

ECMWF  
Copernicus  
Procurement  
Invitation to Tender



**Copernicus Joint Services**  
**Volume II**

Support for the C3S National Collaboration  
Programme Joint Coordination Office

ITT Ref: CJS2_155a
ISSUED BY: ECMWF Administration Department Procurement Section
Date: 21 August 2023
Version: Final



Funded by the European Union

Implemented by



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# 1 Introduction

The Copernicus Climate Change Service (C3S) implemented by ECMWF on behalf of the European Union develops and delivers authoritative, quality-assured information about the past, current and future states of the climate in Europe and worldwide. It aims to a) inform policy development to protect citizens from climate-related hazards such as high-impact weather events, b) improve the planning of adaptation practices for key human and societal activities, and c) promote the development of new applications and services for the benefit of society.

C3S is a user-driven service with the aim to meet the needs of its users, now, and in the future. Thus, it is important for the service to collect evidence in a structured and traceable way and exploit this user intelligence for informing both the long-term strategy and the evolution of the service. User engagement activities are a key element in this regard. The ambition of C3S is to increase user uptake and user satisfaction, promote the development of novel ways of using the data and provide training with the ultimate objective of enhancing the overall impact of the Copernicus services. In doing so, user engagement supplements and closely interacts with other user-oriented service components including scientific and technical expertise, C3S Service Desk, communication, as well as evaluation and quality control. Figure 1 shows the building blocks of the C3S User Engagement Strategy.

This Invitation to Tender (ITT) focuses on building block **“Liaising and collaboration”** (CJS2-1550).

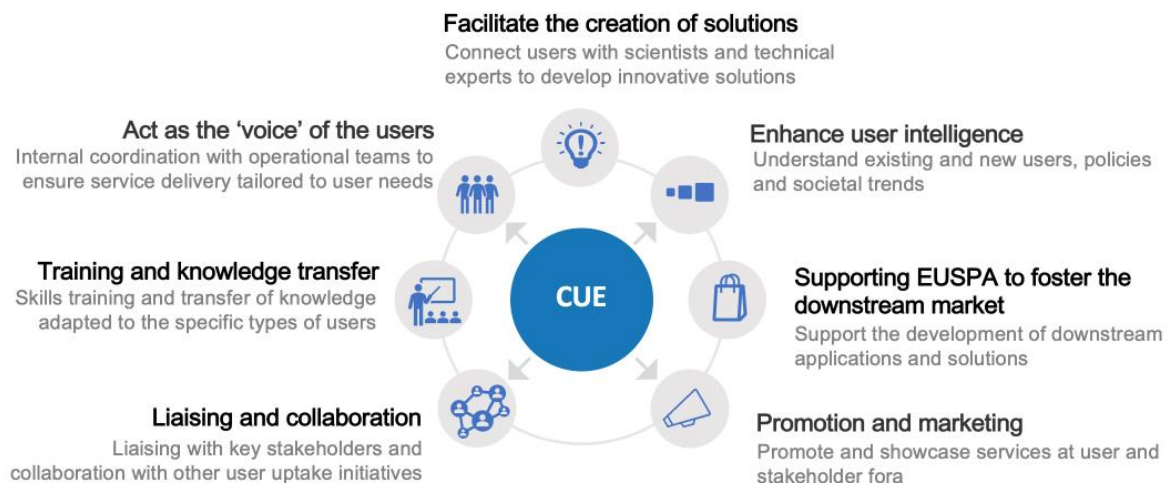


Figure 1: Building blocks of the C3S User Engagement Strategy

ECMWF, as the Entrusted Entity for the Copernicus Climate Change Service, invites tenders for the support and implementation of coordination activities with national administrations in line with ECMWF actions and plans for the Copernicus Climate Change Service user uptake amongst EU Member States, Norway and Iceland (“Countries” from now on), in line with the specific mandate of C3S as a climate data service and existing and new policy requirements at national and EU level.

This ITT comprises support to the coordination of dialogues on national climate service priorities as a key contribution to the C3S National Collaboration Programme (NCP) and other C3S user uptake activities at transboundary level.

The C3S user uptake strategy is built around four interlinked pillars:

1. **Pillar 1 on ‘User Intelligence and User Uptake sessions’** is a key component of the C3S user uptake activities, aimed at identifying national and transnational priorities and stakeholders. It also facilitates the targeted collection of user information as well as their needs and requirements and

keeps such information up-to-date. Pillar 1 also connects with the EU level, with user uptake sessions focused on climate data needs at EU policy level. This Pillar is currently in procurement process (ITT CJS2\_152c) with the contract expected to start in autumn 2023.

