EUROPEAN COMMISSION
DIRECTORATE-GENERAL MIGRATION and HOME AFFAIRS

Directorate E: Migration and Security Funds; Financial Resources and Monitoring
Unit E1: Union Actions

Brussels,
HOME/   ARES (2017)

REGISTERED LETTER

Subject: **Administrative Arrangement N. JRC.34424-2017 NFP
HOME/2017/ISFP/AA/SCRZ/0034**

Dear ▓▓▓▓▓▓▓▓▓,

Please find enclosed two copies of the AA already signed by the Commission. Please return one signed copy to the following address:

European Commission
Directorate-General HOME
Directorate E – Unit E1

LX-46 5/76
B-1049 Brussels

I would like to draw your attention to the fact that:

- in case the AA is not dated and duly signed within one week of this letter, it will be cancelled and considered as void,

- in case the AA is not duly signed, initialled by the authorized person, the Commission reserves itself the right to cancel its commitment under it,

- in the event of any alteration or modification made to the text of the AA or its annexes, it could be regarded as null and void and the Commission will no longer be bound by this AA.
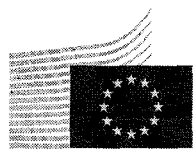
Yours sincerely,

Head of Unit

Annexes: 2 copies of the AA with annexes.

European Commission
Joint Research Centre
Directorate R – Resources
Unit R.07 – Budget and Accounting
CDMA 05/028
Attn: ▓▓▓▓▓▓▓▓▓▓

EUROPEAN COMMISSION
DIRECTORATE-GENERAL MIGRATION AND HOME AFFAIRS
and
EUROPEAN COMMISSION
JOINT RESEARCH CENTRE

ADMINISTRATIVE ARRANGEMENT

N °JRC.34424-2017 NFP / N° HOME/2017/ISFP/AA/SCRZ/0034

BETWEEN

DIRECTORATE GENERAL FOR HOME AFFAIRS (HOME)

AND

DIRECTORATE GENERAL JOINT RESEARCH CENTRE (JRC)

According to the Council conclusions of 26.04.1994 (J.O. C 126 of 7.05.1994 p.1) on the role of the JRC;

According to the offer supplied by the JRC to DG HOME on its request;

According to the actions under Annual Programme of the programme "Internal Security Fund - Police" DG HOME entrusts the JRC, Directorate Competences with the execution of the above mentioned project;

1) The present Administrative Arrangement is established between DG HOME which is represented, for the purpose of signing this Administrative Arrangement, by the Head of Unit E1, Directorate E of the above-mentioned Directorate General, and the Joint Research Centre, hereinafter referred to as the "JRC", represented for the purpose of signing this arrangement by the Director of Directorate Competences.

2) The purpose of this Administrative Arrangement is to provide support: to strategic analysis and response, develops risk assessments for security threats and crisis management.

   The work to be realised under the execution of the above mentioned project "STAR 2018" is described in Annex I, 'technical specifications' to the present Administrative Arrangement.

3) The JRC shall perform the work, defined in Annex I "technical specifications", within **15 months** counted from **18/12/2017**.

4) Any delay in the performance of the work must be immediately notified to DG HOME in charge of the monitoring of the Project.

5) The JRC.I.3 shall make available the personnel necessary for the performance of the project. Note: As reported in point 7 of the document "TERMS OF REFERENCE To the Administrative Arrangement between DG HOME & DG JRC". In addition DG HOME will provide two Intra-muros resources, working on a full time basis to help on the implementation of the current Administrative Arrangement and particularly in the operational use of EMM in DG HOME.

6.1) The cost of the work performed by the JRC is estimated at **156.169 EURO**. It shall be totally financed by the General Budget and transferred to the JRC, in accordance with point 7). This budget covers work packages WP1 to WP3 and WP5 as per Annex I – The technical offer.

6.2) In addition, DG HOME may request in writing work package WP4 as per Annex I, for an additional maximum price of **EUR 100.000,00** (one hundred thousand euros).

