

ANNEX XIII - SCENARIOS

Scenario 1 - Phase-in / Phase-out (Lot 1, 2 and 3)

1.1 Objective

A fixed-price offer for the project described below.

All instructions are given in the Tender Specification in section 4.2.3.

The fixed price given in this scenario will be the one to apply for the implementation of the Framework contract.

1.2 Context

This scenario is based on the context as described for each lot in the technical specification:

- section 2.1.1 for Lot 1;
- section 2.2.1 for Lot 2;
- section 2.3.1 for Lot 3.

This context could have change for the phase-out at the end of the Framework Contract, but the contractor should make an offer which will take into account of these changes.

1.3 Description of activities

After the signature of a Framework Contract with a new contractor, EU-OSHA needs to make the transition from the former contractor to the new one. The process will require a good coordination between the contractor ending the service and the new contractor starting the new hosting service.

Any contractor could be in two different situations along the duration of the contract in relation with this kind of tasks:

- Phase-in at the beginning of the contract;
- Phase-out at the end of the contract.

1.4 Timeframe

The timeframe for each phase is a maximum of 3 months.

Scenario 2 - Maintenance of PLONE Applications and OSHWiki (Lot 1)

2.1 Objective

A fixed-price offer for the project described below.

All instructions are given in the Tender Specification in section 4.2.3.

2.2 Context

This scenario is based on the context for the Lot 1 as described in the technical specification (section 2.1.1).

This scenario includes the Maintenance tasks of the services for the Lot 1 as described in the technical specification (section 2.1.2).

2.3 Description of activities

The scenario is about 1-year maintenance, including:

- For **OiRA**:
 - Maintenance of the software, such as applying security patches
 - Resolution of 4 bugs per month
 - Implementation of 6 improvements:
 - Supporting the translation of the software into a new language
 - Exporting/Importing content for translation
 - Update of visual layout
 - Improve password reset interface
 - Improvement of the WYSIWYG editor
 - Update of OiRA manuals for editors
 - Liaison with OiRA partners for support and assistance with creating tools
- For **OSHWiki**:
 - Maintenance of the software, such as applying security patches
 - Resolution of 1 bug per month
 - Implementation of 5 improvements:
 - Improvement of the WYSIWYG editor
 - Create special page listing all the broken links by article
 - Improve password reset interface
 - Edit/add categories to the categories tree
 - Update to latest MediaWiki version
 - Liaison with editors for support and assistance with creating articles
- For **Extranet**:
 - Maintenance of the software, such as applying security patches
 - Resolution of 1 bug per month
 - Implementation of 2 improvements:
 - Update of visual layout
 - Integration with Windows Explorer for the massive upload of folders/files
 - Liaison with users for support and assistance

2.4 Timeframe

The timeframe for this project is 12 months.

Scenario 3 - A spell checker to OiRA's editor (Lot 1)

3.1 Objective

A fixed-price offer for the project described below.

All instructions are given in the Tender Specification in section 4.2.3.

3.2 Context

This scenario is based on the context for the Lot 1 as described in the technical specification (section 2.1.1). This scenario is only about OiRA.

The OiRA tools are added by external partners to the system on <https://admin.oiraproject.eu/>. In order to edit them the system uses a WYSIWYG editor called Redactor: <https://imperavi.com/redactor/>. The tools are added in just one language each, but currently we have tools in 16 different languages.

3.3 Description of activity

- In order to minimise mistakes and typos in the content, EU-OSHA would like to add a spell checker for the 25 official languages of the EU, plus Norwegian and Icelandic.
- The checker should be able to highlight the words that are not correct and provide suggestions for corrections.
- Grammar checking would be considered as an asset.
- The preferred solution would be to integrate the checker within the editor. If this would not be possible, the tenderer should propose another solution to implement the checker.

3.4 Timeframe

The timeframe for this project is a maximum of 4 months.

Scenario 4 - Maintenance of Microsoft Applications (Lot 2)

4.1 Objective

A fixed-price offer for the project described below.

All instructions are given in the Tender Specification in section 4.2.3.

4.2 Context

This scenario is based on the context for the Lot 2 as described in the technical specification (section 2.2.1).

This scenario includes the Maintenance tasks of the services for the Lot 2 as described in the technical specification (section 2.2.2).

