CORRIGENDUM II

Open call for tender ECHA/2011/66 –
Enterprise Content Management services and solutions

The following corrections are made to the tender specifications:

1. Section *3.6.2. Subcontracting*, page 14,

instead of

"Certain tasks provided for in the contract may be entrusted to subcontractors, but the main contractor retains full liability towards the Agency for performance of the contract as a whole. Accordingly:

o   the Agency will treat all contractual matters (e.g. payment) exclusively with the main contractor, whether or not the tasks are performed by a subcontractor;

o   under no circumstances can the main contractor avoid liability towards the Agency on the grounds that the subcontractor is at fault. During execution of the contract, the contractor will need the Agency's express authorization to replace a subcontractor with another and/or to subcontract tasks for which subcontracting was not envisaged in the original offer. Proposed subcontractors will be assessed by the Agency in light of the exclusion and selection criteria laid down in these Specifications of the Call for Tender.

Tenderers must inform the subcontractor(s) and include in their sub-contracting documents that Article II.17 of the contract may be applied to sub-contractors. Once the contract has been signed, Article II.13 of the above-mentioned contract shall govern the subcontracting."

It should read

"Certain tasks provided for in the contract may be entrusted to subcontractors, but the main contractor retains full liability towards the Agency for performance of the contract as a whole. Accordingly:

o   the Agency will treat all contractual matters (e.g. payment) exclusively with the main contractor, whether or not the tasks are performed by a subcontractor;

o   under no circumstances can the main contractor avoid liability towards the Agency on the grounds that the subcontractor is at fault. During execution of the contract, the contractor will need the Agency's express authorization to replace a subcontractor with another and/or to subcontract tasks for which subcontracting was not envisaged in the original offer. Proposed subcontractors will be assessed by the Agency in light of the exclusion and selection criteria laid down in these Specifications of the Call for Tender.

Tenderers must inform the subcontractor(s) and include in their sub-contracting documents that Article II.17 of the contract may be applied to sub-contractors. Once the contract has been signed, Article II.13 of the above-mentioned contract shall govern the subcontracting.

Subcontracting to companies established in ineligible countries i.e economic operators who are not eligible to directly submit offers, is limited to 20% of the contract value. (See section 4.1.2.1.)"

2. Section 4.5 – Selection criteria documentation, page 24

Instead of

"General

This part of the tender concerns the criteria and evidence relating to the technical and professional capacity and economic and financial capacity of the service provider(s) involved in the bid. It should also contain any other document that the tenderer(s) wish(es) to include by way of clarification. The evidence for the selection criteria shall be assessed in the second stage of the evaluation of the tenders

An economic operator may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. In that case, evidence must be provided that it will have at its disposal the resources necessary for performance of the contract, for example by producing a clear undertaking on the part of those entities to place those resources at its disposal.

In addition, all tenderers are informed that they may be asked to prove that they are authorised to perform the contract under national law, as evidenced by inclusion in a professional or trade register or a sworn declaration or certificate, membership of a specific organisation, express authorisation, or entry in the VAT register.

In case of joint offer or sub-contracting, the tenderer(s) must stipulate the role, qualifications and experience of each service provider and, where relevant, the monitoring arrangements that exist between them.

In case of joint offer, or sub-contracting for which the total amount envisaged is above 30% of the total contract value, evidence of the ability of the entity involved in the joint offer or the potential subcontractor(s) to perform the tasks entrusted to him/them shall be included in the offer. Such evidence is the same as that also required from the tenderer, as described and identified below.

In particular, as regards selection criterion 2.2, please note that the tenderer or subcontractor that presents a formal relationship with the Documentum software vendor (EMC Corporation) regarding software and/or services based upon EMC Documentum software, is expected to carry out 50 % or more of the tasks under the Framework Contract"

It should read

"General

This part of the tender concerns the criteria and evidence relating to the technical and professional capacity and economic and financial capacity of the service provider(s) involved in the bid. It should also contain any other document that the tenderer(s) wish(es) to include by way of clarification. The evidence for the selection criteria shall be assessed in the second stage of the evaluation of the tenders

An economic operator may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. In that case, evidence must be provided that it will have at its disposal the resources necessary for performance of the contract, for example by producing a clear undertaking on the part of those entities to place those resources at its disposal.

In addition, all tenderers are informed that they may be asked to prove that they are authorised to perform the contract under national law, as evidenced by inclusion in a professional or trade register or a sworn declaration or certificate, membership of a specific organisation, express authorisation, or entry in the VAT register.

In case of joint offer or sub-contracting, the tenderer(s) must stipulate the role, qualifications and experience of each service provider and, where relevant, the monitoring arrangements that exist between them.

In case of joint offer, or sub-contracting for which the total amount envisaged is above 30% of the total contract value, evidence of the ability of the entity involved in the joint offer or the potential subcontractor(s) to perform the tasks entrusted to him/them shall be included in the offer. Such evidence is the same, **limited, however, to the percentage of participation of the tenderer or sub-contractor in the implementation of the contract**, as that also required from the tenderer, as described and identified below.