7) The credits necessary to cover the expenditure related to the performance of this work shall be made available to the JRC for services rendered when these services have been performed to the satisfaction of the DG HOME according to the Commission's accounting rules on the internal invoicing. The sums shall be transferred from the budget line 18.020102 (*of the DG*) to the Legal Entity File (LEF) number 6999999009 (*of the JRC*) mentioning the Recovery Order (RO) number. The JRC will produce a debit note for each payment. Payments shall be made in accordance with the payment plan mentioned below and subject to any special provision (e.g. linked to approval of reports) as specified in the Annex I:

  - A first payment of **78.084,50 EURO** (corresponding to 50% of the costs of work) on signature of the present Arrangement
  - A final payment of the balance at the end of the contract.

8) As far as possible the technical specifications shall include details on the part of work to be subcontracted such as the identity of the sub-contractor if known, the description the tasks to be sub-contracted and their estimated value or amount paid to the sub-contractor.

For subcontracts that have not been detailed in the technical specifications and whose value exceeds Euro 15,000:

  - The JRC shall seek prior written agreement from DG HOME before proceeding with sub-contracting parts of the work.

  - The request for agreement from DG HOME to the sub-contracting shall bear a detailed description of the services that will be tendered, of their estimated value and the identity of the sub-contractor if known.

  - For subcontracts whose value is above Euro 60,000 DG HOME will be given the option to participate in the (opening and) evaluation of tenders.

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9) Any modification of the present arrangement and its annexes shall be the subject of a written agreement having the same form of the present arrangement.

10) The title of the project as quoted under point 2 and the number of the present Arrangement shall appear on any report, correspondence or cost statement concerning the same subject.

11) Ownership of any results as well as of any intellectual property (IP) rights thereto, whether generated or obtained in performance of the Administrative Arrangement, shall be regulated by the provisions established in Article 18 of the Staff Regulations.

12) DG HOME shall be responsible for the decisions related to the afore-mentioned IP rights in accordance with applicable Commission internal rules and policies. Without prejudice to any prevailing legal principles such as confidentiality and data protection, the terms of this Administrative Arrangement do not derogate to any Commission policies regulating the use of Commission documents or of other forms of results in so far as applicable to the subject matter herein.

13) All the correspondence concerning the present Arrangement shall be in written form and shall be forwarded to the following addresses:

for DG HOME

A.   For administrative matters
European Commission
DG HOME
DDG1.E.1 – Union Actions
LX46 05/076

B.   For technical matters
European Commission
DG HOME
A.4.002 – Knowledge hub for migration and security
LX46 03/055

for the JRC

A.   For administrative matters
European Commission
Joint Research Centre
Directorate R – Resources
Unit R.07 – Budget and Accounting
CDMA 05/028

B.   For technical matters
European Commission

Joint Research Centre
Directorate I – Competences
Unit.I.03 – Text & Data Mining
44 00/23
I – 21027 ISPRA (VA) - Italy

14) The following documents form an integral part of this arrangement.
- Annex I Terms of Reference
- Annex II Technical Annex and financial offer

For the DG HOME

Head of Unit E1

For the JRC

Acting Director Competences

Signature: _____

Date: ___13/12/2017___

Signature: _____

Date: _____

In duplicate in English

A satisfaction questionnaire will be supplied with the final contract deliverable. Feedback is however welcome at any time during the contract.

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TERMS OF REFERENCE
To the
Administrative Arrangement between DG HOME & DG JRC

1. INTRODUCTION

1.1. BACKGROUND

The cooperation between DG HOME and the JRC in the field of open sources information has started in 2007 with the signature of a first Administrative Arrangement[1] in the field of Open Sources Intelligence (OSINT).

By taking stock of the growing use of the Internet by criminal and terrorist groups, the Commission recognised the need to support and enhancing Law Enforcement capacity in the use of OSINT as an important component of the overall strategy to fight terrorism and criminal organisations.

Based on the significant experience developed by the JRC in the advanced searching and internet content analysis, the primary objective of this first arrangement[2] has been the transfer of these research techniques to operational usage in Member States by facilitating the setting up of an OSINT user's community, encouraging awareness and exchange of best practices.

