



Request for Proposal

Destination Earth Initiative

Web Services

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1 DEFINITIONS

Definitions common to all ECMWF DestinE RFPs and used in other documents for this RFP are listed here:

“Centre”	means ECMWF
“Copernicus”	means the European Union’s Copernicus Programme
“ECMWF”	means European Centre for Medium-Range Weather Forecasts
“ESA”	means European Space Agency
“EU”	means European Union
“EUMETSAT”	means European Organisation for the Exploitation of Meteorological Satellites
“Deliverable”	means something tangible or intangible which the Contractor agrees to produce and deliver or make accessible to ECMWF as part of the Services. A Deliverable could be a report, a document, a specific data set, a service upgrade or any other building block of an overall project. Deliverables can be defined as single instances or as being continuously updated (e.g., routine production of data sets, routine production of reports).
“DestinE”	means the European Union’s Destination Earth initiative
“KPI”	means Key Performance Indicator, a quantifiable measurement that reflects the critical success factors of an activity
“Milestone”	means a step used to mark specific points along the project timeline. These points may signal anchors such as a project start and end date, introduction of a new input data set, among others. A Milestone differs from a Deliverable in that a Milestone is a measurement of progress toward an output whereas the Deliverable is the result of the process.
“Performance Target”	the expected or predicted success level of an activity. The Performance Target can be assessed with Key Performance Indicators
“Phase”	means a funding envelope period of time under the Destination Earth initiative
“Proposal”	means a response to this RFP
“Proposer”	means a respondent to this RFP
“RFP”	means this Request for Proposal, comprising a set of RFP questions and associated documentation
“Services”	means any of the services that are being procured by the ECMWF in this RFP
“Successful Proposer”	means a respondent to this RFP who is successfully chosen as a supplier and subsequently performs the Services

2 Instructions for Proposer

This Request for Proposal (RFP) has been prepared by the European Centre for Medium-Range Weather Forecasts, (governed by its Convention and associated Protocol on Privileges and Immunities which came into force on 1 November 1975 and was amended on 6 June 2010) ("ECMWF") for the purposes of obtaining proposals , for hosting and maintaining its website for the Destination Earth Initiative. Services may include new developments for the website as well management of newsletter subscription and possible future updates to the template.

Introduction to the ECMWF and Destination Earth Initiative:

The European Centre for Medium-Range Weather Forecasts (ECMWF) is an independent intergovernmental organisation supported by 35 states.

ECMWF is both a research institute and a 24/7 operational service, producing and disseminating numerical weather predictions to its Member States. This data is fully available to the national meteorological services in the Member States. The Centre also offers a catalogue of forecast data that can be purchased by businesses worldwide and other commercial customers. The supercomputer facility (and associated data archive) at ECMWF is one of the largest of its type in Europe and Member States can use 25% of its capacity for their own purposes.

The organisation was established in 1975 and now employs around 450 staff from more than 35 countries.

A description of ECMWF's activities and infrastructure can be found at:

<http://www.ecmwf.int/en/about/what-we-do>

Destination Earth (DestinE) is an ambitious initiative of the European Commission to develop a highly accurate digital twin, or replica, of the Earth. This would allow users of all levels to better explore natural and human activity, and to develop and test a range of scenarios and potential mitigation strategies. For example, it would allow policymakers to anticipate and mitigate the effects of extreme weather events and climate change, saving lives and alleviating economic consequences.

Bringing together scientific and industrial excellence from across Europe, DestinE will contribute to revolutionising the European capability to monitor and predict our changing planet, complementing existing national and European efforts such as those provided by the national meteorological services and the Copernicus Services, and will support the European Commission's Digital Strategy and the Green Deal priority actions on climate change, biodiversity and deforestation.

Under the European Commission's leadership, and in coordination with the Member States, scientific communities and other stakeholders, ECMWF is one of three entrusted entities tasked with delivering the first and second phases of the initiative by 2026. Our role is to build the 'digital twin engine' software and data infrastructure, with the European Space Agency (ESA) providing the platform through which users will access the service, and the European Organisation for the Exploitation of Meteorological Satellites (EUMETSAT) developing the data repository.

We will also be responsible for using the digital twin engine to deliver the first two high-priority digital twins. The Digital Twin on Weather-Induced and Geophysical Extremes will provide capabilities for the assessment and prediction of environmental extremes. The Digital Twin on Climate Change Adaptation will support the generation of analytical insights and testing of predictive scenarios in support of climate adaptation and mitigation policies at multi-decadal timescales, at regional and national levels.