In particular, as regards selection criterion 2.2, please note that the tenderer or subcontractor that presents a formal relationship with the Documentum software vendor (EMC Corporation) regarding software and/or services based upon EMC Documentum software, is expected to carry out 50 % or more of the tasks under the Framework Contract"

3. Section 4.1.2.3: Financial proposal, page 26

Instead of

1. ''Prices shall be subject to revision as follows:

   Prices shall be fixed and not subject to revision for order forms and specific contracts placed during the first year of duration of the Contract. From the beginning of the second year of duration of the Contract, the Prices may be revised, where such revision is requested by one of the Contracting Parties by registered letter no later than three (3) months before the anniversary of the date on which it was signed.

   The Agency shall request the delivery of services on the basis of the prices in force on the date on which specific contracts or order forms are signed. Such prices shall not be subject to revision.

   This revision for services and labour force related costs shall be determined by the trend in the Harmonised Indices of Consumer Prices "HICP" published by Eurostat

Revision shall be calculated in accordance with the following formula:

Pr=Po (Ir/Io)

where:

Pr	=	revised price;
Po	=	price in the original tender;
Io	=	index for the month corresponding to the final date for submission of tenders or of the last revision;
Ir	=	index for the month corresponding to the date of receipt
of		the letter requesting a revision of prices."

It should read

2. "Prices shall be subject to revision as follows:

Prices shall be fixed and not subject to revision for order forms and specific contracts placed during the first year of duration of the Contract. From the beginning of the second year of duration of the Contract, the Prices may be revised, where such revision is requested by one of the Contracting Parties by registered letter no later than three (3) months before the anniversary of the date on which it was signed.

The Agency shall request the delivery of services on the basis of the prices in force on the date on which specific contracts or order forms are signed. Such prices shall not be subject to revision.

This revision shall be determined by the trend in the Harmonised Indices of Consumer Prices **"MUICP" (Monetary Union Index of Consumer Prices)** published by the publication office of the European Union in the monthly bulletin of Eurostat at http://www.ec.europa.eu/eurostat/.

Revision shall be calculated in accordance with the following formula:

Pr=Po (Ir/Io)

where:

Pr	=	revised price;
Po	=	price in the original tender;
Io	=	index for the month corresponding to the final date for submission of tenders or of the last revision;
Ir	=	index for the month corresponding to the date of receipt
of		the letter requesting a revision of prices."

4.   Section 4.5 – Evaluation of the tenders, page 32

Instead of

"Stage 2 - application of selection criteria

In this stage the technical and professional capacity and economic and financial capacity of each tenderer who has passed the exclusion criteria will be assessed on the basis of the above mentioned documents[1] and additional information available to or requested by the Agency:

A consolidated assessment shall be made for joint offers (all members of the consortium together) and in case of subcontracting (tenderer plus subcontractor) to the extent that those entities puts its resources at the disposal of the tenderer for the performance of the Contract, as evidenced by a clear undertaking on the part of those entities.

The following selection criteria will apply:

SELECTION CRITERIA
1.   FINANCIAL AND ECONOMIC CAPACITY
1.1   Sufficient economic and financial capacity to guarantee continuous and satisfactory performance throughout the envisaged lifetime of the contract. Minimum average annual turnover for the last three financial years: EUR 5.000.000
2.   TECHNICAL AND PROFESSIONAL CAPACITY
2.1   Relevant experience and professional capacity covering the various **types of services**. Minimum number of different contracts executed in the last three years: 5 contracts Minimum number of man-days executed by the Contractor in the last three years: 7.000 man-days Evidence of a formal relationship (partnership or equivalent) between the tenderer/s and/or sub-contractors, and the Documentum software vendor (EMC Corporation) regarding software and/or services based upon EMC Documentum software.
2.2   The ability to provide the necessary human resources to deliver the required services. Minimum permanent staff with an EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP: 10

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[1]   See Section 4.1.2.1

permanent staff.
and
Minimum permanent staff with an EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP (EMCTA or EMCApD or EMCSyA): 10 permanent staff.

"

It should read

"Stage 2 - application of selection criteria

In this stage the technical and professional capacity and economic and financial capacity of each tenderer who has passed the exclusion criteria will be assessed on the basis of the above mentioned documents[2] and additional information available to or requested by the Agency:

A consolidated assessment shall be made for joint offers (all members of the consortium together) and in case of subcontracting (tenderer plus subcontractor) to the extent that those entities puts its resources at the disposal of the tenderer for the performance of the Contract, as evidenced by a clear undertaking on the part of those entities.

The following selection criteria will apply:

SELECTION CRITERIA
1. FINANCIAL AND ECONOMIC CAPACITY
1.1 Sufficient economic and financial capacity to guarantee continuous and satisfactory performance throughout the envisaged lifetime of the contract. Minimum average annual turnover for the last three financial years: EUR 5.000.000
2. TECHNICAL AND PROFESSIONAL CAPACITY
2.1 Relevant experience and professional capacity covering the various **types of services**. Minimum number of different contracts executed in the last three years: 5 contracts Minimum number of man-days executed by the Contractor in the last three years: 7.000 man-days Evidence of a formal relationship (partnership or equivalent) between the tenderer/s and/or sub-contractors, and the Documentum software vendor (EMC Corporation) regarding software and/or services based upon EMC Documentum software.

