Appendix 10 - Templates

Attached to the Invitation to tender

**Invitation to tender No. EMSA/OP/04/2017 for ICT services related to corrective and evolutive maintenance of the STAR Tracking system**

Table of Contents

[1. Reference Operational System 2](#_Toc478743995)

[2. Quality of the Team 3](#_Toc478743996)

[3. Person-day Rate 4](#_Toc478743997)

[4. Reference Projects 5](#_Toc478743998)

**Invitation to tender** **EMSA/OP/04/2017 for ICT services related to corrective and evolutive maintenance of the STAR Tracking system**

Reference Operational System

|  |  |
| --- | --- |
|  | <COMPLETE THE TABLE WITH INFORMATION REQUESTED IN THE TENDER SPECS, SECTION 13.5-a> |
| Operation System Name | Enter the name of the System or Service |
| Customer(s) | Contact details of some reference Customers (public institutions, private companies, etc.) that can be contacted for further information |
| Description of the Service | Describe the type of service provided by the system and the requirements it meets |
| Number of users | Enter the total number of users and the average number of concurrent users |
| Type of Messages | Describe the type of messages processed by the system (format, size, content, etc.), attach some samples |
| Data Throughput | Enter how many messages the system processes per second |
| Availability | Enter the availability requirements and how they are measured |
| Performance | Enter the performance requirements and how they are measured |
| Webpage and Demonstration Login | Enter the URL and the login credentials of a demonstration account, if available |
| Audit Report | Write a summary of the most recent audit, if available, and the contact details of the auditor |
| System Usage | Attach some representative diagrams of the usage of the system for a period of time of one month or more, e.g. message flow, response time, CPU usage, etc. |
| Incidents | Describe the 3 main incidents occurred in the last year, the impact and the recovery actions |

# Quality of the Team

<COMPLETE THE TABLE WITH INFORMATION REQUESTED IN THE TENDER SPECS, SECTION 13.5-b>

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Profile | Name | Years of working  experience | Years of relevant experience | List of relevant projects | List of relevant technology which the staff has experience with (if applicable) |
| Project Manager |  |  |  |  |  |
| Software Architect |  |  |  |  |  |
| Senior Application developer |  |  |  |  |  |
| Junior Application Developer |  |  |  |  |  |
| Test Engineer |  |  |  |  |  |

# Person-day Rate

<COMPLETE THE TABLE WITH INFORMATION REQUESTED IN THE TENDER SPECS, SECTION 11.2>

|  |  |  |
| --- | --- | --- |
|  | Price code | Person-day Rate (EUR) |
| Project Manager | PM |  |
| Software Architect | SA |  |
| Senior Application developer | SAD |  |
| Senior Application developer On-site | SDO |  |
| Junior Application Developer | JAD |  |
| Test Engineer | TE |  |

# Reference Projects

<COMPLETE THE TABLE WITH INFORMATION REQUESTED IN THE TENDER SPECS, SECTION 13.5-c>

|  |  |  |  |
| --- | --- | --- | --- |
| Project Name | Project Start-End Date | Customer and Budget | Short description of the system and the tasks performed |
|  |  |  |  |
|  |  |  |  |