2. **Pillar 2**, focused on ‘**actions on national uptake**’ is the main focus of this ITT and the core of our strategy on targeted actions at national level. Based on feedback collected from a survey launched to all the countries via the Copernicus User Forum in the summer of 2023, input from Pillar 1 and continued interactions via a C3S NCP coordination office as introduced via this ITT, a selection of concrete implementation actions at national level will be initiated in Q1 2024.
3. **Pillar 3** on ‘**Training & Knowledge Transfer**’ and **Pillar 4** on ‘**Applications, use cases & workflows on demand**’, complement C3S’ strategy on user uptake focusing on key elements as requested by institutional users and considered important to increase the C3S user communities and to find solutions to respond to specific user needs. These on-demand pillars can start in 2024 based on priorities as identified in Pillar 1 and 2.

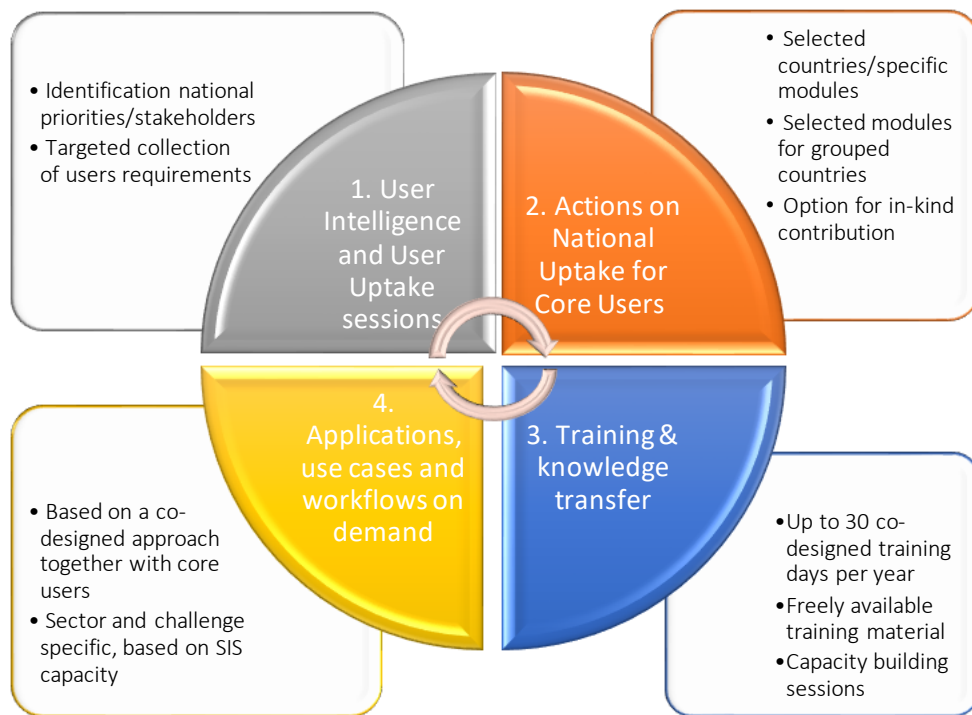


Figure 2: C3S user uptake pillars

## 2 Scope of the C3S NCP Coordination Office

The continuous and constructive exchange of information between Countries, the European Commission and ECMWF, as implemented at the level of the Copernicus Committee and Copernicus User Forum, results in improved products and services that better address national needs.

By targeted and in-depth interactions between ECMWF and Countries<sup>1</sup>, the C3S NCP coordination office aims to offer a platform to further engage with public administrations at national level. Through this platform, ECMWF will discuss specific technical and service-related requirements and ensure that they are well formulated, fully understood and within the mandate of the C3S programme. This shall lead to further dialogues and concrete actions for an enhanced uptake of C3S services and products as well as feedback loops to feed evaluation and quality control (EQC) activities. Coordination and alignment with the Copernicus

<sup>1</sup> Targeted countries include the 27 EU Member States, Norway and Iceland. For transboundary challenges, also neighbourhood countries may be included.

User Forum of the Commission shall be maintained through ECMWF.

The coordination office also aims to create a community around C3S and raise awareness about its role within the wider Earth Observation (EO) data value chain, serving national authorities with support of the downstream sector.