The main deliverable within the first Administrative Arrangement has been the development of the OSINT Suite software which is a tool supporting several phases of the intelligence gathering process by finding, acquiring and analysing data from the Internet. The OSINT Suite tool, which is free of charge[3] for Law Enforcement organisations, has been largely appreciated by law enforcement authorities and different License Arrangements have been signed with Law Enforcement Authorities in Member States.[4]

The increasing demand manifested by OSINT users to continue being supported by the Commission in enhancing their OSINT capacity has ended up with the signature of a second arrangement signed in October 2011 for a period of two years.

While continuing the development of the OSINT Suite tool, the establishment of an online OSINT field handbook[5], , the ongoing arrangement foresees two further major components, namely a) the possibility for Member States authorities to be supported by the JRC in the initial setting up of the EMM[6] server, including the necessary training support[7]. b) Support to the recently established DG HOME STAR "Strategic Analysis and Response" capability by providing access and training to the EMM desktop application.

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[1] N. 30637-2007-06 AICO ISP BE
[2] Administrative Arrangement
[3] On condition to sign a License Agreement with the JRC.
[4] Federal Police / Belgium, Bio Security Centre Copenhagen / Denmark, Ministry of Interior / Austria, Ministry of Interior - Police Nationale / France, Federal Judicial Police Gent / The Netherlands, Federal Tax Administration / Belgium, Ministry of Interior - Police / Slovenia, Police Headquarters CT Office / Cyprus, Police Rotterdam / The Netherlands, VSSE / Belgium
[5] Describing best practices in the use of OSINT for law enforcement purpose.
[6] European Media Monitoring
[7] A tailored version of EMM (so called ODIN) is currently used by the EU Sitcen

1.2. Way forward: support to DG HOME Open Sources Information gathering and analysis capacity.

The "strategic analysis and response" capability is currently established in Unit A4 "knowledge hub for migration and Security". This established capability, which holds a key role in developing a risk assessment process related to security threats as well as a crisis management capacity in DG HOME, operates in DG HOME's Secure Zone which is a secure facility accredited for the handling, processing and storing of EU classified information up to SECRET EU.

The capacity of finding, extrapolating and analysis open sources information is an essential component of the new "strategic assessment and response" capability (A4). This requires the transfer of the research techniques developed by JRC to operational usage in DG HOME Secure Zone.

Supporting tools such as EMM (European Media Monitoring) and the OSINT Suite will support the new capability both in its analysis and crisis management dimensions. The recently established STAR capability will measure its success in its capacity to support policy development and becoming a credible strategic analysis provider. Achieving such an objective will necessarily require, among others, supporting gathering information/analysis tools.

The new Administrative Arrangement between DG HOME and JRC will support DG HOME open sources gathering and analysis capability through the installation, maintenance, use and further development of both EMM and the OSINT suite. The JRC will also make available the necessary expertise to allow a fully autonomous use of these tools.

2. PURPOSE

The aim of the current Administrative Arrangement is to Support the DG HOME in the maintenance, use and further development of the EMM tool.

3. CONTENTS

3.1 Support to DG HOME "strategic analysis and response" capability

3.1.1 Support to the use and installation of new & update EMM modules, in particular "early warning" modules when they become available. EMM is constantly evolving and new analysis capabilities will be made available to DG HOME

3.1.2 Supporting DG HOME in the setting up of relevant categories for areas of interest. The information retrieved pertaining to these categories will be visible through the DG HOME version of EMM. This will include the necessary training support.

3.1.3 Supporting DG HOME in the initial installation and use of the OSINT Suite in DG HOME secure zone. That includes the necessary training support and clarification of technical, security and operational aspects of the deployment.

3.1.4 Support to DG HOME in the production of open sources daily products.

3.1.5 Setting up of a DG HOME "crisis management portal" to support DG HOME Duty Function capacity in the management of crisis within DG HOME policy area. That includes access to technologies hosted at JRC/Ispra site to enable mapping/visualisation of events.