4.3 Description of activities

The scenario is about 1-year maintenance including:

- For **EU-OSHA Intranet**:
 - Maintenance of the software, such as applying security patches;
 - Resolution of 1 bug per month;
 - Implementation of 2 improvements:
 - The Agency has a shared Outlook calendar for the reservation of meeting rooms. This calendar should be integrated in the Homepage.
 - Dynamic home page: suggestions for the home page to make it more visual and dynamic with last content updated or uploaded, show most interactive people updating information...
 - Liaison with EU-OSHA users for support and assistance with creating tools.
- For **EU-OSHA Workspaces**:
 - Maintenance of the software, such as applying security patches;
 - Resolution of 1 bug per month;
 - Implementation of 2 improvements:
 - Improvement of the search engine;
 - Integration with active directory for the access rights;
 - Liaison with EU-OSHA users for support and assistance with creating articles.
- For **EU-OSHA Client Relationship Management**:
 - Maintenance of the software, such as applying security patches;
 - Resolution of 4 bugs per month;
 - Implementation of 4 improvements:
 - Display on the Homepage repetitive actions done by the users, like: predictive search through the whole CRM, send an email to a campaign list, export reports, etc.
 - Predictive search;
 - In the information that the CRM shows about an account and a contact there are links that make confusion for the users because they redirect them to other areas. All such links should be disabled.
 - Home page with a wizard for massive email;
 - Liaison with users for support and assistance.

4.4 Timeframe

The timeframe for this project is 12 months.

Scenario 5 - Migration Dynamics CRM 2013 to Dynamics 365 (Lot 2)

5.1 Objective

A fixed-price offer for the project described below.

All instructions are given in the Tender Specification in section 4.2.3.

5.2 Context

This scenario is based on the context for the Lot 2 as described in the technical specification (section 2.2.1). This scenario is only about EU-OSHA Client Relationship Management.

EU-OSHA wants to migrate the CRM developed with Microsoft Dynamics CRM 2013 to Dynamics 365.

5.3 Description of activities

EU-OSHA has done several customizations and has developed the following integrations:

- Click dimensions: to generate surveys/forms for massive mailing to contacts/accounts
- XML generation: creation of XML files to update the following EU-OSHA sites:
 - <https://osha.europa.eu/>
 - <https://oiraproject.eu/>
 - <https://healthy-workplaces.eu/>
- Integration with Active Directory for users roles in the CRM
- Integration with LDAP for all the existing accounts and contacts of the CRM that has access to the private area of the <https://healthy-workplaces.eu> and <https://oiraproject.eu>
- Integration with ListServ (<http://www.lsoft.com/products/listserv.asp>): to insert the emails of the contacts that will receive the newsletters.
- Email router: to act as intermediary application that provides server-to-server synchronization between the CRM and Exchange email server. This email router only synchronizes email messages
- Web services: to exchange the data between the different EU-OSHA sites, using a set of protocols and standards predefined. They are mostly used to provide the registration form and private zone with the necessary methods to obtain and update the CRM accounts and contacts according to the healthy-workplaces campaign flow.
- Matomo: html code added in the email templates used for massive emails.

5.4 Timeframe

The timeframe for this project is a maximum of 12 months.

Scenario 6 - New website deployment (Lot 3)

6.1 Objective

A fixed-price offer for the project described below.

All instructions are given in the Tender Specification in section 4.2.3.

6.2 Context

This scenario is based on the context for the Lot 3 as described in the technical specification (section 2.3.1).

6.3 Description of activities

EU-OSHA has developed a new website in Drupal and will need to deploy it in the contractor's hosting infrastructure in order to be ready to go live on one specific date in the near future.

Due to the nature of this new website, it will require a new dedicated environment (including both staging and production sites) for it to run smoothly.

As this website is part of a bigger Campaign, the final go-live date will not be subject to any delay.

The developers have already provided a "Deployment guide" for the site and all required elements are already uploaded to EU-OSHA's Github repository.

6.4 Timeframe

The timeframe for this project is a maximum of 1 month.

Scenario 7 - Usability services for OSHWiki (Lot 4)

7.1 Objective

A fixed-price offer for the project described below.

All instructions are given in the Tender Specification in section 4.2.3.

7.2 Context

This scenario is based on the context for the Lot 4 as described in the technical specification (section 2.4.1). This scenario is about OSHWiki.

7.3 Description of activities

The main task is to make a review and propose possible usability improvements of EU-OSHA's OSHWiki, especially in the areas of multilingualism and content categorisation. The contractor will be requested to provide:

- User flows definition;
- Information architecture analysis;
- Usability expert review;
- Wireframe;
- User testing.

The pages/features to be reviewed are:

- 3 complex pages (home page, normal search and semantic search);
- 1 medium page (normal article);
- 1 simple page (help page)

7.4 Timeframe

The timeframe for this project is a maximum of 3 months.