

Annex 1 – Technical specifications

OLAF/C3/76/2016

1 Tasks and expected results

The contractor has to provide data and services to the Commission in respect of the following general tasks.

Task 1- Completeness and quality of the required data

The contractor has to provide after the signature of the specific contract, data on companies coming from reliable sources that cover public and private companies from all around the world.

Task 2- Accessibility of the required data

The contractor has to provide access to its database of data on companies after the signature of the specific contract with OLAF.

The data must be exclusively accessible online, allowing access for searches via a web-service. Downloads of reports need to be possible in useful formats, xml, csv, tab separated values, spreadsheet and PDF are considered as such file formats. In addition downloads of large volume of data should be possible via delivery of data files.

Requests for information on companies not yet included in the data source or updates of information should be possible directly online or through the customer service.

Finally, a system of so-called "blind" reports, that is, reports provided without contact to the company under scrutiny, should be available online or via the customer service.

Task 3- Services and support

The contractor has to provide, after the signature of the specific contract with OLAF , a set of services and support to the database users.

The expected results corresponding to the Deliverables are listed below.

General requirements	Description
Data quality	The tenderer must describe in the offer the method for collecting and verifying the data to ensure that the data provided are reliable and trustworthy.
Currency and language	Data expressed in monetary terms must be provided at least in Euro or USD. The company information needs to be provided, at least, in English.
Frequency of data updates	Data updates and revisions must be done on a regular and timely basis at least once a month almost without exception (i.e. the maximum period to update the database with new data disclosed by a company should not exceed one month), subject to high quality controls. The application must indicate the date on which the information relating to each company was last updated. The offer must include information on the

	<p>procedure and frequency with which the information is updated. Updates shall be made by the contractor and incorporated into the database. Changes must be flagged and the contractor must provide an audit trail of the changes if requested. If requested, an e-mail subscription for notification of changes to existing data should also be made.</p>
Confidentiality	<p>The contractor must describe in the bid the measures which it will implement to ensure that the searches made by the users are kept confidential and shall not be disclosed to third parties.</p> <p>User nominal data shall be protected at or above the EU legal requirement. Nothing to identify the users shall be made available to anyone except for the responsible of the relevant DG.</p> <p>Account names and passwords may be recorded by the contractor for their own internal audit purposes or for the provision of monthly logon and usage statistics only.</p>
Additional companies outside database and information updates	<p>The contractor must be able to provide assistance in tracing companies not yet included in the data source or updating information at the explicit request of the user. The price must include such requests for additional information or updates, which should be possible directly online or through the customer service.</p> <p>The offer must describe the procedure for tracing companies not yet included in the data source and indicate how long this procedure takes following a request. In addition, the contractor must be able to provide assistance in tracing company information without contacting these companies (so-called "blind reports").</p>
Basic IT requirements	<p>The application must ensure its integrity and compatibility with the IT standards of the EC (see description infra).</p> <p>The data must be available on-line via a web-based application and accessible by a Windows computer.</p>
User support and training	<p>The contractor must provide to all users support and training on the use of the application. The contractor must have a helpdesk for both data contents questions and IT questions. Information on the location of the helpdesk must be provided.</p> <p>An electronic manual explaining both the interface and providing the list of all variables available together with their detailed definitions is requested.</p> <p>User support by telephone and e-mail must be provided during business days and normal business hours (8am to 6pm CET from Monday to Friday) and with a maximum response time of 4 hours.</p> <p>Product training/tutorials must be provided upon request and shall be tailored to meet user requirements. The contractor must provide a maximum of 3 on-site trainings per year at no extra charge, each with a maximum duration of 1 day. The Commission will provide the infrastructure for the training sessions.</p> <p>If any major changes in the channel of delivery of the information occur during the contract period, the contractor must provide appropriate training for users at no additional cost.</p>
Company information	<p>The company information must include, as a minimum, the following data:</p> <ul style="list-style-type: none"> o company name,