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[2] See Section 4.1.2.1

2.2 The ability to provide the necessary human resources to deliver the required services.

Minimum staff with an EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP **or equivalent:** 10 persons.

and

Minimum staff with an EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP (EMCTA or EMCApD or EMCSyA) **or equivalent**: 10 persons.

"

5.   Section 4.1.2.1 – Administrative proposal, page 25

Instead of

a)   "**Evidence for selection criterion 2.3:**

The tenderer shall present evidence of the number of staff members having the following valid professional credentials by EMC Corporation:

- EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP

- EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCTA Technological Architect

- EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCApD Application Developper

- EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCSyA System Administrator

The tenderer shall fill in the List of Certifications Form[3], clearly indicating the name of each person and whether such a person is member of the staff of the tenderer, of a partner in case of joint offers, or of a subcontractor.

 In addition, the tenderer shall present photocopies of the referred certificates."

It should read

b)   "**Evidence for selection criterion 2.3:**

The tenderer shall present evidence of the number of staff members having the following valid professional credentials by EMC Corporation **or equivalent**:

- EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP

- EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCTA Technological Architect

- EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCApD Application Developper

- EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCSyA System Administrator

The tenderer shall fill in the List of Certifications Form[4], clearly indicating the name of each person and whether such a person is member of the staff of the tenderer, of a partner in case of joint offers, or of a subcontractor.

Tenderers may rely on experts with whom they maintain a non-permanent relationship in order to prove the ability to provide the necessary human

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[3]   See Annex 5.3.3.3
[4]   See Annex 5.3.3.3

resources to deliver the required services under the contract. In these cases, a signed declaration stating the commitment of the expert to working for the particular tenderer in the contract implementation in case of contract award will be required. This declaration can be provided in a free format provided that the commitment of the expert with the tenderer for the contract, which constitutes the subject of this call for tender, can be clearly derived from the text.

In addition, the tenderer shall present photocopies of the referred certificates."

6.   The following corrections are made to the Annex 5.2 Contractual Documentation:

Article I.3 – Prices, page 5

Instead of

"**I.3.1**   The prices of the services shall be in accordance with the maximum prices listed in Annex II.

I.3.2   Prices shall be expressed in EUR.

I.3.3   Prices shall be fixed and not subject to revision for order forms and specific contracts placed during the first year of duration

of the Contract.

From the beginning of the second year of duration of the Contract, the Prices may be revised, where such revision is requested by one of the contracting Parties by registered letter no later than three (3) months before the anniversary of the date on which it was signed.

The Agency shall request the delivery of services on the basis of the prices in force on the date on which specific contracts or order forms are signed. Such prices shall not be subject to revision.

(1)   This revision for services and labour force related costs shall be determined by the trend in the Harmonised Indices of Consumer Prices "HICP" Published by Eurostat

Revision shall be calculated in accordance with the following formula:

$$Pr=Po \ (Ir/Io)$$

where:
Pr   =   revised price;
Po   =   price in the original tender;
Io   =   index for the month corresponding to the final date for submission of tenders or of the last revision;
Ir   =   index for the month corresponding to the date of receipt of the letter requesting a revision of prices."

It should read

"**I.3.1**   The prices of the services shall be in accordance with the maximum prices listed in Annex II.

I.3.2   Prices shall be expressed in EUR.

I.3.3   Prices shall be fixed and not subject to revision for order forms and specific contracts placed during the first year of duration

of the Contract.

From the beginning of the second year of duration of the Contract, the Prices may be revised, where such revision is requested by one of the contracting Parties by registered letter no later than three (3) months before the anniversary of the date on which it was signed.

The Agency shall request the delivery of services on the basis of the prices in force on the date on which specific contracts or order forms are signed. Such prices shall not be subject to revision.

(2)   This revision shall be determined by the trend in the Harmonised Indices of Consumer Prices **"MUICP" (Monetary Union Index of Consumer Prices)** published by Eurostat

Revision shall be calculated in accordance with the following formula:

$$Pr = Po\,(Ir/Io)$$

where:
Pr =   revised price;
Po =   price in the original tender;
Io =   index for the month corresponding to the final date for submission of tenders or of the last revision;
Ir =   index for the month corresponding to the date of receipt of the letter requesting a revision of prices."

7. The following corrections are made to the Annex 5.1.1 Technical specifications

Section 5.2 – Technical Team, page 15

Instead of

"

The day-to-day work related to any Specific Contract or Order Form under this FwC will be carried out by the Contractor team and managed by the Contractor Project managers.

The Contractor shall provide the necessary resources to implement the services under this FwC. Every resource provided shall comply with the following profiles. For most profiles, senior and junior levels are defined.

The requirements for the profiles indicated hereafter shall be applicable to all resources involved in the implementation of the Framework Contract. These requirements may be further defined in the service requests for specific contracts.

