologies and tools to be used are the following: SharePoint 2007/2010, Microsoft.NET (dot net) framework technologies, ASP.NET, MS-SQL 2005 or higher.

The services will be acquired via Time and Means orders (Intramuros).

4.1 Place of work and delivery

The contractor shall undertake the implementation of the services at the premises of the Agency.

5 Contract execution

The services under the framework contract will be provided by means of Time & Means specific contracts or orders. These orders may vary from a few man-days to a substantial number of man-days. The orders under Time & Means specific contracts will be executed at the Agency's premises.

The ordering process will be initiated by the Agency requesting from the contractor that have been awarded with the framework contract(s) to provide an offer based on the technical specifications provided by FRA.

The tenderers will provide their quotations and the FRA will evaluate those. Upon agreement a Specific Contract will be signed.

Travel costs, subsistence allowance or any other related costs for the team of consultants will not be paid separately by the Agency. All prices should be all inclusive.

5.1 Specific contract conditions

In relation to the Times and Means specific contracts the following conditions will apply prior to the conclusion of the specific contract:

- The contractor(s) must present candidates that match the requested profile description.
- The contractor(s) must propose per requested profile at least 3 qualified persons to choose from.
- The persons proposed must be available for interviews at FRA's premises.
- Persons proposed must be available at the start of the project and also be able to work at the FRA premises.

During the execution and after the conclusion of the specific contract

- Should the need arises, the contractor(s) must replace immediately the personnel who prove incapable of carrying out the specified tasks to the required standards. The replacement candidate will be given sufficient training during an adequate handover period of at least 14 working days, so that he/she may be immediately operational when the original candidate is withdrawn. Any such replacement and training, if required, will be carried out at no additional cost to FRA.
- The contractor shall give one month's notice to the Agency of any personnel changes in the team. The prior agreement of the Agency must be obtained.
- In case of '*force majeure*', if the original person is no longer able to carry out the work, the contractor is obliged to inform the Agency, immediately provide a competent replacement and arrange sufficient training (during an adequate handover period where possible) to guarantee continuity of the service provided

to the Agency. Any such replacement will be effected at no additional cost to the Agency.

- In case of replacement, the contractor must propose a minimum of two replacement persons with the required qualifications and experience.

5.2 Language

The working language of the Agency is English. The English language shall be used throughout the project duration for all communication, reports and other documentation.

5.3 Acceptance of deliverables

The procedure for accepting the deliverables shall be the following:

- The Agency receives the deliverables according to the contract deadlines.
- During the progress report meetings, the contractor presents the deliverables for discussion with the Agency.
- Further actions which, in the opinion of the Agency, would be necessary for the acceptance of the deliverables will be undertaken by the contractor without delay. A new deliverable which takes into account comments or suggestions made by the Agency will have to be re-submitted within (2) two weeks unless specified otherwise.
- The contractor provides the Agency with access to an online database in order to monitor possible bugs and problems. Both parties will enter problems and bugs faced as tickets. The contractor will update the status of the tickets on a daily basis during the implementation period.

All reports and related documentation delivered to the Agency shall be written in English.

The contractor shall produce one (1) printed copy and two (2) CD-Rom versions of the project deliverables.

6 Description of profiles

The profile of a Senior Analyst/Developer is requested:

Senior Analyst/Developer

Nature of the tasks	<ul style="list-style-type: none">• Definition of the logical and physical structure of MS Dynamics CRM solutions.• Prototyping.• Configuration, customisation and development of MS Dynamics CRM applications.• Produce the relevant technical documentation and documentation for the support team.• Integration with MS Office applications such as Word, Excel MS Outlook 2003 and 2010• Integration with SharePoint 2010
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Education	<ul style="list-style-type: none">• University degree in a relevant field• Training course in MS Dynamics CRM
Professional experience	<ul style="list-style-type: none">• Minimum of 7 years of professional experience in IT• Minimum of 4 years of experience working with MS CRM
Knowledge and skills	<ul style="list-style-type: none">• Fluent in English• Ability to analyze and deliver software solutions based on predefined requirements

Three (3) CVs for the above-mentioned profile shall be included by the tenderer in its tender.

7 Volume of services

The volume for the services it is expected to be 50 man-days for the installation and configuration of the MS Dynamics CRM applicable during the first year and an additional 15 man-days per year for maintenance and enhancements.