The digital twins will draw on our world-leading expertise in global numerical weather prediction and our expertise in advanced high-performance computing, data handling and machine learning demonstrated on some of the largest infrastructures in the world. These developments in DestinE take forward the long-term investments of the ECMWF member states in building a unique European prediction capability and will support the further advancement of member state services.

3 Background to the Project

The background to this RFP is described in Annex 1.

4 Proposals are Subject to These Conditions

The Proposer must read all RFP documents and comply with ECMWF's instructions with regard to the submission of their Proposal. The RFP documents comprise the following:

- This document, which includes Annex 1 (Specification of Requirements);
- Annex 2, which includes the Pricing Tables, Template for Proposer and Forms to Complete, attached as separate documents;
- Annex 3, which includes the Terms and Conditions of the Agreement, attached as a separate document.

4.1.1 Eligibility

In line with the general conditions laid down in Article 18(1) of the EU's Regulation 2021/694¹ establishing the Digital Europe Programme, participation in procurement activities, including calls for tenders and contracts is open to the entities, established in Member States of the European Union and in Associated Countries (see link [here](#)²), as well as to international organisations of European interest and other legal entities created under Union law (cf. also, the Digital Europe Work Programme 2023-2024 (Annex I to C(2023)8620 final at the link [here](#)³). This applies to both prime and sub-contractors. Accordingly, ECMWF is required to reserve the right to exclude ineligible persons or entities from tenders at any point in time. All Proposers as well as their sub-contractors must meet all eligibility criteria throughout the whole duration of the procurement exercise as well as their prospective contracts.

4.1.2 Early Detection and Exclusion System (EDES) Database

The purpose of the EDES is the protection of the European Union's financial interests. In particular, the EDES ensures:

- the early detection of persons or entities, which pose a risk to the Union's financial interests;
- the exclusion of persons or entities from receiving Union's funds (Article 135(1) of the Financial Regulation);
- the imposition of a financial penalty on a recipient (Article 138 of the Financial Regulation);
- the publication, in the most severe cases, on the Commission's internet site of information related to the exclusion and where applicable the financial penalty, in order to reinforce their deterrent effect (Articles 140 of the Financial Regulation).

The ECMWF makes use of the EDES to verify whether individuals or organisations are suitable entities to receive funding from the EU.

The grounds for exclusion are listed under article 136(1) of the EU Financial Regulation. They include:

- bankruptcy and insolvency situations;
- non-payment of taxes or social security contributions;
- grave professional misconduct;
- fraud, corruption, participation in a criminal organisation etc.;
- serious breach of contract.

¹ <https://eur-lex.europa.eu/eli/reg/2021/694/oj>

² https://ec.europa.eu/info/funding-tenders/opportunities/docs/2021-2027/digital/guidance/list-3rd-country-participation_digital_en.pdf

³ <https://ec.europa.eu/newsroom/dae/redirection/document/100740>

The Proposer must confirm in its response that they and persons having powers of representation, decision-making or control in their organisation are NOT listed on the EDES database and must accept that the ECMWF will reject any Proposer who is so listed.

4.1.3 EU Restrictive Measures

Restrictive measures (sanctions) are the tool in the EU's common foreign and security policy (CFSP), through which the EU can intervene where necessary to prevent conflict or respond to emerging or current crises.

The obligation to ensure compliance with the EU restrictive measures applies:

- to the EU institutions and bodies and to all EU contracting partners;
- not only at the initial distribution of funds but also down to the level of final beneficiary.

ECMWF, as an entrusted entity for the implementation of the Destination Earth initiative, must ensure that there is no detection of a recommended Proposer (and any partners thereof) or grant applicant, co-applicants, affiliated entities in the list of EU restrictive measures, before signing a contract. Likewise, grant beneficiaries and contractors must ensure that there is no detection of subcontractors, natural persons (including recipients of financial support to third parties), in the lists of EU restrictive measures. This requirement is specifically detailed in clause 2.1.5, and clauses 2.9.2.2 (ii) and 2.9.5 of the Agreement for DestinE Services.

As a minimum, using the www.sanctionsmap.eu website, Proposers must undertake the following checks of their subcontractors, or any other third parties involved in delivering products goods or services to DestinE:

- Country check (country of registration of Proposer's organisation / holding company);
- Organisation / Holding company check (using search function);
- Individual check (using search function).