5.2.1 Requirements for Project Managers (Senior and Junior)

Responsibilities

The Project Managers are responsible for the management of all aspects of ECM Framework Contract services to meet identified business needs, acquiring and utilising the necessary resources and skills, in line with cost, time, and quality criteria. Also acting as the service manager for specific contracts or orders related to end-user support and application maintenance, and platform configurations and operations services.

More specifically, the Project Manager will contribute to the following deliverables:

- Project plans, reports, project management tools.

- Test plans and test reports.

- Project/team resources management.

- Management of the delivery of all project/service deliverables and products.

- Quality assurance.

- Project communications.

- Liaison with ECHA users and other stakeholders.

Qualifications and experience

- At least 5 years of experience as a Project Manager or Programme Manager (Senior).

- At least 3 years of experience as a Project Manager or Programme Manager (Junior).

- At least 3 years of the above must be in relation to Documentum projects (Senior).

- At least 1 year of the above must be in relation to Documentum projects (Junior).

- At least 7 years of overall IT experience (Senior).

- At least 5 years of overall IT experience (Junior).

- At least 1 year of experience working in an international environment.

- The following valid Project management certifications:

  o Must have (Senior) / Preferable (Junior): PRINCE2 Foundation and PRINCE2 Practitioner

    or

  o Must have (Senior) / Preferable (Junior): PMP Project Management Professional

- Oral and written English language skills (minimum B2).

Knowledge

The Project Manager must have practical knowledge of the following:

- Project management and team collaboration software (e.g. Microsoft Project, JIRA, Microsoft SharePoint Server)

- Tools used throughout the software development lifecycle

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

- Use of software testing tools within projects.

5.2.2 Requirements for Documentum Solution Architect (Senior and Junior)

Responsibilities

Documentum Solution Architect has a strong hands-on experience with a wide range of Documentum products and is proficient with several views of architecture (such as business, information, application, technical, integration, security). Solution Architect, among others, leads the design of the solutions supported by the project tools for configuration management, quality assurance and testing, etc; leads the definition and implementation of Documentum best practices for ECHA ECM solutions; provides assistance in the resolution of technical issues and technical advice in relation to Documentum technology and applications based on Documentum; assists in the definition and implementation of Documentum best practice.

More specifically, Documentum Solution Architect will contribute to the following deliverables:

- Architecture aspects of solution specifications.

- Overall solution design with various architecture views in conjunction with EMC^2 Documentum.

- Design of for all aspects of solutions, such as workflows, applications, modules, components etc. software artefacts.

- Architecture validation of projects/solutions with regard to the Documentum technology and its use in ECHA

- Creation of proof-of-concepts, prototypes, demos, etc.

- Development options, processes and methods

- Provide technical leadership and guidance to the team members

Qualifications and experience

- At least 5 years of hands-on experience and solid knowledge in the analysis, design, implementation (configuration and development), and testing of Documentum-based business solutions (Senior).

- At least 3 years of hands-on experience and solid knowledge in the analysis, design, implementation (configuration and development), and testing of Documentum-based business solutions (Junior).

- At least 2 years of the above must be with Documentum 6.x or later version.

- At least 7 years of overall IT experience (Senior).

- At least 5 years of overall IT experience (Junior).

- The following valid EMC^2 Documentum certifications:

  o Must have (Senior and Junior): EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP

  o Must have (Senior) / Preferable (Junior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCTA Technical Architect

  o Preferable (Senior and Junior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCApD Application Developer

  o Preferable (Senior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCSyA System Administrator

- Oral and written English language skills.

Knowledge

The Documentum Solution Architect must have practical knowledge of the following:

- Documentum Content Server

- Documentum Composer

- Documentum Process Builder

- DFC, DFS, DQL

- Documentum Forms Builder

- TaskSpace

- xCP methodology

- Documentum BAM

- J2EE technologies

- XML technologies

- Software development tools (e.g. Eclipse, SVN, Maven, Ant, continuous integration, JIRA)

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

5.2.3 Requirements for Business Analyst (Senior and Junior)

Responsibilities

Business Analyst analyses requirements (e.g. business, user, functional, non-functional requirements) for ECM solutions in a form (such as process/workflow models, solution specification documents) understandable for both users and technical persons designing, developing, and maintaining the solutions. As part of the requirements analysis, Business Analyst e.g. conducts and facilitates workshops, helps creating prototypes, collects, reviews and validates business information items (e.g. document templates), validates User Acceptance Testing plans and test data, supports business change management, etc.

Qualifications and experience

- At least 4 years of experience in the business analysis of Enterprise Content Management solutions (Senior).

- At least 2 years of experience in the business analysis of Enterprise Content Management solutions (Junior).

- At least 1 year of the above must in relation with Documentum-based solutions.

- At least 5 years of overall IT experience (Senior).

- At least 3 years of overall IT experience (Junior).

- At least 1 year of experience working in an international environment.

- Preferably a valid ECM certification:

    o Senior: AIIM ECM Practitioner and AIIM ECM Specialist or AIIM ECM Master

    o Junior: AIIM ECM Practitioner

- Oral and written English language skills.

