



Title: Evaluation of the IT-System for management planning implemented at the European Environment Agency

Reference: Negotiated procedure EEA/ADS/20/011

The purpose of this contract is to analyse the functionality and usefulness of the EEA's Management Plan System (MPS) and propose improvements to meet a variety of users' needs.

The MPS is an intranet-based IT system that is used to plan, coordinate, monitor and report on the annual delivery of the EEA's activities and work programme. The work programme is structured into a hierarchy of activities (e.g. monitoring air pollution). For each activity, a set of objectives, KPIs and products are defined. Budgeting of time and finances for the activities is done annually in the MPS.

Workflows have been established in the MPS for a variety of products (e.g. the steps to be taken to deliver an environmental report, the procedure to procure a new contract) to help the persons delivering that product to coordinate their work and to allow progress against deadlines to be monitored. The MPS is linked to and receives data from several other internal systems (e.g. time registration system for tracking actual time spent against budget, HR system to define staff roles and departments).

The project managers responsible for each product and activity provide regular updates in MPS to record progress. The information in MPS is used to allow project managers and department heads to track progress and take corrective actions where needed. It is also used to deliver reporting to the EEA's senior management team, management board and in statutory reports to EU institutions.

The EEA's management and other users of the MPS have requested improvements to functionality and usefulness of the system, which include:

- A clearer overview of progress, particularly in the delivery of products: the MPS contains a variety of views of production data which can be difficult to understand and use e.g. in identifying bottlenecks in the production line.
- Timely updating of data and progress reporting in MPS to ensure the information is reliable.
- Reduced workload where possible for project managers and staff responsible for updating plans and progress data in MPS: staff have complained that the workload to update the MPS is heavy or have questioned the value in providing updates, which impacts the timeliness and reliability of the information.
- Improvements in the standardisation, efficiency and functioning of the workflows for products.

The project is expected to define user requirements for reporting and for registration of progress, identify improvements to product workflows, and propose ideas for further developments of the MPS.

Type of contract:

Service contract for a duration of six months from date of contract signature or until 31 December 2020, whichever dates come first.

Estimated value:

The estimated maximum budget is EUR 60,000.00 (sixty thousand euros).

Place of performance:

Partly at the contractor's premises and at the EEA premises and/or via videoconference.

Description of the services to be procured:

The main services to be provided under this contract is to firstly, evaluate the efficiency, effectiveness, functionality, and usefulness of both the MPS, the workflows built into it and the processes interacting with it. Secondly, based on the evaluation, to suggest improvements to the system, its workflows, and the interacting processes.

The aim of this contract is to support the EEA in four specific tasks:

Task 1 – Defining the evaluation methodology

The contractor shall discuss and scope the evaluation in close interaction with the EEA project team.

Task 2 – Defining best practices

Before the actual evaluation, and after having gained a full overview of the system and product types, the contractor should develop a set of best practices for workflows at EEA. This will ensure a uniform approach to workflows.

Task 3 – Conducting the evaluation

The evaluation shall be conducted as defined in task 1.

Task 4 – Reporting and recommendations

The outcome of the evaluation and the resulting recommendations for improvements shall be documented in a report.

Scheduled starting date of contract (indicative):

1 August 2020

Registration of interest:

Interested candidates shall register their interest **by email to:** procurement@eea.europa.eu **by 24/06/2020** at the latest, quoting the title and reference number of this negotiated procedure in the subject field of the message and providing the following information:

- Name (of individual or organisation/company)
- Address (of individual or organisation/company)
- Contact person
- E-mail
- Description of main area of business / expertise (max. 500 words)

Your personal information above will be processed solely for the purpose of this negotiated procedure in accordance with the rules set in Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the EU institutions, bodies, offices and agencies and on the free movement of such data ⁽¹⁾. For more information on the processing of tenderers' personal data, please refer to the privacy statement on the EEA website <https://www.eea.europa.eu/about-us/tenders>.

Description of the tendering procedure:

On the basis of the pre-assessment of the information provided, the EEA will draw up a list of the most suitable candidates and will forward to all or some of them (at least three candidates) by e-mail an invitation to submit a tender in accordance with the tender specifications by a set deadline. The tenders submitted will be evaluated in accordance with the criteria specified in the tender specifications. During the negotiation phase after the submission of the tenders, selected candidates may be requested to adapt their tender to the requirements set in the tender specifications in order to find the solution offering the best value for money.

Candidates shall note that registration of interest to participate in the above-mentioned procedure entails no obligation on the part of the EEA to send an invitation to candidates or to award them a contract. Please note that no replies will be sent to unselected candidates.

⁽¹⁾ OJ L 295 of 21.11.2018 page 39.