Furthermore, specific climate change challenges may require solutions at transboundary level, e.g. for certain catchment areas, mountain ranges or coastal zones. Countries can discuss the use of C3S data and products at transboundary level as part of this coordination office.

The selected Contractor shall support ECMWF to set up and run the coordination office and keep continuous and long-lasting interactions with the Countries.

### 3 Technical Requirements

ECMWF intends to award a single multi-annual framework contract (maximum 48 months) for the support and implementation of coordination activities with national administrations.

The objectives of this activity are:

1. To facilitate dialogues amongst all 29 countries with the aim to raise awareness on the C3S service offer and aimed evolution, to discuss gaps and to enhance cohesion on the applicability of C3S data and products at both national and transboundary level;
2. To co-design, together with national administrations and knowledge centres, topics for grant actions<sup>2</sup>.

The coordination office will also support C3S Evaluation Quality Control (EQC) activities with the aim of providing inputs for service evolution, identifying on-demand needs for trainings and use cases as well as workflows and applications, implemented by C3S SIS.

While ECMWF is responsible for the overarching coordination of the office, the Contractor shall support ECMWF with concrete implementation actions.

The ITT is structured in three work packages following the information flow as illustrated in Figure 3, in addition to WP0 focused on contract management and coordination.

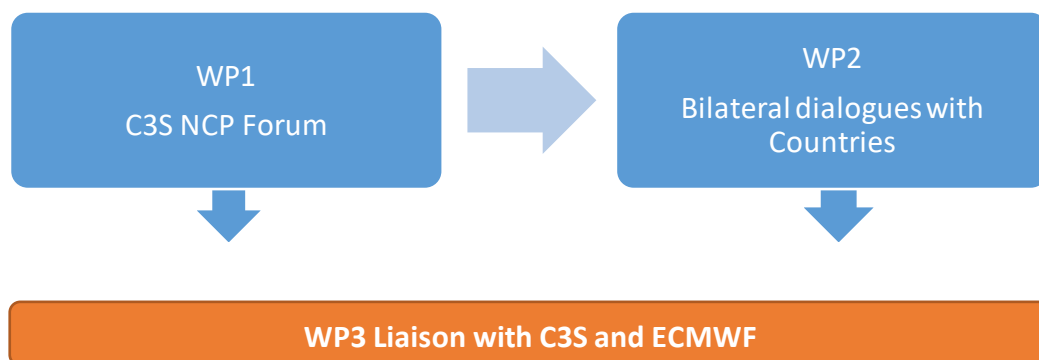


Figure 3: Main Work Packages to be addressed by this tender

The following sub-sections list specific requirements for the different Work Packages.

<sup>2</sup> Implementation of Grants by ECMWF under the Copernicus Programme is subject to a successful outcome of the Pillar Assessment from the European Commission, expected to be completed by the end of 2023.

### 3.1 Work Package 1 (WP1): Support C3S NCP Forum activities

#### 3.1.1 Task 1.1: Organization of NCP Forum meetings

C3S aims to establish a coordination office with representatives of each country. Each country will be represented by maximum two experts as part of the NCP Joint Coordination Office, named 'C3S NCP Forum'.

The Forum will be a consultative assembly to foster interactions between national governance bodies of Countries and ECMWF, with the aim to enhance a better uptake of C3S products and service. The prime focus shall be on national and transboundary challenges on climate change adaptation and climate monitoring for selected climate-vulnerable regions, such as mountain regions, river basin catchment areas or sea basins, including for example the Arctic and Mediterranean.

ECMWF will provide the list of the country representatives to be involved, based on inputs from the Copernicus User Forum. Each representative in the C3S NCP Forum shall obtain the mandate to represent its country and have the sufficient technical insights and a solid programmatic overview on developments related to national climate monitoring and data services and related needs. Representatives shall use their national network to consult sector and topic specific experts to feed the dialogue processes.

The meetings shall involve representatives of all the interested countries, EC DG DEFIS and other selected stakeholders. Other stakeholders shall be specified during the contract negotiation phase with the preferred bidder. They can include a representative of EC DG CLIMA, EEA, JRC-KCEO and Climate-KIC. Through EC DG CLIMA and EEA, the necessary links to the EU Mission on Adaptation to Climate Change, shall be established (cf. further).

Note that ECMWF will coordinate outcomes on the C3S NCP Forum with the discussions at European Commission's User Forum (CUF), responsible to advise the Commission regarding the definition and validation of user requirements and coordination of the Copernicus programme with its public sector users.