3.1.6 Support to DG HOME in the management and integration in EMM of commercial open sources providers

3.1.7 DG HOME will provide the required Intra-muros resources, allocated under the Secure Zone ISF-P Annual Work Program budget. Working on a full time basis to help on the implementation of the current Administrative Arrangement. These consultants will have a suitable level of experience in open source intelligence and its analysis, combined with the IT experience needed in order to analyse the requirements for the system and to specify and implement the changes needed to customise it as required, for example through the definition of specific EMM categories. This level of experience would correspond, for example, to the relevant profile specified in the ESP-DESIS III framework contract managed by DIGIT

These staffs are needed to ensure a smooth implementation and transfer of the necessary knowledge to DG HOME operational staff to discard any operational risk and to facilitate a common understanding of the operation of the concerned systems.

4. INFORMATION TO BE PRESENTED IN THE OFFER

The JRC is required to present a detailed action plan describing how it wants to achieve the delivery of the services within the contractual timeframe.

The offer will present in a structured way:

- An understanding of the purpose of the services and the nature of the tasks to be undertaken. Details should be given on a preliminary assessment of the difficulties and expected results.
- The proposed work packages to deliver the outlined services and deliverables
- The proposed team organisation and structure which will be put in place to achieve the expected results.
- Detailed costs break down for the work packages (price) and presenting the respective roles and workload of all the profiles needed to support implementation of these systems.

5. REPORTS AND DOCUMENTS TO BE SUBMITTED

The JRC shall be required to submit the following reports, in English:

5.1. Inception report

The JRC shall submit a draft inception report two weeks after the execution of the tasks under the present Administrative Arrangement begins.

The draft inception report shall include a detailed project plan for the first six months, the composition of the team of experts and a description of the planned activities. A revised document, based on the discussions in the kick-off meeting, shall be delivered within two week after the meeting.

5.2. First Interim report

The JRC shall submit a draft interim report to DG HOME within seven months from the date on which the execution of the tasks under the present Administrative Arrangement begins and present it to DG HOME in a meeting.
This document shall consist of:
- An executive summary consisting of a succinct (typically less than three main body text pages) to update on the activities carried out
- A progress report indicating main difficulties encountered and results obtained
- An update of the work plan for the remaining period
- Annexes listing documentary information gathered, relevant contacts made, meetings held.

The draft interim report shall be provided in paper form and electronically. DG HOME shall comment on the interim report within twenty days of reception. The JRC shall submit updated documents within fourteen days of receiving DG HOME's comments.

5.3. Second Interim report

The JRC shall submit a draft interim report to DG HOME within **9 months** from the date on which the execution of the tasks under the present Administrative Arrangement begins and present it to DG HOME in a meeting.
This document shall consist of:
- An executive summary consisting of a succinct (typically less than three main body text pages) to update on the activities carried out
- A progress report indicating main difficulties encountered and results obtained
- An update of the work plan for the remaining period
- Annexes listing documentary information gathered, relevant contacts made, meetings held.

DG HOME shall comment on the interim report within twenty days of reception. The JRC shall submit updated documents within fourteen days of receiving DG HOME's comments.

5.4. Final report

The JRC shall submit a draft final report, including a financial report with detailed effective costs per work package, within **14 months** from the date on which the Administrative Arrangement is signed, and present it to DG HOME in a meeting. This report shall also describe the work accomplished and the results obtained when carrying out the contract.

DG HOME shall have **twenty five days** from receipt to approve or reject the report, and the JRC shall have **fourteen days** in which to submit additional information or a new report.

The final report shall be approved by DG HOME in writing, and in any case will deemed to have been accepted if DG HOME does not communicate any comments to the JRC within forty five days of the date of receipt of the study.

6. DURATION OF THE CONTRACT

The duration of the administrative arrangement shall be **15 months**.

7. WORK CONDITIONS

7.1. Place of work

The work shall be carried out on the premises of the JRC (Ispra) and DG HOME (Brussels)

7.2. Missions

The JRC may need to carry out missions in order to obtain information necessary for carrying out activities foreseen in the Administrative Arrangement. Steering meetings with DG HOME will in principle be held in Brussels. The cost of such missions shall be integrated in the overall costs of the study.