Knowledge

The Business Analyst must have practical knowledge of the following:

- Business Process Model and Notation (BPMN)

- Unified Modeling Language (UML)

- Documentum Composer

- Documentum Process Builder

- xCP methodology

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

5.2.4 Requirements for Documentum Application Specialist (Senior and Junior)

Responsibilities

Documentum application specialist works on implementation projects and application maintenance activities based on Documentum tools. Documentum application specialist participates in the design, configuration and development of the ECM solutions supported by the project tools for configuration management, quality assurance and testing, etc. In the more application maintenance-oriented role, Documentum application specialist works on change and feature requests, bug fixes, etc.

More specifically, the Documentum application specialist normally contributes to the following deliverables:

- Configuration, development, integration and testing of solution technical artefacts using Documentum and other tools used in the project

- Implementation of workflow processes.

- Data analysis and data modelling for ECM solutions.

- In collaboration with other team members, participate in and contribute to other project activities such as design, testing, quality assurance and change management.

Qualifications and experience

- At least 4 years of hands-on experience and solid knowledge in the design and implementation (configuration and development) of Documentum-based business solutions (Senior).

- At least 2 years of hands-on experience and solid knowledge in the design and implementation (configuration and development) of Documentum-based business solutions (Junior).

- At least 1 year of the above must be with Documentum 6.5 or later version.

- At least 5 years of overall IT experience (Senior).

- At least 3 years of overall IT experience (Junior).

- Valid EMC2 Documentum certification:

  Must have (Senior) / Preferable (Junior): EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP

  Preferable (Senior and Junior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCApD Application Developer

- Oral and written English language skills.

Knowledge

The Documentum application specialist must have practical knowledge of the following:

- Documentum Content Server

- Documentum Composer

- Documentum Process Builder

- DFC, DFS, DQL

- Documentum Forms Builder

- TaskSpace

- xCP methodology

- Documentum BAM

- J2EE technologies

- XML technologies

- Software development tools (e.g. Eclipse, SVN, Maven, Ant, continuous integration, JIRA)

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

5.2.5 Requirements for Documentum System Administrator (Senior and Junior)

Responsibilities

The Documentum system administrator installs, administers monitors and maintains the Documentum platform in different environments to ensure it is stable and operational, and resolves any related issues. Documentum system administrator also supports the technical design and architecture of the Documentum implementations. Documentum system administrator normally also participates in the activities such as Documentum version upgrades, patching and fixing; Documentum system migrations; change management process.

Qualifications and experience

- At least 3 years of hands-on experience and solid knowledge in the administration, and operations of Documentum-based business solutions (Senior).

- At least 1 year of hands-on experience and solid knowledge in the administration, and operations of Documentum-based business solutions (Junior).

- At least 1 year of the above must be with Documentum 6.x or later version.

- At least 5 years of overall IT experience (Senior).

- At least 3 years of overall IT experience (Junior).

- Valid EMC2 Documentum certification:

  Must have (Senior) / Preferable (Junior): EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP

  Preferable (Senior and Junior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCSyA System Administrator

- Oral and written English language skills.

Knowledge

The Documentum system administrator must have practical knowledge of the following:

- Documentum Content Server

- Documentum Administrator

- Documentum (Headless) Composer

- Installation, configuration and patching of Documentum products

- Administration and operations of Documentum repositories

- Documentum upgrades and migrations

5.2.6 Requirements for Developer (Senior and Junior)

Responsibilities

The Developer produces software artefacts in line with the specifications and quality criteria identified in each individual assignment. The Developer is normally needed for specific needs when a non-Documentum software artefact is required to be developed as part of the overall Documentum platform.

Qualifications and experience

- At least 3 years of overall IT experience (Senior).

- At least 1 year of overall IT experience (Junior).

- Oral and written English language skills.

Knowledge

The Developer must have practical knowledge of the following:

- Java and J2EE technologies

  or

  .NET and Microsoft Solutions Framework

- XML

- XSL

5.2.7 Requirements for Test Manager

The Test Manager, among others, prepares, develops and maintains the test plans; manages and coordinates overall test activities and deliverables of the project or solution.

Qualifications and experience

- At least 4 years of hands-on experience related to software testing.

- At least 2 years of experience in managing software testing.

- Valid testing certification:

Preferable: ISTQB Framework Foundation Level (CTFL)

Preferable: ISTQB Framework Advanced Level (CTAL)

Preferable: ISTQB Framework Test Level (CTEL) - Test Management

Preferable: ISTQB Framework Test Level (CTEL) - Test Process Improvement

Preferable: ISTQB Framework Test Level (CTEL) - Test Automation

- Oral and written English language skills.

Knowledge

The Test Manager must have practical knowledge of the following:

- Software test products and suites (such as HP Quality Centre)

- Tools used throughout the software development lifecycle

- Project management and team collaboration software (e.g. Microsoft Project, JIRA, Microsoft SharePoint Server)

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

- Change management processes

5.2.8 Requirements for Tester

Responsibilities

The Tester, among others, defines test plans, test cases; constructs test scenarios and scripts; executes and coordinates the tests; and reports test results.