The Contractor shall organize **two meetings per year**: one hybrid and one online event of approx. 4 hours each. Hybrid events shall be organised back-to-back with other events to rationalise on travel needs. This can include C3S General Assemblies (GA) or large European conferences on climate adaptation.

The objectives of such recurrent meetings will be, among others:

1. to provide a short update on the C3S product portfolio and services and plans based on identified user requirements for operational implementation and potential long-term research activities;
2. to provide an update on the ongoing actions and plans related to the four C3S NCP pillars (cf. above);
3. to invite a selection of countries and/or transnational initiatives to share experience on C3S user uptake activities with the aim to inspire other countries;
4. to stimulate an exchange of experience on barriers and opportunities and other factors which impact effective user uptake;
5. to present proposals and an agenda on thematic expert workshops (cf. below) and to provide a short presentation of results from concluded workshops;
6. to present ideas and topics for grants as part of the C3S National Collaboration Programme as identified under WP2.

#### 3.1.2 Task 1.2: Organisation of expert workshops

As a follow-up action, **six additional small-scale "expert workshops"** shall be organised amongst a small group of interested country representatives of the Forum. They are accompanied by a selection of scientific and technical experts supporting the national climate change adaptation policies and representing the private, public or academic downstream sector in the country. These experts are appointed by the country representatives.

The aim of the workshops is to advance discussions further on very specific topics of common interest for groups of countries in the Forum:

- An initial expert workshop shall focus on designing support of C3S to communities involved in the EU Mission on Adaptation to Climate Change (cf. <https://climate-adapt.eea.europa.eu/en/mission>).
- Topics for five other workshops shall be focused on concrete and targeted challenges as identified by the countries in Task 1.1. Amongst others, aspects such as data product characteristics, data access infrastructure and data standardisation, applicability and interoperability aspects and other user uptake related topics at national level could be covered. It can include both topics linked to climate monitoring as well as climate data for concrete actions at sectorial level as well as common challenges at national, regional or city level or transboundary issues.

Workshops shall be organised in person, as preferred option. Alternatively, they can be organised online if needed. For budgeting purposes, a minimum target number for the full duration of the contract is six in-person meetings of approx. 8 hours and maximum 20 participants.

As Task 1.2 is a follow-up action of Task 1.1, the expert workshops will only start after the first 8 months.

### **Organisational requirements concerning Tasks 1.1 and 1.2**

The Contractor shall prepare the meetings and workshops facilitating the exchange and interaction between ECMWF and the countries following different steps, such as:

- before the meeting/workshop: agree with ECMWF on the main agenda items, investigate eventual scientific and technical points to be investigated through a desk study, surveys or interviews;
- during the meeting/workshop: coordination with invited country representatives and experts to respond to the agenda priorities; moderation of the meeting/workshop;
- after the meeting/workshop: prepare meeting minutes which shall include the collected feedback, conclusions on lessons learned and identification of follow-up actions.

To prepare the meetings/workshops, the Contractor shall consider the following aspects:

- The agenda and form of these meetings/workshops throughout the contract are not static and evolve to respond to changing needs.
- The planning of meetings/workshops shall be discussed and agreed with ECMWF, taking into account policy linkages and potential collaboration areas between C3S and stakeholders at the national level.
- To limit carbon emissions and costs, the meetings/workshops shall be organised back-to-back with other events or at a location in Europe easy to reach by public transport for the majority of the engaged countries. A preference should be given to linking it to the C3S GA, premises made available by one of the country representatives for free or an ECMWF duty station (Bonn/Bologna).
- The Contractor shall take care of all the relevant logistical aspects taking into consideration the need to limit additional travel effort as much as possible by linking it to other events: country representatives and experts are in principle expected to cover mission expenses themselves. In case this is not possible, and some financial assistance is needed, the Contractor shall cover mission expenses, capped to a pre-agreed level, and within the limits of a maximum budget, which will be determined and agreed with the preferred bidder during the contract negotiation phase. A separate yearly cost to accommodate this need, shall be included in the "Cost and Prices" tab of the financial proposal / Pricing Tables.
- To estimate the budget at tender preparation stage, the following shall be considered:
  - around 40 participants for the C3S NCP Forum meetings;
  - maximum 20 experts for the workshops, including 4 ECMWF staff and 2 experts of the contractor.