7.3. Workshops

When justified, networking activities such as workshops in order to reinforce the exchange of information with external experts or stakeholders may be organised. The JRC will invite DG HOME to such activities and will report specifically on the results. The costs of such workshops should be integrated in the financial proposal.

7.4. Confidentiality and security clearances

The JRC shall ensure that members of the team, who might have access to classified information for the purpose of the actions to be carried out, have valid and appropriate security clearances.

7.5. Meetings with DG HOME

The JRC may be requested, and should be prepared, to attend a kick-off meeting at DG HOME's premises in Brussels. At least two additional meetings in Brussels should be foreseen for the discussion of both the draft interim reports and the draft final report.

8.MAXIMUM BUDGET

The maximum amount available for presenting the study is **260.000 Euro**.

The budget is indicated in line with the principle of sound financial management, and the principles of economy and value for money shall prevail.

While setting the travel budget, the JRC is invited to take into account the requirements and the geographical coverage needed.

The financial proposal should be split per group of tasks, differentiating for each task human resources costs, infrastructure costs, administrative furniture's costs, meetings and missions' costs. These costs should be all inclusive over the duration of current AA 15 months.

Technical Annex To
Administrative Arrangement between
DG JRC & DG HOME

This technical annex describes the work to be carried out by DG JRC under the Administrative Arrangement between DG JRC and DG HOME concerning the support to the use of EMM in the secure zone and to the activities related to the OSINT Suite and its community.

1 Introduction and Background

Open Source Intelligence (OSINT) is playing an increasingly crucial role in the overall process of intelligence gathering.

A "Strategic Analysis and Response" capability (STAR) has been established within DG HOME Unit A4 "knowledge hub for migration and Security". This capability holds a key role in developing a risk assessment process as well as a crisis management capacity in DG HOME. To perform this task, both classified and open source material will be gathered for analysis and evaluation. The gathering, processing and analysis of the open source material are the main subject of this Technical Annex.

Although the material gathered is non-classified and predominantly originating from 'open sources', the collated material and any added information may subsequently be considered classified. For this reason, STAR operates in DG HOME's secure zone.

To support this work, tools are needed to collect, analyse and process information from open sources and to create information products that can be used by the analysts.

The Joint Research Centre (JRC) has developed considerable experience in advanced open source text mining and analysis for Open Source Intelligence (OSINT). Most notably it has developed two media monitoring systems that facilitate the work of OSINT analysts. The first tool is the Europe Media Monitor (EMM Server) which is a server based suite of applications used to perform almost real-time media monitoring and data analysis. It has already been adopted by EU Institutions and some Member States' law enforcement authorities. The second tool, called EMM OSINT Suite, is a tool which can be installed directly on the desktop computer of OSINT analyst and serves as a baseline tool to be used in law enforcement.

1.1 Purpose of the Services

The aim of the current Administrative Arrangement is to support DG HOME's open source monitoring, harvesting and analysis capability based in the DG HOME secure zone. This includes the maintenance, use and further development of the customised version of EMM established in DG HOME's secure zone.

Customised versions of both EMM software and OSINT Suite have been supplied to DG HOME under previous Administrative Arrangements. JRC will maintain this software, provide and install upgrades to the latest versions, and install enhancements and new modules when available.

Using remote access facilities provided by DG HOME, the JRC will provide the following remote support activities to the EMM software installed in the secure zone:

- Helpdesk (email support, problem tracking)
- Daily monitoring of EMM software
- Remote problem solving (fixing configuration, restarting as needed)
- Software upgrades
- Support for source management
- Support for template creation

The approach through which DG HOME will provide remote access to the JRC will be agreed. JRC would prefer RDP over a VPN, but is open to other solutions as long as they provide full remote desktop access to the servers

New modules, especially related to social media monitoring and event detection and extraction will be installed when they become available. The support will also include regular updates to the system.

2   Work Packages

The work to be carried out has been divided into several work packages (WPs). Some of these work packages result in a clear deliverable; others describe a more continuous support activity for the duration of the AA, especially the work carried out by support team at the JRC premises and the continuously operational of the EMM core system itself. The different activities are limited by the allocated resources for time and effort of each work package.