Proposers must complete the Restrictive Measures Form, provided as part of Annex 2 forms, for a minimum of four persons who have powers of representation, decision-making or control in their organisation, as well as confirming that they have undertaken checks on their subcontractors as detailed above.

Proposer should note that, as this forms part of ECMWF's obligations to the EU, failure to complete and return this form may lead to exclusion from the tender process.

4.1.4 EU Conditionality Measures

Conditionality measures are additional protections for the EU budget when breaches of the rule of law principles affect or risk affecting EU financial interests introduced in 2021.

Conditionality measures may be put in place in the context of the general regime of conditionality for the protection of the EU budget established by [Regulation \(EU, Euratom\) 2020/2092 of the European Parliament and of the Council of 16 December 2020 on a general regime of conditionality for the protection of the Union budget](#).

This conditionality regime allows the EU to take measures – for example suspension of payments, suspension of implementation, termination or prohibitions on entering into new legal commitments with concerned entities – to protect the EU budget.

ECMWF, as an entrusted entity for the implementation of the Destination Earth initiative, is required to ensure conditionality measures are duly applied vis-à-vis concerned entities.

Further requirements with respect to conditionality measures are detailed in Clauses 1.2, 2.1.2.1 (vii), 2.1.6, 2.9.2.2 (ii), 2.9.5, 4.1.2 (xi), 5.4.1.1 (iv), 5.4.1.5, 5.5.2.10, 5.6.2.1(vi) and (xvi) of Annex 3 of the RFP documents, the Agreement for Destination Earth Services.

The Proposer must confirm in its response and ensure during the lifetime of an Agreement that neither them nor any of the proposed subcontractors or entities that would receive payment in connection with the Services, are affected by the conditionality measures described above, and must accept that the ECMWF may reject any Proposer, subcontractor or other entity that are so affected.

4.1.5 Specific Conditions

The procurement for the contract will be conducted in accordance with ECMWF's procedures as set out in ECMWF's RFP documents and no other procedures will apply.

ECMWF will only enter into a contract with a single legal person/entity. Due to the need to include performance and compliance obligations in the contract, ECMWF will contract only with a single legal person or entity which is competent to undertake and commit to these obligations.

ECMWF recognises that some responses will involve a number of organisations which may wish to work together to deliver the contract requirements. In such cases, these organisations must identify a lead contractor who will sign the contract with ECMWF and who will be responsible for putting in place legal arrangements to ensure that it can guarantee that all other organisations will also meet the contract obligations. ECMWF will not enter into multiple contracts with individual members of consortia or groups of service providers.

4.1.6 Validity

The Proposal shall remain valid for a minimum of six months after the closing date for this RFP.

4.1.7 Expenses

ECMWF will not reimburse expenses incurred in connection with the preparation and submission of the Proposal. ECMWF accepts no liability whatsoever, whether in contract, tort or otherwise in relation to the RFP or in respect of any costs, damages or expenses incurred by the Proposer or any third party.

4.1.8 Language for Proposals

All proposal documentation, manuals and diagram labelling shall be written in English.

4.1.9 Status of Submission

The submission of a Proposal in response to this RFP shall constitute an offer that may be accepted by ECMWF so as to become a binding contract. However, ECMWF is not bound to accept any Proposals. If ECMWF elects to accept a Proposal, subject to contract, the parties shall seek to execute a formal contract incorporating the Terms and Conditions contained in the RFP and any other agreed terms.

4.1.10 Right to Negotiate

ECMWF reserves the right to negotiate with the Proposer before taking a decision on the placing of a contract.

4.1.11 Right to Reject

ECMWF reserves the right to reject a Proposal that does not substantially comply with the conditions that are part of the RFP.

4.1.12 Confidentiality

ECMWF reserves the right to retain all documents submitted by the Proposer in response to the RFP. Any information in such documents that is proprietary and confidential to the Proposer will be handled confidentially by ECMWF provided it is clearly and specifically identified as such. Such obligation shall not apply if such information is or was obtained from other sources that do not bind ECMWF as to confidentiality or if the information is in the public domain. ECMWF may make the Proposer's proposal available for

evaluation purposes to authorised people including its governing body, committees, and professional external evaluators in addition to ECMWF’s own personnel under the same conditions of confidentiality.