- For virtual meetings, the Tenderer shall propose an interactive online platform compliant with Copernicus branding<sup>3</sup> and present an approach to operate and manage it. Any required licence and/or operational costs to run the platform shall be included in the Pricing Tables.
- Actual budget planning during implementation will be fine-tuned depending on the requested scope and this at the latest 4 months before the event takes place.

### 3.1.3 Task 1.3: Follow-up engagement actions by the Forum

The Forum shall be active in between meetings and workshops with further engagements amongst country representatives and experts who show an interest to do so. The Tenderer shall propose ways to facilitate this.

Meetings and expert workshops shall lead to initiatives within the Forum to develop and produce impactful joint position papers, articles and/or publications. The Contractor shall stimulate these initiatives, moderate discussions, collect inputs and provide the deliverables as listed in section 3.1.5 below. In addition, the Contractor shall propose and develop attractive and illustrated info sheets summarising key outcomes and success stories of the C3S NCP activities (in PDF format and as PPT slides). Material from other contracts focused on user outreach material (e.g. CJS2\_154a Lot 1 and Lot 2) can be used in support.

The Contractor shall guarantee internal quality controls, compliance with ECMWF/Copernicus branding requirements and engage ECMWF throughout the process as needed.

Between month 12 and 48 of the contract, a **minimum of six position papers, articles and/or publications and a minimum of three info sheets shall be delivered.**

Although the meetings are expected to be closed for external audiences, the ECMWF Copernicus Communications team publishes the announcement on the events as well as main outcomes on the C3S website and social media. The Contractor shall be responsible to deliver fully quality assured content and visuals to the Communications team. If needed, the Communications team may ask the Contractor for inputs for press and other media coverage. Budget shall be allocated in the tender to facilitate this.

### 3.1.4 Task 1.4: Supportive activities to facilitate the Forum

The Contractor shall conduct additional activities in order to collect information and feedback from national stakeholders participating to the C3S NCP Forum on the use of C3S data products and applications and relevant needs as well as to identify C3S-related aspects of common interest between countries.

Such information collection and analysis activities could indicatively take the form of:

- Technical papers based on desk research, analysis of user requirements and data catalogues, literature studies, etc.
- Interviews and small surveys amongst experts and country representatives.
- SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis on the use of C3S data products, applications and services to better serve national needs.
- Etc.

The Tenderer shall propose in the tender specific methodologies, tools, sources to achieve that, as they deem fit-for-purpose. For budget purposes, the Tenderer shall foresee the delivery of a minimum of 8 such activities throughout the full duration of the contract.

### 3.1.5 WP1 Deliverables

The following list of deliverables is required as a minimum for WP1:

- Task 1.1 NCP Forum Meetings

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<sup>3</sup> Copernicus branding guidance is available at <https://climate.copernicus.eu/branding-guidelines>



- Concept note and budget plan prior to each event
- Short report on meeting minutes, results and follow up actions after each event
- Task 1.2 Expert Workshops
  - Concept note and budget plan prior to each event
  - Short report on meeting results and follow up actions after each event
- Task 1.3 Follow-up engagements
  - 6 joint position papers, articles and publications
  - 3 Info Sheets
  - Input to C3S website and social media, in coordination with ECMWF Copernicus Communications team
- Tasks 1.4 Supportive activities
  - Detailed workplan for upcoming 24 months
  - 8 reports on outcomes of selected supportive activities
- Annual summary reports on identified national needs and interests as expressed by the Forum, as gathered through Tasks 1.1, 1.2, 1.3 and 1.4, presented in an attractive, structured and analysed way, with a particular focus on highlights on transboundary and common aspects between the countries. Specific actions for the four pillars of C3S user uptake (cf. Figure 2 above) shall be specified.

All deliverables shall be subject to a quality control by the Contractor upon submission.

Additional deliverables and/or milestones for WP1 may be requested and will be discussed and agreed with the preferred bidder during the contract negotiation phase.

### 3.2 Work Package 2 (WP2): Support in bilateral dialogues between ECMWF and C3S NCP Countries

The Contractor shall support ECMWF to establish a direct and long-lasting individual dialogue with country representatives to raise awareness on the service development and evolution and to strengthen the collaboration with national entities.

#### 3.2.1 Task 2.1: Identification and planning of bilateral dialogues with key countries

Based on activities on the Forum as covered in WP1 and the interest of individual countries to engage more prominently, the Contractor shall identify key countries for bilateral dialogues.