Qualifications and experience

- At least 1 year of hands-on experience related to software testing.

- Valid testing certification:

  Preferable: ISTQB Framework Foundation Level (CTFL)

  Preferable: ISTQB Framework Advanced Level (CTAL)

- Oral and written English language skills.

Knowledge

The Tester must have practical knowledge of the following:

- Software test products and suites (such as HP Quality Centre)

5.2.9 Requirements for Application Support Expert (End-user support)

Responsibilities

The Application support expert provides 1st/2nd line support to the end-users related to the issues, problems, questions about the ECM solutions in use.

Qualifications and experience

- At least 3 years of overall IT experience.

- At least 1 year of hands-on experience and solid knowledge of Documentum.

- Valid EMC2 Documentum certification:

  Preferable: EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP

- Oral and written English language skills.

Knowledge

The Application support expert should have practical knowledge of the following:

- Documentum Content Server

- Documentum Administrator

- Documentum Process Builder

- Documentum Composer

- TaskSpace

- Incident management tools (such as BMC Remedy)

5.2.10 Requirements for Business Change Expert

Responsibilities

The Business change expert provides assistance, support, training, and knowledge transfer to the ECM users on the ECHA ECM solutions, practices, procedures, etc. This may include presentations, newsletters, user manuals and guidelines, trainings, workshops and similar tools of information sharing. The business change expert will help end users to get their job done.

Qualifications and experience

- At least 5 years of overall IT experience.

- At least 3 years of experience in business change management related to the use or adoption of Enterprise Content Management solutions.

- At least 1 year of experience of Documentum.

- Valid EMC2 Documentum certification:

  Preferable: EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP

  At least 1 year of experience working in an international environment.

- Oral and written English language skills.

Knowledge

The Business Change Expert should have practical knowledge of the following:

- Computer-based training tools

- Presentation tools

- Word processing tools

- Audio-visual tools"

It should read

"The day-to-day work related to any Specific Contract or Order Form under this FwC will be carried out by the Contractor team and managed by the Contractor Project managers.

The Contractor shall provide the necessary resources to implement the services under this FwC. Every resource provided shall comply with the following profiles. For most profiles, senior and junior levels are defined.

The requirements for the profiles indicated hereafter shall be applicable to all resources involved in the implementation of the Framework Contract. These requirements may be further defined in the service requests for specific contracts.

5.2.1 Requirements for Project Managers (Senior and Junior)

Responsibilities

The Project Managers are responsible for the management of all aspects of ECM Framework Contract services to meet identified business needs, acquiring and utilising the necessary resources and skills, in line with cost, time, and quality criteria. Also acting as the service manager for specific contracts or orders related to end-user support and application maintenance, and platform configurations and operations services.

More specifically, the Project Manager will contribute to the following deliverables:

- Project plans, reports, project management tools.

- Test plans and test reports.

- Project/team resources management.

- Management of the delivery of all project/service deliverables and products.

- Quality assurance.

- Project communications.

- Liaison with ECHA users and other stakeholders.

Qualifications and experience

6   At least 5 years of experience as a Project Manager or Programme Manager (Senior).

7   At least 3 years of experience as a Project Manager or Programme Manager (Junior).

8   At least 3 years of the above must be in relation to Documentum projects (Senior).

9 At least 1 year of the above must be in relation to Documentum projects (Junior).

10 At least 7 years of overall IT experience (Senior).

11 At least 5 years of overall IT experience (Junior).

12 At least 1 year of experience working in an international environment.

13 The following valid Project management certifications:

13.2 Must have (Senior) / Preferable (Junior): PRINCE2 Foundation and PRINCE2 Practitioner **or equivalent**

or

13.3 Must have (Senior) / Preferable (Junior): PMP Project Management Professional **or equivalent**

14 Oral and written English language skills (minimum B2).

Knowledge

The Project Manager must have practical knowledge of the following:

- Project management and team collaboration software (e.g. Microsoft Project, JIRA, Microsoft SharePoint Server)

- Tools used throughout the software development lifecycle

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

- Use of software testing tools within projects.

5.2.2 Requirements for Documentum Solution Architect (Senior and Junior)

Responsibilities

Documentum Solution Architect has a strong hands-on experience with a wide range of Documentum products and is proficient with several views of architecture (such as business, information, application, technical, integration, security). Solution Architect, among others, leads the design of the solutions supported by the project tools for configuration management, quality assurance and testing, etc; leads the definition and implementation of Documentum best practices for ECHA ECM solutions; provides assistance in the resolution of technical issues and technical advice in relation to Documentum technology and applications based on Documentum; assists in the definition and implementation of Documentum best practice.

More specifically, Documentum Solution Architect will contribute to the following deliverables:

- Architecture aspects of solution specifications.

- Overall solution design with various architecture views in conjunction with EMC^2 Documentum.

- Design of for all aspects of solutions, such as workflows, applications, modules, components etc. software artefacts.