The contents of this RFP together with all other information, materials, specifications or other documents provided by ECMWF, or prepared by respondents specifically for ECMWF, shall be treated at all times as confidential by the Proposer. The Proposer shall not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the respondents' group or use them for any purpose other than for the preparation and submission of a response to this RFP nor shall the Proposer publicise ECMWF's name or the project without the prior consent of ECMWF. ECMWF in turn confirms that it shall treat all information provided to it by the Proposer as confidential and further confirms that such information will not be disclosed by ECMWF to any third parties, other than its advisers and consultants.

The Proposer shall ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other documents confidential and not disclose them to any other third party except as set out above.

Please also note that all personally identifiable information (PII) processed by ECMWF will be treated in accordance with the ECMWF Policy on Personally Identifiable Information Protection (PIIP). It is available at <https://www.ecmwf.int/en/privacy>. ECMWF shall process all PII submitted by your response for the sole purposes of assessing your response. In doing so, ECMWF may share such PII with consultants or external advisors.

5 Enquiries and Contact Procedure

Any enquiries or requests for clarification of any matters arising from this RFP should be sought from the Procurement Section at ECMWF and should be made in writing **by completing the Excel form (DE 310 bis RFP Request for clarification Form.xlsx)** and submitting by e-mail as follows:

E-mail: procurement@ecmwf.int

The subject of the e-mail must be: **Clarification to RFP/2024/DE_310_bis**

Where ECMWF supplies further information it will make this information available to all recipients of this RFP who have indicated their intention to submit a response and provided ECMWF with an e-mail address for communication of additional information.

6 Timetable for this Procurement

ECMWF envisages the following timetable for this procurement:

Issuance of RFP	2 nd July 2024
Last date for submission of clarification questions	17 th July 2024
Closing date/time	31 st July 2024, 16:00 (CEST)
Evaluation	August 2024
Negotiation of service details with the successful Proposer	September 2024
Sign contract by	1 st October 2024

7 Submission of Proposals

Proposers who are intending to submit a response to this RFP should confirm such by responding to the email address specified in section 5 and providing a contact point and contact details. These details will be used for any further information (e.g. updates, clarifications) sent out by ECMWF.

Responses to this RFP must arrive at ECMWF no later than the closing time and date in section 6.

The Proposer must submit its response to DE_310_bis@ecmwf.int as an e-mail with its complete response to this RFP including templates provided in Annex 2 as attachments. The attachments must contain a printable version of the response in Microsoft Word format, Rich Text Format (RTF) or Adobe Portable Document Format (PDF) and in Microsoft Excel format for any spreadsheets. The e-mail should confirm that the response has been submitted by a duly authorised director or senior officer of the Proposer.

The subject of the e-mail must be: **Response to RFP/2024/DE_310_bis**

8 Timeliness of Proposal

ECMWF will not consider any late or partial responses to this RFP nor will it consider requests for extension of the time or date fixed for the submission of Proposals. It may, however, at its own absolute discretion, extend the time or date fixed for submission and in such an event ECMWF will notify all Proposers who have provided ECMWF with an e-mail address for communication of additional information.

Technical failure, including of a computer, browser, e-mail system or internet connection, is not a valid reason for late or failed submission of a response, unless as a result of a failure of the ECMWF's IT systems, and in the case that there was no reasonable course of action the Proposer could have taken to submit the response on time. It is important that you do not leave the submission of your response to the last minute.

9 Evaluation Method and Selection Criteria

ECMWF will evaluate the Proposal based on the Proposer's response to ECMWF's requirements (Annex 1 of this RFP) and the Proposer's compliance with ECMWF's instructions in this document. The Proposal will be evaluated against the following evaluation criteria.

Evaluation criteria	Default Weighting
Proposer's Financial & Legal organisation	5%
Price	30%
Track record	10%
Quality of Resources Deployed	10%
Technical Solution Proposed	30%
Management & Implementation	15%

10 Warnings/Disclaimers

Nothing contained in this RFP or any other communication made between the respondent and ECMWF or its representatives shall constitute an agreement, contract or representation between ECMWF and any other party (except for a formal award of contract made in writing by ECMWF). Receipt by a respondent of this RFP does not imply the existence of a contract or commitment by or with ECMWF for any purpose.

ECMWF reserves the right to change any aspect of, or cease, the RFP at any time.