The Tenderer shall identify and propose to ECMWF the criteria to be used to select the countries and shall develop a plan for implementation of the dialogues. Geographical coverage at European level and a mix between countries with different levels of capacity and experience working with C3S data, shall be taken into account.

The aim is to have in-depth engagements with as many of the 29 countries as possible, with a target of minimum three new country dialogues initiated per semester.

The Tenderer is invited to propose methods to facilitate these bilateral dialogues and to keep initiated dialogues active over time.

As part of the plan, the Contractor shall also identify other national stakeholders and users with adequate knowledge of climate data, information and services as well as policy and institutional related aspects in their countries to facilitate the dialogue on specific topics. The downstream market serving national climate change adaptation policies, shall be identified as well, be it public, academic or private.

An outcome of this task shall include a database of national stakeholders to be engaged for bilateral dialogues, provided in a format compatible with ECMWF's Customer Relationship Tool (CRM) run in Microsoft Dynamics, currently under development under contract CJS2\_157a. Further details on the format shall be

provided by ECMWF at the start of the current contract. As a target, a minimum of 100 stakeholders shall be identified.

Furthermore, the outcome of this task should contribute to an ability for an enhanced integration of the Copernicus Climate Change Service within national systems and assets over time.

### 3.2.2 Task 2.2: Support bilateral dialogues with the identified key countries

The Contractor shall support ECMWF to prepare a constructive bilateral dialogue, based on information collected in WP1 and through other channels, by considering:

- specific and concrete national needs on climate data and services, interests, priorities and existing ongoing action at national level that can benefit from C3S;
- challenges for actual user uptake;
- topics to be exploited as part of C3S National Collaboration Programme to respond to some well identified national needs. These topics could then be used by ECMWF as input to prepare or co-develop funded actions via grants;
- ideas for user outreach campaigns to be proposed to the national stakeholders, exploiting C3S products and services to foster their use at national and regional levels based on their national needs.

### 3.2.3 WP2 Deliverables

The following list of deliverables is required as a minimum for WP2:

- Initial proposal and semestrial updates on the plan for bilateral dialogues with identified key countries;
- Semestrial update on the database of relevant contacts of stakeholders;
- Brief country form fiche to be updated before and after each bilateral dialogue, which shall include:
  - specific discussion points based on the country's challenges, concrete needs and technical requirements and potential follow-up actions;
  - list of contact points of stakeholders;
  - potential ideas for topics for grant actions to be implemented in the context of the C3S National Collaboration Programme.

Tenderers are also encouraged to propose additional deliverables and/or milestones as they deem needed. Additional deliverables and/or milestones for WP2 may be requested and will be discussed and agreed with the preferred bidder during the contract negotiation phase.

## 3.3 Work Package 3 (WP3): Liaison with ECMWF to stay abreast of C3S service offer and evolution

The Contractor shall at all times closely liaise with ECMWF to stay abreast of the C3S service offer and evolution. The Contractor shall keep up to date with the activities of the service by participating to quarterly (and in the beginning monthly) meetings with relevant C3S stakeholders. The Contractor shall attend as well the annual C3S General Assembly. (cf. also section 3.4).

The invested time shall strengthen in-depth insights into ECMWF User Outreach and Engagement activities, C3S data products and services in order to coordinate the processes put in place to engage and collaborate with the Countries.

Particular attention shall be dedicated to coordinate the activities of this contract with the ones foreseen in the following ongoing or future activities, through meetings with the responsible technical officers at ECMWF:

- **CJS2\_152c on “Enhancing User Intelligence: targeted user uptake for C3S”**  
The currently ongoing procurement process for the CJS2\_152c contract marks the starting point of gathering national needs and feeding with collected needs, ensures sustainable follow-up actions, longer-term partnership and exchanges. The User Intelligence insights derived from this contract will also be regularly presented to the C3S NCP forum to ensure the full value chain and flow of the user uptake strategy.
- **CJS2\_154a Lot 1 on “Support on user value proposition strategy and content development”**  
The CJS2\_154a Lot 1 contract (procurement process currently ongoing) will collect success stories and testimonials in scope of user outreach and promotion activities. Focus on value proposition strategy for CTH Health, CTH Energy, EU Mission on Adaptation to Climate Change (EEA/Climate-ADAPT), initial ideas for SDGs and Paris Agreement, etc.
- **future Call for Proposals for the countries as part of the C3S National Collaboration Programme** with the following indicative timeline:
  - batch 1 on grant actions launched in Q1 2024
  - batch 2 on grant actions in Q4 2024
  - batch 3 on grant actions in Q4 2025

### 3.3.1 Deliverables WP3

List of minimum milestones required as part of WP3:

- Semestrial summary of minutes from participation to quarterly meetings with relevant ECMWF staff.