2.1   WP1 Maintain JRC Tools for STAR

2.1.1   Description

Under a previous AA the software developed by the JRC has been installed to support the STAR capability. The software is used fully autonomously by DG HOME within the secure zone. The JRC undertakes tasks to keep the software tools operational and updated. This comprises the installation of patches as well as the upgrade of the system with new functionality. This support activity comprises both EMM server software as well as the stand-alone desktop tool kit EMM OSINT Suite.

The following support activities are needed:

- Remote technical support to operations and maintenance of EMM system.
- Remote installation of updates to EMM and Windows software.
- Helpdesk support via email and / or bug tracking software for issues found with the EMM system (including NewsDesk, NewsBrief, Category Editor) and the EMM OSINT Suite
- Support for the definition and refinement of categories and the integration of further sources into the EMM system
- Installation of new functional modules
- Training of DG HOME staff in new functionality
- Support for the integration of third party open source providers (on request)

New functionality will most likely include:

- Latest MyNews user customisable web interface presenting tailored selection of news topics.
- Further languages for automatic translation

- Improved event metadata extraction.
- Integration of social media monitoring components

This work package does not include the purchase of the necessary hardware capacity to run and upgrade the system. The necessary hardware will be provided by DG HOME. Nevertheless, this work package includes the recommendations and advice on how to update, replace or complete the IT architecture and infrastructure to run efficiently the all EMM software packages.

2.1.2 Deliverables
- EMM Software Tools for STAR kept operational (Technical support, online documentation, helpdesk)
- Support for definition and refinement of categories and new sources
- Installation of new modules including training
- (on request) integration of third party open source providers

2.1.3 Time and Effort
- 3 PM[1] Internal Staff
- 3 PM consultant
- 1 Mission to Brussels

2.2 WP2: Workshops Open Source and Social Media Information

2.2.1 Description
In the past years, DG HOME and the JRC have established a community of OSINT practitioners from MS law enforcement authorities and EU institutions. This community gathers yearly for a workshop to exchange best practices and to train practically the use of open source tools such as JRC's OSINT tools which DG HOME and the JRC share with MS authorities.

In recent years, the use of open source social media information has emerged as an important field of interest for European Institutions and MS authorities.

The JRC is tasked to organise at least two workshops for EU institutions and MS law enforcement authorities with the following intentions:

- Exchange best practices in the use of open sources between MS and EU institutions
- Train in the use of OSINT tools, such as JRC's EMM tools
- Gather requirements and analyse existing gaps in the use of social media information by EU institutions and MS authorities
- Foster networking of MS and EU practitioners in the OSINT field

DG HOME and the JRC will decide on the following points regarding the organisation of these workshops:

- Invited participants (MS authorities, EU institutions)
- Date, location and duration of the events
- Format (presentations, hands-on exercises) and topics covered

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[1] The allocated staff resources are measured in Person Month (PM).

2.2.2 Deliverables
- Organise two workshops for MS authorities and EU institutions
- Provide supporting online event web site
- Document summarising results of workshop

2.2.3 Time and Effort
- 1.5 PM Internal Staff
- Workshop costs (expert expenses, venue, catering, etc.)

2.3 WP3 Disseminate and Enhance EMM OSINT Suite

2.3.1 Description
The EMM OSINT Suite toolkit is in use by several law enforcement authorities to exploit open source information. However, further dissemination is needed to bring the software to users in law enforcement authorities.

A prior usage evaluation has shown that training is crucial for further dissemination and application of the software in MS authorities. Trainings with existing and new OSINT Suite users have proven to be very effective because immediate user feedback is gathered, and the software can be customised to the needs of the user. These trainings may be at JRC's premises as well as on-site with MS authorities.

In order to exploit the full potential of the software the following tasks are planned:

- Maintain operational status of core functions
- Keep documentation updated and relevant
- Modularise and open functional components
    - o Improve agility to responding to new requirements faster
    - o Allow integration of functions into tool chains of MS and EU authorities
    - o Achieve synergies with other tools, such as EMM Server applications
- Add functions to exploit open source information from social media

The integration of social media functionality shall be done based on requirements gathered with users of the software (see 2.2) and be coordinated with social media functionality of EMM Server applications.