While ECMWF has taken all reasonable steps to ensure, as at the date of this document, that the facts which are contained in this RFP are true and accurate in all material respects, ECMWF does not make any representation or warranty as to the accuracy or completeness or otherwise of this RFP, or the reasonableness of any assumptions on which this document may be based. ECMWF accepts no liability to respondents whatsoever and however arising and whether resulting from the use of this RFP, or any omissions from or deficiencies in this document.

ECMWF may use the information included in a proposal for any reasonable purpose connected with this RFP.

11 SCOPE OF SERVICE REQUIREMENTS

See Annex 1 of this RFP.

12 REQUIRED INFORMATION

General guidelines for the Proposal are described in the Template for Proposer, attached as a separate file as part of Annex 2. General requirements to prepare the response for this particular RFP are described in the next sub-sections.

13 Forms to Complete

The Proposer should provide, together with their response, the Legal Entity Form, Financial Identification Form, EU Restrictive Measures Form and the Declaration Form for Economic and Financial Capacity, as per provided templates, and complete and return the RFP Questionnaire.

14 Response to the Specification of Requirements

The Specification of Requirements can be found at Annex 1. The work should be divided into separate Work Packages (WPs). The number, content and structure of work packages is left to the discretion of the Proposer.

The response shall provide a description of how the Proposer proposes to address and implement each of the Work Packages, tasks and requirements of the Specification of Requirements in Annex 1. The response should include as a minimum the following information:

- A description of your understanding of the requirements
- A description of the technical solution
- A description of the work required
- A description of required resources
- List of deliverables, description of the deliverables and due dates for each WP
- Schedule details, start and due dates for each task and subtask, inputs required and outputs
- Details of the resources required to carry out the activities, workload assessment and associated manpower

15 Commercial Arrangements

The Proposer should provide prices in the format of the Pricing Tables attached to this RFP as part of Annex 2. Prices shall be firm and fixed (FFP) and quoted in Euros (€) net of taxes and VAT.

The response shall include a proposed payment plan in the dedicated Tab of Annex 2 Pricing Tables and Deliverables template. Payments shall be linked to the completion of Work Package milestones and to the acceptance of the associated deliverables by ECMWF. In cases where a payment is proposed but no contractual deliverable is foreseen within the project schedule, the Proposer shall indicate by what means the milestone achievement will be assessed by ECMWF (i.e., interim datasets delivery, progress review, validation reports, etc.).

Moreover, the response shall address how the proposed activities ensure best value for money for the delivery of the Service.

The contract price must not exceed 50,000.00 EUR for the activities part of Work Packages 0,1,2,3 and up to 15,000 EUR for the optional activities described as part of Work Package 4 [ref. Annex 1 Section 3] for a duration of 20 months.

16 Terms and Conditions

The underlying Terms and Conditions applicable to any contract resulting from this RFP are at Annex 3. The Proposer should confirm that it accepts these terms and conditions or provide a list of reservations in its response. ECMWF reserves the right to negotiate the terms and conditions for any contract. The proposal submitted by the Proposer, clarified if necessary, will be part of the contract.

17 Additional Matters

The Proposer should set out any additional information or other relevant matters which it thinks have not been adequately addressed in the RFP and/or merit further consideration in its response.

18 Diversity and Inclusion

In the event that multiple Proposers present equally qualified proposals (discrepancy lower than 1%), ECMWF will take into consideration the diversity and gender balance of each Proposer's organisation as a tiebreaker when making the final decision. We recognise that diversity and collaborative environment are essential for advancing scientific discovery and innovation, and we are dedicated to creating a culture that encourages and supports the contributions of individuals from all backgrounds. As part of this commitment, we encourage Proposals from companies who share our values and demonstrate a commitment to diversity and inclusion in their own organisations. We believe that working with suppliers who support our efforts to create a more inclusive and diverse community is key to achieving our goals and driving progress forward in all our areas of activities. Therefore, the Centre encourages all potential Proposers to take these values into consideration when submitting proposals.

ANNEX 1 SPECIFICATION OF REQUIREMENTS

1. Background information:

Destination Earth is an ambitious initiative of the European Union to create a digital model of Earth that will be used to monitor the effects of a changing climate on our planet, anticipate extreme events and adapt policies to climate-related challenges.

ECMWF is one of three organisations working on making this vision a reality, together with the European Space Agency (ESA) and the European Organisation for the Exploitation of Meteorological Satellites (EUMETSAT).