- Architecture validation of projects/solutions with regard to the Documentum technology and its use in ECHA

- Creation of proof-of-concepts, prototypes, demos, etc.

- Development options, processes and methods

- Provide technical leadership and guidance to the team members

Qualifications and experience

15   At least 5 years of hands-on experience and solid knowledge in the analysis, design, implementation (configuration and development), and testing of Documentum-based business solutions (Senior).

16   At least 3 years of hands-on experience and solid knowledge in the analysis, design, implementation (configuration and development), and testing of Documentum-based business solutions (Junior).

17   At least 2 years of the above must be with Documentum 6.x or later version.

18   At least 7 years of overall IT experience (Senior).

19   At least 5 years of overall IT experience (Junior).

20   The following valid EMC^2 Documentum certifications:

20.2   Must have (Senior and Junior): EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP, **or equivalent**

20.3   Must have (Senior) / Preferable (Junior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCTA Technical Architect, **or equivalent**

20.4   Preferable (Senior and Junior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCApD Application Developer, **or equivalent**

20.5   Preferable (Senior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCSyA System Administrator, **or equivalent**

21   Oral and written English language skills.

Knowledge

The Documentum Solution Architect must have practical knowledge of the following:

- Documentum Content Server

- Documentum Composer

- Documentum Process Builder

- DFC, DFS, DQL

- Documentum Forms Builder

- TaskSpace

- xCP methodology

- Documentum BAM

- J2EE technologies

- XML technologies

- Software development tools (e.g. Eclipse, SVN, Maven, Ant, continuous integration, JIRA)

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

5.2.3 Requirements for Business Analyst (Senior and Junior)

Responsibilities

Business Analyst analyses requirements (e.g. business, user, functional, non-functional requirements) for ECM solutions in a form (such as process/workflow models, solution specification documents) understandable for both users and technical persons designing, developing, and maintaining the solutions. As part of the requirements analysis, Business Analyst e.g. conducts and facilitates workshops, helps creating prototypes, collects, reviews and validates business information items (e.g. document templates), validates User Acceptance Testing plans and test data, supports business change management, etc.

Qualifications and experience

- At least 4 years of experience in the business analysis of Enterprise Content Management solutions (Senior).

- At least 2 years of experience in the business analysis of Enterprise Content Management solutions (Junior).

- At least 1 year of the above must in relation with Documentum-based solutions.

- At least 5 years of overall IT experience (Senior).

- At least 3 years of overall IT experience (Junior).

- At least 1 year of experience working in an international environment.

- Preferably a valid ECM certification:

- Senior: AIIM ECM Practitioner and AIIM ECM Specialist or AIIM ECM Master, or equivalent

- Junior: AIIM ECM Practitioner, or equivalent

- Oral and written English language skills.

Knowledge

The Business Analyst must have practical knowledge of the following:

- Business Process Model and Notation (BPMN)

- Unified Modeling Language (UML)

- Documentum Composer

- Documentum Process Builder

- xCP methodology

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

5.2.4 Requirements for Documentum Application Specialist (Senior and Junior)

Responsibilities

Documentum application specialist works on implementation projects and application maintenance activities based on Documentum tools. Documentum application specialist participates in the design, configuration and development of the ECM solutions supported by the project tools for configuration management, quality assurance and testing, etc. In the more application maintenance-oriented role, Documentum application specialist works on change and feature requests, bug fixes, etc.

More specifically, the Documentum application specialist normally contributes to the following deliverables:

- Configuration, development, integration and testing of solution technical artefacts using Documentum and other tools used in the project

- Implementation of workflow processes.

- Data analysis and data modelling for ECM solutions.

- In collaboration with other team members, participate in and contribute to other project activities such as design, testing, quality assurance and change management.

Qualifications and experience

- At least 4 years of hands-on experience and solid knowledge in the design and implementation (configuration and development) of Documentum-based business solutions (Senior).

- At least 2 years of hands-on experience and solid knowledge in the design and implementation (configuration and development) of Documentum-based business solutions (Junior).

- At least 1 year of the above must be with Documentum 6.5 or later version.

- At least 5 years of overall IT experience (Senior).

- At least 3 years of overall IT experience (Junior).

- Valid EMC2 Documentum certification:

- Must have (Senior) / Preferable (Junior): EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP, **or equivalent**

- Preferable (Senior and Junior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCApD Application Developer, **or equivalent**

- Oral and written English language skills.

Knowledge

The Documentum application specialist must have practical knowledge of the following:

- Documentum Content Server

- Documentum Composer

- Documentum Process Builder

- DFC, DFS, DQL

- Documentum Forms Builder

- TaskSpace

- xCP methodology

- Documentum BAM

- J2EE technologies

- XML technologies

- Software development tools (e.g. Eclipse, SVN, Maven, Ant, continuous integration, JIRA)

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

5.2.5 Requirements for Documentum System Administrator (Senior and Junior)

Responsibilities

The Documentum system administrator installs, administers monitors and maintains the Documentum platform in different environments to ensure it is stable and operational, and resolves any related issues. Documentum system administrator also supports the technical design and architecture of the Documentum implementations. Documentum system administrator normally also participates in the activities such as Documentum version upgrades, patching and fixing; Documentum system migrations; change management process.