2.3.2 Deliverables
- Trainings with existing and prospective users
- Information web site and material
- Bug fixing and feature releases
- Modularisation of software and new functions (esp. for social media)

2.3.3 Time and Effort
- 8 PM Internal staff
- 3 Missions to MS authorities for training purposes

2.4 WP4 (optional) Improve Social Media Monitoring capabilities of STAR

2.4.1 Description
On request by DG HOME the EMM system for STAR will be extended to improve monitoring of social media. The requirements gathered in WP2 shall be used to define the exact scope of the improvements.

Improvements may take into consideration the following aspects for Twitter and Facebook:

1. Monitoring tweets related to categories in use by STAR, collating and identifying the most active Twitter users and most commonly tweeted URLs
2. Investigating attitudes towards relevant policy topics (e.g. migration), and related trends, through analysis of related narratives
3. Monitoring of Facebook is done through the public search API, to identify and categorise posts and comments relevant to STAR categories (e.g. migration).

The improvements in social media monitoring need to be coordinated with category improvements, such as planned for WP1.

2.4.2 Deliverables
- Functional improvements to monitor social media sites
- Training of STAR staff in the use of the new functions

2.4.3 Time and Effort
- 10 PM Consultant

2.5 WP5 Management and Reporting

2.5.1 Description
JRC will coordinate the various tasks within this Administrative Arrangement to ensure that the work is completed as planned and deliverables are provided on time.

2.5.2 Deliverables
The JRC shall be required to submit the following reports, in English:

2.5.2.1 Inception report
The JRC shall submit a draft inception report two weeks after the execution of the tasks under the present Administrative Arrangement begins (KO – Kick Off).

The draft inception report shall include a detailed project plan for the first six months, the composition of the team of experts – with a focus on the external services - and a description of the planned activities. A revised document, based on the discussions in the kick-off meeting, shall be delivered within two weeks after the meeting.

2.5.2.2 Interim report
The JRC shall submit a draft interim report to DG HOME within six months from the date on which the execution of the tasks under the present Administrative Arrangement begins and present it to DG HOME in a meeting.

This document shall consist of:

- An executive summary consisting of a succinct (typically less than three main body text pages) to update on the activities carried out
- A progress report indicating main difficulties encountered and results obtained
- An update of the work plan for the remaining period
- Annexes listing documentary information gathered, relevant contacts made, meetings held.

The draft interim report shall be provided in paper form and electronically. DG HOME shall comment on the interim report within twenty days of reception. The JRC shall submit updated documents within fourteen days of receiving DG HOME's comments.

2.5.2.3 *Final report*

The JRC shall submit a draft final report, including a financial report giving details of the effective costs per work package, within **fourteen months** from the date on which the tasks under the present Administrative Arrangement begin and present it to DG HOME in a meeting. This report shall describe the work accomplished and the results obtained when carrying out the contract.

DG HOME shall have forty-five days from receipt to approve or reject the report, and the JRC shall have fourteen days in which to submit additional information or a new report.

The final report shall be approved by DG HOME in writing, and in any case, will deemed to have been accepted if DG HOME does not communicate any comments to the JRC within forty-five days of the date of receipt of the study.

2.5.3 Time and Effort
- 0,5 PM Internal Staff
- 2 Missions to Brussels

3 Duration of the Contract

The duration of the Administrative Arrangement shall be 15 months.

4 WORK CONDITIONS

4.1 Place of work

The work shall be carried out on the premises of the JRC (Ispra) and DG HOME (Brussels)

4.2 Missions

The JRC may need to carry out missions to obtain information necessary for carrying out activities foreseen in the Administrative Arrangement. Steering meetings with DG HOME will in principle be held in Brussels. The cost of such missions shall be integrated in the financial proposal.

4.3 Workshops

When justified, networking activities such as workshops to reinforce the exchange of information with external experts or stakeholders may be organised. The JRC will invite DG HOME to such activities and will report specifically on the results. The costs of such workshops should be integrated in the financial proposal.