To most effectively tell the story of ECMWF’s involvement within the Destination Earth Initiative, a dedicated web presence has been created to engage a variety of audiences and stakeholders, including but not limited to the research community, policymakers and the general public.

2. Objectives:

ECMWF is looking for an experienced digital and website service provider to maintain and host its Destination Earth website. This contract may also include new developments to the site during the second phase of the initiative 2024-2026.

3. Specific Tasks and Deliverables

The contractor will be expected to deliver the specified tasks and requirements below:

3.1. Work package 1 – Hosting and maintenance

- English speaking helpdesk for CMS, analytical tool and newsletter related user questions and issues
- Hosting of website, including regular backups and monitoring of server
- Ensuring the optimal performance of the website, including updates and maintenance of any plugins, front-end maintenance of the website when necessary
- Security implementation, issues and fixes, including a certificate SSL and additional security such as Cloudflare

Minimum Deliverables required:

WP1 Deliverables			
#	Type	Title	Due
D.1.1.YYYY.M M	Report	Maintenance of website, issue and activity log	Monthly

3.2. Work package 2 – Analytics tool

- Manage the website web analytics tool, ensuring it is functional, up to date, and meets the needs of the ECMWF DestinE team for KPI reporting on audience profiles and engagement.

Minimum Deliverables required:

WP2 Deliverables			
#	Type	Title	Due
D.2.1	Report	Web analytics tool management	Monthly

3.3. Optional Work package 3 – General Web development

During the contract, there may be a number of developments required to improve the user experience and storytelling potential of the website. These may be called upon at the sole discretion of ECMWF if and when needed and may include but are not limited to:

- Functionality
- Optimisation
- Additional development (including but not limited to interactivity of content, look and feel - design, additional or modification of functionality)

The proposers are requested to include cost per day (including any margins) in the technical proposal.

Minimum Deliverables required:

WP3 Deliverable			
#	Type	Title	Due
D.3.1	Other	Web developments and technical actions	Upon request

3.4. Optional Work package 4 – Training-related Web development

Under Destination Earth, a training programme is being planned to build capacity in machine learning (ML) for the DestinE user network, and the wider meteorological/climate community. An optional work for web services relating to this ML training, which are yet to be defined, but could include the implementation of a landing page or a HTML5 web app. This may be called upon at the sole discretion of ECMWF if and when needed. The proposers are requested to include cost per day (including any margins) in the technical proposal.

Minimum Deliverables required:

WP4 Deliverable			
#	Type	Title	Due
D.4.1	Other	Web developments for ML training	Upon request

3.5. Work Package 0 - Management and implementation plan

The Proposer shall provide a detailed implementation plan of proposed activities for the duration of the contract. Deliverables should be consistent with the technical requirements specified above.

The Proposer is requested to include management and implementation activities within a dedicated work package (WPO). The number of milestones is not prescribed, but they should be designed as markers of demonstrable progress in capabilities development and/or quality of capability delivery to keep progress monitoring manageable.

Adjustments to the proposed implementation plan can be proposed during the course of the contract, but must be agreed to by ECMWF.

As part of the general project management description the Tenderer shall consider the following elements (this is not an exhaustive list):

- Semestrial, annual and final reports shall be provided in accordance with the Annex 3 Agreement Clause 2.3 and Annex 5.
- An annual work plan is expected to be agreed at negotiation for 2024 and 2025. The work plan for 2026 shall be provided August 2025

- Monthly video-conferencing with ECMWF and a proposal for involvement of ECMWF in major project reviews shall be provided as part of the management plan. The contractor is responsible for the organisation of such meetings, including provision of minutes.
- If relevant, a list of sub-contractors and details of their contribution, key technical personnel involved in the contract, legal names and addresses shall be provided. The Proposer shall describe how the Annex 3 Agreement, in particular Clause 2.9, has been communicated to all their sub-contractors.
- The Proposer shall describe in the Proposal the management of personal data and how this meets the requirements of Clause 2.8 and Annex 6 of Annex 3 Agreement.

The table below provides the template to be used by the Proposer to describe the complete list of deliverables, milestones and schedules for this work package. All milestones and deliverables shall be numbered as indicated. All document deliverables shall be periodically updated and versioned as described in the table. The Proposer shall provide preliminary versions of the completed tables as part of their bid.