Qualifications and experience

- At least 3 years of hands-on experience and solid knowledge in the administration, and operations of Documentum-based business solutions (Senior).

- At least 1 year of hands-on experience and solid knowledge in the administration, and operations of Documentum-based business solutions (Junior).

- At least 1 year of the above must be with Documentum 6.x or later version.

- At least 5 years of overall IT experience (Senior).

- At least 3 years of overall IT experience (Junior).

- Valid EMC2 Documentum certification:

- Must have (Senior) / Preferable (Junior): EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP, **or equivalent**

- Preferable (Senior and Junior): EMC Proven Specialist Credential for Documentum Content Management / Documentum xCP, EMCSyA System Administrator, **or equivalent**

- Oral and written English language skills.

Knowledge

The Documentum system administrator must have practical knowledge of the following:

- Documentum Content Server

- Documentum Administrator

- Documentum (Headless) Composer

- Installation, configuration and patching of Documentum products

- Administration and operations of Documentum repositories

- Documentum upgrades and migrations

5.2.6 Requirements for Developer (Senior and Junior)

Responsibilities

The Developer produces software artefacts in line with the specifications and quality criteria identified in each individual assignment. The Developer is normally needed for specific needs when a non-Documentum software artefact is required to be developed as part of the overall Documentum platform.

Qualifications and experience

- At least 3 years of overall IT experience (Senior).

- At least 1 year of overall IT experience (Junior).

- Oral and written English language skills.

Knowledge

The Developer must have practical knowledge of the following:

- Java and J2EE technologies

  or

  .NET and Microsoft Solutions Framework

- XML

- XSL

5.2.7 Requirements for Test Manager

The Test Manager, among others, prepares, develops and maintains the test plans; manages and coordinates overall test activities and deliverables of the project or solution.

Qualifications and experience

- At least 4 years of hands-on experience related to software testing.

- At least 2 years of experience in managing software testing.

- Valid testing certification:

Preferable: ISTQB Framework Foundation Level (CTFL) , or equivalent

Preferable: ISTQB Framework Advanced Level (CTAL) , or equivalent

Preferable: ISTQB Framework Test Level (CTEL) - Test Management, or equivalent

Preferable: ISTQB Framework Test Level (CTEL) - Test Process Improvement, or equivalent

Preferable: ISTQB Framework Test Level (CTEL) - Test Automation, or equivalent

- Oral and written English language skills.

Knowledge

The Test Manager must have practical knowledge of the following:

- Software test products and suites (such as HP Quality Centre)

- Tools used throughout the software development lifecycle

- Project management and team collaboration software (e.g. Microsoft Project, JIRA, Microsoft SharePoint Server)

- Software development methods (such as SCRUM, RAD, RUP, Software prototyping)

- Change management processes

5.2.8 Requirements for Tester

Responsibilities

The Tester, among others, defines test plans, test cases; constructs test scenarios and scripts; executes and coordinates the tests; and reports test results.

Qualifications and experience

- At least 1 year of hands-on experience related to software testing.

- Valid testing certification:

    Preferable: ISTQB Framework Foundation Level (CTFL) , **or equivalent**

    Preferable: ISTQB Framework Advanced Level (CTAL) , **or equivalent**

- Oral and written English language skills.

Knowledge

The Tester must have practical knowledge of the following:

- Software test products and suites (such as HP Quality Centre)

5.2.9 Requirements for Application Support Expert (End-user support)

Responsibilities

The Application support expert provides 1st/2nd line support to the end-users related to the issues, problems, questions about the ECM solutions in use.

Qualifications and experience

- At least 3 years of overall IT experience.

- At least 1 year of hands-on experience and solid knowledge of Documentum.

- Valid EMC2 Documentum certification:

  Preferable: EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP, **or equivalent**

- Oral and written English language skills.

Knowledge

The Application support expert should have practical knowledge of the following:

- Documentum Content Server

- Documentum Administrator

- Documentum Process Builder

- Documentum Composer

- TaskSpace

- Incident management tools (such as BMC Remedy)

5.2.10 Requirements for Business Change Expert

Responsibilities

The Business change expert provides assistance, support, training, and knowledge transfer to the ECM users on the ECHA ECM solutions, practices, procedures, etc. This may include presentations, newsletters, user manuals and guidelines, trainings, workshops and similar tools of information sharing. The business change expert will help end users to get their job done.

Qualifications and experience

- At least 5 years of overall IT experience.

- At least 3 years of experience in business change management related to the use or adoption of Enterprise Content Management solutions.

- At least 1 year of experience of Documentum.

- Valid EMC2 Documentum certification:

  Preferable: EMC Proven Associate Credential (EMCPA) for Documentum Content Management / Documentum xCP, **or equivalent**

- At least 1 year of experience working in an international environment.

- Oral and written English language skills.

Knowledge

The Business Change Expert should have practical knowledge of the following:

- Computer-based training tools

- Presentation tools

- Word processing tools

- Audio-visual tools"