1. BACKGROUND

1. INTRODUCTION

Administrative Arrangement between DC HOME & DC IRC
3. CONTENTS

The aim of the current Administrative Arrangement is to support the DO HOME in the

2. PURPOSE

The new Administrative Arrangement between DO HOME and JIC will support the DO HOME

The objectives will necessitate certain changes, supporting the adaptation and development of secure

Supporting risks such as EMK (mislabeled strategy monitoring) and the ODM suite will

The security of the necessary information is developed by IC to operational needs. This

The capability of sharing information and analysis open sources information which is essential

The support to DO HOME Open Source Information Gathering and

1.2. WHY? Partner support to DO HOME
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 ISP-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

5.1 Inception report

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

The draft inception report shall include a detailed description of the tasks and a description of the planned activities. A revised document based on discussion at the kick-off meeting shall be delivered within two weeks 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 begins under the present Administrative Arrangement begins and shall present it to DG HOME in a meeting. This document shall consist of:

- An executive summary containing a succinct description of the activities performed and results obtained,
- An update of the work plan for the remaining period, with progress report indicating main difficulties encountered and results obtained,
- A progress report outlining main activities carried out, and
- A review of lessons learned and recommendations for the future.

The draft interim report shall be provided in paper form and electronically to DG HOME.

5.3 Second Interim report

The JRC shall submit a draft interim report to DG HOME within nine months from the date on which the execution of the tasks begins under the present Administrative Arrangement begins and shall present it to DG HOME in a meeting. This document shall consist of:

- An executive summary containing a succinct description of the activities performed and results obtained,
- An update of the work plan for the remaining period, with progress report indicating main difficulties encountered and results obtained,
- A progress report outlining main activities carried out, and
- A review of lessons learned and recommendations for the future.

The draft interim report shall be provided in paper form and electronically to DG HOME.

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 present Administrative Arrangement is signed, 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 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 200,000 Euros.
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 Ad "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 collected 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 analysis.

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.
Further guidance for autonomous navigation supports the ongoing improvement work on the national rail network. This includes the development of new technologies and the integration of existing systems. The implementation of new regulations and the enforcement of safety standards are crucial aspects of this process.

The collection of data is essential to ensure accurate and reliable performance of the system. This includes the monitoring of key performance indicators and the analysis of operational data. The collection of feedback from users and stakeholders is also important to identify areas for improvement.

2.1.4.1.3 Field Tools for STAR

The tools developed for the STAR project aim to support the effective operation of the rail network. These tools include a range of functionalities, such as real-time monitoring, predictive maintenance, and data analysis. The tools are designed to provide operators with actionable insights to improve performance and efficiency.

2.1.4.2 Work Packages

The work packages are designed to address specific challenges and opportunities within the rail network. These packages include work on infrastructure upgrades, new technology implementation, and operational improvements.

The support offered to the rail network operators is crucial to ensure the smooth operation of the system. This includes the provision of training, technical support, and the development of new processes. The support will also include the integration of new technologies to enhance performance.
• 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 PM1 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

1 The allocated staff resources are measured in Person Month (PM).
23.2

23.3

23.3.1

23.3.2

23.3.2.1

23.3.2.2

23.4

WP3 Dissemination and Engagement

WP3 Dissemination and Engagement

WP3 Dissemination and Engagement

WP3 Dissemination and Engagement
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:
Workshops should be incorporated in the human potential.

4.3 Workshops

Human potential will be improved in the workshops. The cost of such missions shall be included in the

4.2 Mission

The work shall be carried out on the premises of the RC (Lep) and DO HOME (Thespes).
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.
<table>
<thead>
<tr>
<th>WP</th>
<th>Deliverables Summary</th>
<th>Description</th>
<th>Due Date</th>
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<tr>
<td>1</td>
<td>D.1.1</td>
<td>EMU Base system for STAR, kept operational (Training, Support, Online documentation, Helpdesk)</td>
<td>Duration of AA</td>
</tr>
<tr>
<td>2</td>
<td>D.1.2</td>
<td>Support for definition and refinement of categories and sources and third-party open-source providers</td>
<td>Duration of AA</td>
</tr>
<tr>
<td>3</td>
<td>D.1.3</td>
<td>Installation of new features including training</td>
<td>After availability</td>
</tr>
<tr>
<td>4</td>
<td>D.2.1</td>
<td>Organise two workshops for MS authorities and EI institutions</td>
<td>Duration of AA</td>
</tr>
<tr>
<td>5</td>
<td>D.2.2</td>
<td>Provide supporting online event web site</td>
<td>After workshop + 1 month</td>
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<tr>
<td>6</td>
<td>D.2.3</td>
<td>Document summarising results of workshop</td>
<td>Duration of AA</td>
</tr>
<tr>
<td>7</td>
<td>D.3.1</td>
<td>Trainings with existing and prospective users</td>
<td>Duration of AA</td>
</tr>
<tr>
<td>8</td>
<td>D.3.2</td>
<td>Information/web site and material</td>
<td>Duration of AA</td>
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<tr>
<td>9</td>
<td>D.3.3</td>
<td>Bug fixing and feature release</td>
<td>Duration of AA</td>
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<tr>
<td>10</td>
<td>D.4.1</td>
<td>Functional improvements to monitor social media sites</td>
<td>On request during duration of AA</td>
</tr>
<tr>
<td>11</td>
<td>D.4.2</td>
<td>Training of STAR staff in the use of new functions</td>
<td>On request during duration of AA</td>
</tr>
</tbody>
</table>

**7 Team Organisation**

The team is composed of R.C. staff/officials and external consultants. The R.C. ensures that all members of the team have the appropriate security clearances required for the tasks allocated to them. The project leader will be...
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.