4.4 Confidentiality and security clearances

The JRC shall ensure that members of the team and external service providers, who might have access to classified information for the purpose of the actions to be carried out, have valid and appropriate security clearances.

4.5 Meetings with DG HOME

The JRC may be requested, and should be prepared, to attend a kick-off meeting at DG HOME's premises in Brussels. At least two additional meetings in Brussels should be foreseen for the discussion of both the draft interim reports and the draft final report.

5 Risks and dependencies

A risk exists with respect to the required security clearance for the consultants. The consultants should have a security clearance. Early identification of potential consultants and request for clearance is therefore necessary to provide the requested services in case of any replacement to be managed over the AA duration or any further extension.

6 Deliverables Summary

WP	Ref	Description	Due Date
1	D 1.1	EMM Base system for STAR kept operational (Technical Support, Online documentation, Helpdesk)	Duration of AA
	D 1.2	Support for definition and refinement of categories and sources and third party open source providers	Duration of AA
	D 1.3	Installation of new modules including training	After availability
2	D 2.1	Organise two workshops for MS authorities and EU institutions	Duration of AA
	D 2.2	Provide supporting online event web site	Duration of AA
	D 2.3	Document summarising results of workshop	After workshop + 1 month
3	D 3.1	Trainings with existing and prospective users	Duration of AA
	D 3.2	Information web site and material	Duration of AA
	D 3.3	Bug fixing and feature releases	Duration of AA
	D3.4	Modularisation and new functions (esp. social media)	
4 (optional)	D 4.1	Functional improvements to monitor social media sites	On request during duration of AA
	D 4.2	Training of STAR staff in the use of new functions	On request during duration AA
5	D 5.1	Inception Report	KO + 2 weeks
	D 5.2	First Interim Report	KO + 6 months
	D 5.3	Final Report	KO + 14 months

7 Team Organisation

The team is composed of JRC staff (officials) and external consultants. The JRC ensures that all members of the team have the appropriate security clearances required for the tasks allocated to them.

The project leader will be ████████████ ; he will be responsible for overall coordination.

The EMM Senior Expert, ████████████ , will provide support

The team of consultants at JRC includes a range of different profiles, including end user support, helpdesk, user interface design and analysts, complementing the researchers who work on various aspects of computational linguistics such as entity recognition, sentiment analysis etc. The most appropriate combination of these experts is used for the analysis and implementation of the software. The specific contracts for each consultant specify the skills required and refer to the different projects on which that consultant will work, as it would be impractical to make a specific contract for each consultant for every project.

DG HOME will provide required intra-muros resources, working on a full-time basis to support the implementation of the current Administrative Arrangement and particularly in the operational use of EMM in DG HOME.

Their support will focus mainly on:
- Ensuring a smooth implementation of a pre-analytical capability and transfer of necessary knowledge on the use of EMM and related products to DG HOME staff, reducing operational risk and facilitating a common understanding of the systems.
- Development of new categories, refinement of existing categories to fit DG HOME areas of interest and production of open source daily products.
- Internal training and support for consultants from the JRC team.

8 Indicative Budget Breakdown*

WP	Title	Cons PM	Staff PM	Missions	Mission Days	Consultant Cost	Staff Cost	Mission Cost	Specific Credits	Total Cost
WP1	Maintain JRC Tools for STAR	3	3	1	2	30000	21039	2000	0	53039
WP2	Workshops Open Source and Social Media Information		1.5			0	10519.5	0	25000	35519.5
WP3	Disseminate and Enhance EMM OSINT Suite		8	3	6	0	56104	6000	0	62104
WP4 (opt)	Improve Social Media Monioring of STAR	10	0			100000	0	0	0	100000
WP5	Management and Reporting		0.5	2	2	0	3506.5	2000	0	5506.5
		13	13	6	10	130000	91169	10000	25000	256169

Notes
- Consultant costs are calculated using an average of 10000 €/PM, according to the average daily cost of consultants under the current framework contracts.
- Staff costs are calculated using an average of grades tasked with the work packages

* All amounts are overhead included using marginal overhead cost model