WPO Contractual Obligations Template – Deliverables & Milestones			
<i>#</i>	<i>Nature</i>	<i>Title</i>	<i>Due</i>
D0.y.z-YYYY	Report	Semestrial Implementation Report (January-June YYYY) YYYY being the Year n This includes a specific Financial Report	Annually on 15/07
D0.y.z-YYYY	Report	Annual Implementation Report YYYY YYYY being the Year n-1 This includes a specific Financial Report	Annually on 15/01
D0.y.z	Report	Final Implementation Report	60 days after end of contract
D0.y.z-YYYY	Report	Annual Work Plan YYYY YYYY being the Year n+1	Annually on 31/08
D0.y.z-YYYY	Other	Copy of prime contractor's general financial statements and audit report YYYY, YYYY being the Year n-1	Annually (no-cost associated)
M0.y.z	Minutes	Kick off Meeting	Start of contract
M0.y.z	Minutes	Review meetings	Monthly or quarterly

4. Principles and practices

As part of their response, it is imperative that the contractor demonstrates strong advisory and management skills, ideally with emphasis on the following areas:

- Creativity and innovation, thinking conceptually and practically
- Problem-solving and strategic planning ability
- Analytical skills and clarity about goals
- Resources management: skillsets/availability of experts/geographic coverage
- Time management: efficient and rapid mobilization of necessary resources
- Subcontract management/conflict resolution
- Team management for effective account management
- Quality assurance: control/monitoring/thresholds
- Cost control and financial management: procurement and accounting policies/procedures/systems
- Risk management: assessment and mitigation

5. Service level agreement

As part of their response, the Proposer should propose a Service Level Agreement listing the type of maintenance and support queries, as well as their commitment in terms of resolution of the issues/faults. Following are the minimum requirements that Proposers must comply with:

- Working language of English for point of contact
- Service availability – ensuring a minimum uptime of 99.9% hosted website. Scheduled maintenance and emergency maintenance should be communicated in advance whenever possible, with a minimum of 48 hours' notice for scheduled maintenance.
- Support should be provided during regular business hours 09:00 – 17:30 CET. Support requests will be made via email, response times for support tickets should not exceed 24 hours during business times. Support during out of business hours should be available in the event of website downtime, or security issues.
- Software updates should be undertaken as part of the contract to ensure optimal performance and security.
- The contractor is expected to hold quarterly meetings to track budget and development and to report on updates and security issues/fixes.

Proposers can use the guidance presented in the table below to classify the incidents and indicate appropriate response times (also available in Excel format : **DE_310_bis_RFP_SLA table template.xlsx**).

Incident class	Description	Method to report the issue (hours/days)	Target resolution (hours/days)	Status update SLA (hours/days)	Comments
Class 1: Very serious incident (critical)	Incident that makes the use of the tool impossible or unreasonable Impact: Major Business processes are totally stopped.				
Class 2: Serious incident (high)	Incident that significantly disrupts the use of the tool, as entire process chains in the system cannot be used Impact: Major Business processes are partially stopped.				
Class 3: Incident of moderate severity (medium)	Incident that makes it difficult to use the tool, as individual functions can only be used to a limited extent Impact: Business is degraded, but there is a reasonable workaround.				
Class 4: Non-critical Incident (low)	Incident that affects the use of the tool only in minor or marginal areas of the functions provided and do not mean an impairment of availability. Impact: More of an irritation than a stoppage				

Priority	Escalation threshold (hour/day)	Comments
1		
2		
3		
4		

6. Implementation timeline

The agreement is expected to start in October 2024 and run for a period of 20 months, with a possible extension for a further 12 months at ECMWF's discretion, which shall be implemented via an amendment within Q1 2026. The Tenderer shall provide a detailed implementation plan of proposed activities for the initial 20-months contract period.

ANNEX 2 PRICING TABLES AND TEMPLATE FOR PROPOSER

See the following separate documents attached to this RFP:

- “Annex 2 – RFP Questionnaire.xlsx”
- “Annex 2 – Forms to Complete.zip”
- “Annex 2 – Template for Proposer.docx”;
- “Annex 2 – Template Pricing Tables and Deliverables.xlsx”;
- “DE_310_bis_RFP_SLA table template.xlsx”

The Proposer is requested to complete these documents and submit them as part of their response.

ANNEX 3 TERMS AND CONDITIONS OF THE AGREEMENT

See separate document attached to this RFP: “Annex 3 - Agreement for Destination Earth Services.pdf”.

The Proposer must review and accept the terms and conditions of the Agreement and, if there are any reservations, these must be identified as part of their response.