## 3.4 Work Package 0 (WPO): Management and Coordination

The following management aspects shall be briefly described in the proposal:

- Meetings (classified as tasks and listed in a separate table as part of the proposal):
  - Kick-off meeting.
  - ECMWF will organise monthly progress review meetings (by videoconference).
  - ECMWF organises the annual C3S General Assembly. The Contractor is expected to attend this annual meeting and contribute to discussions related to the topic of this ITT.
  - Tenderers can propose additional project internal meetings, as they deem needed, as part of their response.
- Quality assurance and control: the quality of reports and Deliverables shall be equivalent to the standard of peer-reviewed publications. The timely delivery as well as final quality check of the deliverables shall be ensured by the prime Contractor (in terms of content, use of ECMWF reporting templates for deliverables and reports (Microsoft Word), format, deliverable numbering and naming, typos...); all reports in this project shall be in English. Unless otherwise specified the specific contract Deliverables shall be made available to ECMWF in electronic format.
- Communication management (ECMWF, stakeholders, internal communication).
- Set of Key Performance Indicators (KPIs) suitable for monitor contract performance. The proposed KPIs shall be SMART (specific, measurable, actionable, realistic and time bound). The Contractor shall report to ECMWF on these KPIs as part of the Quarterly and Annual Implementation Reports. The proposed set of KPIs is expected to be updated upon review with ECMWF at M12 of the contract.
- Implementation of checks, controls and risk management tools for both the prime Contractor and Subcontractors.
- Resources planning and tracking using the appropriate tools.
- Subcontractor management, including conflict resolution, e.g. the prime Contractor is responsible for settling disagreements, although advice/approval from ECMWF may be sought on the subject.

- A list of Subcontractors describing their contribution and key personnel shall be provided, as well as back-up names for all key positions in the contract. Tenderers shall describe how the Framework Agreement, in particular Clause 2.9 on Sub-contracting has been flowed down to all their Subcontractors.
- Management of personal data and how this meets the requirements of Clause 2.8 on Personal Data Protection and Annex 6 of the Framework Agreement.

List of minimum deliverables and milestones required as part of WPO, covering the contractual and financial reporting obligations towards ECMWF in line with the Terms and Conditions of the Framework Agreement (cf. Clause 2.3 and Annex 5):

<b>WPO Deliverables</b>			
<b>Deliverable #</b>	<b>Nature</b>	<b>Title</b>	<b>Due</b>
D155a.0.1.1-YYYY.QQ	Report	<b>Quarterly Implementation Report</b> QQ YYYY (QQ YYYY being the previous quarter)	On 15/04, 15/07 and 15/10
D155a.0.1.2-YYYY	Report	<b>Annual Implementation Report Part 1</b> YYYY (YYYY being the Year n-1) This includes: 1) Quarterly implementation Report for the previous quarter Q4 YYYY 2) Preliminary financial form YYYY (YYYY being the Year n-1)	Annually on 15/01
D155a.0.1.3-YYYY	Report	<b>Annual Implementation Report Part 2</b> YYYY (YYYY being the Year n-1)	Annually on 28/02
D155a.0.1.4	Report	<b>Final report</b>	60 days after end of contract
D155a.0.2.1-YYYY	Report	<b>Annual Implementation Plan</b> YYYY (YYYY being the Year n+1)	Annually on 30/09
D155a.0.3.1-YYYY	Other	Copy of prime contractor's general financial statements and audit report YYYY (YYYY being the Year n-1)	Annually (no-cost associated)

<b>WPO Milestones</b>			
<b>Milestone #</b>	<b>Title</b>	<b>Means of verification</b>	<b>Due</b>
M155a.0.1.1-MX	Progress review meetings with ECMWF	Minutes of meeting	Monthly
M155a.0.1.2	Kick-off Meeting	Minutes of meeting	M1
M155a.0.2.1	Update of KPIs after review with ECMWF	Technical Note	M12

Additional deliverables and/or milestones for WPO may be requested and will be discussed and agreed with the preferred bidder during the contract negotiation phase. Tenderers are also encouraged to propose additional deliverables and/or milestones as they deem needed.