	<ul style="list-style-type: none"> o trade name, o nationality, o complete address (street name, number, postcode, city, country) including if available previous addresses, o legal status, o year of foundation, o telephone / facsimile number, electronic mail address, o national ID number / VAT number, o names of executives, their role (directors and senior managers) , date of birth if available and involvement in other companies, o shareholders (date of birth if available), o corporate group structure (linkage structure) o connections with other companies, o the percentage of direct and indirect control of domestic and foreign subsidiaries (and further levels of ownership: i.e. sub-subsidiaries, etc.) and the year of acquisition/creation are required, o basic financial figures, such as turnover/ operating revenue , operating profit, total assets, o number of employees, o main and secondary sector(s) of activity, o whether the company is active or not, and if not, since when. <p>The information requirements above listed are a minimum.</p>
Historical data	<p><u>Historical financial data.</u></p> <p>As a minimum, historical financial data on companies going back 5 years must be automatically provided. Nevertheless, there should be the possibility to extend that period to at least 10 years if it is requested by OLAF.</p> <p><u>Historical data on shareholders and executives</u></p> <p>Historical information on company shareholders and executives if available dating back to the previous decade should be provided in both basic data and detailed company reports. The information provided should allow the identification of annual changes in company ownership, including in the links between companies.</p>
User friendly interface with practical features	<p>The contractor must ensure that users have no problems to use the application and its features. Globally, the application shall facilitate navigation, searching and data management. The application designed in a user-friendly way must include:</p> <ul style="list-style-type: none"> ▪ a search menu; ▪ a function to filter and rank data on screen; ▪ a function to export the data in appropriate file formats (even of large data sets); ▪ the system must allow for downloading, saving and printing the results of searches. The downloaded documents should be searchable. ▪ the data provider/application should provide options for the user to request investigations on companies not yet included in the data source or updates of information on-line or with the customer service. <p>Tenderers are requested to attach examples of screen layouts and printed report layouts of the data source.</p>
Access and delivery of data	<p>For each subscription (i.e license) a continuous (24/7) online and web-based access to the database must be granted to each user.</p> <p>The web-based application must include a secure site access. The web site must be encrypted. Logons must be by means of local user names and passwords, or by means of a Single Sign-On access (for example by implementing the SAML protocol). Automatic logoff has to be done after a fixed</p>

	period of inactivity.
Formats for export files	<p>The application must have the facility to provide suitable output in appropriate file formats or text format with delimiters to separate the fields.</p> <p>In particular, files exported must be available in structured format (XML, CSV, tab separated values, or spreadsheet) allowing an import in a relational database and any analysis software (visualisation tools). In the case multiple files are used, the relationships between the different data entities included in the files must be kept through the usage of unique identifiers.</p> <p>In addition the export of requested company information also needs to be possible in a clear and searchable text format or PDF format.</p>
Monitoring tool	<p>A monitoring tool, checking for internal activity on the application (i.e. including the number of connections and some traffic analytics) must be integrated into the software or be provided directly by the contractor if requested.</p> <p>Tenderers must indicate the possibility for OLAF to have online access to monitor the use of the information source by its users to ensure accountability.</p> <p>If requested, tenderers must provide access to OLAF to the available log files of its own accounts.</p>
User management	Tenderers must indicate their ability and willingness to deliver services to allow OLAF to administer its users (e.g. password reset, blocked users, etc.) at no extra cost.
Language requirement of the application	The entire application must be, at least, in English.

2 Meetings, missions and usage reports

A kick-off meeting will be organised on Commission's premises in Brussels after the signature of the first specific contract which will last 0.5 day. Upon request of OLAF one 0.5 day physical meeting may be held for follow-up purposes in Commission premises in Brussels for every contract year.

The contractor should provide the minutes of the meetings no later than 10 days following each meeting. Travel expenses for such meetings must be included in the financial proposal of the tender.

OLAF reserves the right to require monthly and quarterly usage reports and to approve them prior to payment. Monthly and quarterly reports should be produced within two weeks, i.e. 10 working days of the end of each month or quarter. They must be available at individual user level, including the number of log-ins and searches per month.

OLAF requires 6 monthly usage reports, payments shall be conditional on the approval by OLAF concerned of the usage reports (this will be indicated in the relevant FWC (annex 3) with the schedule of payment).

On request of OLAF, the contractor must supply ad-hoc reports on the usage of the database within a short timeframe (i.e. three working days).

3 Duration and timetable

The FWC is expected to be signed towards the end of January 2017. Signature of the Contract imposes no obligation on the Commission to purchase. Only the implementation of the Contract through specific contracts is binding on the Commission.

The execution of the tasks is to start on the date the specific contract enters into force. Specific Contracts may under no circumstances be placed before the date on which the FWC enters into force.