## 4 Tender Format and Content

General guidelines for the tender are described in Volume IIIB. This section describes specific requirements to prepare the proposal for this particular tender, along with guidelines for minimum content expected to be included in the proposal, additional to the content described in the general guidelines of Volume IIIB. This is

not an exhaustive description and additional information may be necessary depending on the Tenderers' response.

## 4.1 Page Limits

As a guideline, it is expected that individual sections of the Tenderers' response do not exceed the page limits listed below. These are advisory limits and should be followed wherever possible, to avoid excessive or wordy responses.

<i>Section</i>	<i>Page Limit</i>
<i>Executive Summary</i>	2
<i>Track Record</i>	2 (for general) and 2 (per entity)
<i>Quality of Resources to be Deployed</i>	2 (excluding Table 1 in Volume IIIB and CVs with a maximum length of 2 pages each)
<i>Technical Solution Proposed</i>	20 (Table 2 in Volume IIIB, the section on references, publications, patents and any pre-existing IPR is excluded from the page limit and has no page limit)
<i>Management and Implementation</i>	6 (excluding Table 4 and Table 5 in Volume IIIB) + 2 per each work package description (Table 3 in Volume IIIB)
<i>Pricing Table</i>	No limitation

*Table 1: Page limits*

## 4.2 Specific additional instructions for the Tenderer's response

The following is a guide to the minimum content expected to be included in each section, additional to the content described in the general guidelines of Volume IIIB. This is not an exhaustive description and additional information may be necessary depending on the Tenderer's response.

### 4.2.1 Executive Summary

The Tenderer shall provide an executive summary of the proposal, describing the objectives, team and service level.

### 4.2.2 Track Record

The Tenderer shall demonstrate for itself and for any proposed subcontractors that they have experience with relevant projects in the public or private sector at national or international level. ECMWF may ask for evidence of performance in the form of certificates issued or countersigned by the competent authority.

**For this tender, Tenderers are expected to prove their ability to combine excellent networking capabilities and organisational skills for events and workshops, as well as very good technical knowledge of the C3S service offer, the data value chain and types of stakeholders and users of C3S data products and services, as well as the aims of the C3S user engagement.**

### 4.2.3 Quality of Resources to be Deployed

The Tenderer shall propose a team providing the skills required for providing operational services that meet the technical requirements set out in Section 3. The team shall include a Service Manager with at least five years of experience in management of large-scale projects. The Tenderer shall describe the experience of the Service Manager and the technical project team in performing activities related to the various aspects of this tender.

**Proposed experts are expected to have profound expertise in conducting and moderating user workshops, networking events focused at data science as well as climate policy level. Profound knowledge of the C3S user landscape and the various user characteristics is an essential requirement.**

**Experience in defining and implementing grant actions under EU funded Programmes is desirable.**

#### 4.2.4 Technical Solution Proposed

The Tenderer shall give a short background to the proposed solution to demonstrate understanding of that solution and of the C3S context. This section shall also include information on any other third party suppliers that are used as part of the technical solution, and a statement of compliance for each requirement formulated throughout this document, describing how the proposed solution maps to the requirements.

#### 4.2.5 Management and Implementation

Tenderers shall provide a detailed implementation plan of proposed activities for the duration of the Framework Agreement. Deliverables should be consistent with the technical requirements specified in Section 3. The number of milestones is not restricted, but they should be designed as markers of demonstrable progress in service development and/or quality of service delivery. Adjustments to the proposed implementation plan can be made on an annual basis depending on needs for service evolution, changed user requirements, or other requirements as agreed between the European Commission and ECMWF.

Tenderers are invited to make proposals that they consider necessary for the effective management and implementation of the contract, considering the elements described under section 3.4 on project management requirements for this ITT.

## 5 Additional Information

### 5.1 Acronyms

C3S	Copernicus Climate Change Service
CDS	Climate Data Store
CTH	Copernicus Thematic Hub
Climate-KIC	EIT's Climate - Knowledge and Innovation Community
DG CLIMA	European Commission's Directorate-General for Climate Action
DG DEFIS	European Commission's Directorate-General for Defence Industry and Space
EC	European Commission
EEA	European Environment Agency
EQC	Evaluation and Quality Control
ITT	Invitation To Tender
JRC	European Commission's Joint Research Centre
KCEO	Knowledge Centre on Earth Observation
NCP	National Collaboration Programme
SDGs	United Nations' Sustainable Development Goals
SIS	Sectoral Information System
URDB	User Requirements Database
URAD	User Requirements Analysis Document