The FWC resulting from the present call for tenders is concluded for a period of 48 months with effect from the date on which it enters into force. The FWC will be implemented through specific contracts. The specific contracts must be of 12 months duration. The first specific contract is expected to be signed shortly after signature of the FWC.

Implementation of renewal of specific contract is subject to budgetary constraints and/or satisfaction with the quality of service rendered under the previous specific contract and/or unilateral discretionary decision of the EC. Therefore, the renewal of a specific contract by OLAF is not mandatory.

The FWC shall continue to apply to such order forms and specific contracts after its expiry. They shall be executed no later than 6 months after its expiry.

4 Specific conditions

4.1. IT standards

The tenderer's application must be imperatively compatible with the European Commission IT standards listed below:

OPERATING SYSTEMS

- Windows XP Professional
- Windows 7 Enterprise

WEB BROWSERS

- Internet Explorer 11
- Internet Explorer 9
- Internet Explorer 8
- Firefox 24
- Firefox 17
- Chrome34

SPREADSHEET

- Office 2007 / Excel 2007 MS Windows XP Professional
- Office 2013 / Excel 2013 Windows 7
- Office 2003 / Excel 2003 MS Windows XP Professional
- Office 2010 / Excel 2010 Windows 7

DATA BASE MANAGEMENT SYSTEMS

- ORACLE 11gR2
- ORACLE 10g
- ORACLE 9i
- SQL Server
- PostgreSQL
- MySQL

- ORACLE XE
 - Sybase
- STATISTICAL AND DATA ANALYSES PACKAGES

- SAS
- FAME
- TROLL
- STATA
- R
- RATS

EMULATORS

- Tunix (Dialogica)
- Xming
- Reflection
- WinSCP
- PuttySSH

If the European Commission upgrades and/or changes the IT standard, the database must remain accessible and fully functional at no extra cost, provided that no hardware and/or software purchase is needed.

4.2. Service

Support via e-mail or telephone should be available for the resolution of technical problems in the use of the database during official Commission working hours (8:30 – 17:30 CET) further user support by telephone and e-mail must be provided during normal business hours and with a maximum response time of 8 hours.

An electronic manual explaining the interface and providing the list of all variables available, together with their detailed definitions is requested.

Product training/tutorials must be provided upon request and shall be tailored to meet user requirements. The contractor must provide a maximum of 3 on-site trainings per year at no extra charge, each with a maximum duration of 0.5 day. The Commission will provide the infrastructure for the training sessions.

If any major changes in the channel of delivery of the information occur during the contract period, the contractor must provide appropriate training for users at no additional cost.

4.3. Confidentiality:

If the users request a report, the contractor must ensure that no interview or contact is carried out with the company and/or persons involved, i.e. the subject of the request in connection with updates, unless explicitly authorized to do so by OLAF.

Under no circumstances may the identity of the users/requesters/OLAF/EC be mentioned to the subject of the request in connection with reports or updates.

The tenderer must describe in the offer the procedure for contacting the company and/or person, i.e. the subject of the request in connection with reports and updates.

The offer must also explain the measures applied to protect the confidentiality of the requests/users towards the subject of the request in connection with updates or reports (e.g. to allocate specific user-IDs to OLAF to fulfil the above mentioned needs or other).

As mentioned above (Chapter 3 Task 2) the offer must include a system of so-called "blind reports". These are reports or updates which are provided without contacting the company/ persons involved.

4.4. Data access and use

Users will be OLAF staff as well as customs and law enforcement/anti-fraud authority staff in the Member States, who are authorised to read and use the data.

OLAF and Member States' customs and law enforcement authorities must be authorised to redistribute the results of analyses based on the data, reports or extracts from the data to any person or body cooperating with the Commission (OLAF) in its field of competences, in particular with regard to the protection of the EU's financial interests in electronic, paper or other format and to state the source of the data. The redistribution will be for purposes of analysing and/or investigating possible fraud, corruption and any other illegal activities at any stage in that mission within administrative and judicial procedures. There will be no redistribution for commercial purposes.

4.5. Licensing models

The Commission would opt for two licensing models:

- Volume Based Licensing (VLB): the Commission understands that VLB allows an unlimited number of users to access the external database, while invoicing is based on the number of searches and downloads performed.
- User Based (UB) : the Commission understands that UB license allows one or more user to access the external database and invoice is based on the number of user's profiles who have access to the database.