

CUST-DEV2	REF: SUBMISSION OF DELIVERABLES
DELIVERABLES SUBMISSION PROCEDURE	
ABBREVIATIONS	

OWNER: CUST-DEV2	ISSUE DATE: 07/06/2011	VERSION: 1.00
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>Deliverables Submission Procedure</p>		
<p>CUST-DEV2</p> <p>[REMOVED]</p>		

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DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
0.01	06/05/2011	Draft version	I	All
0.02	11/05/2011	2nd Draft version	I/R	All
0.10	17/05/2011	Submitted for Review to DG TAXUD		
1.00	07/06/2011	Submitted for Acceptance to DG TAXUD	I/R	All

(*) Action: I = Insert R = Replace

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1 ABBREVIATIONS

Terms	Definition
APO	Author's Position
BMM	Bi-lateral Monthly Meeting
CM	Contract Management
CQP	Contract Quality Plan
DG TAXUD	Directorate General - Taxation and Customs Union
DLV	Deliverable
DTM	Deliverable Tracking Matrix
FC	Framework Contract
MoM	Minutes of Meeting
MPR	Monthly Progress Report
OD	On Demand
OLA	Operational Level Agreement
QA	Quality Assurance
QAC	Quality Assurance Contractor
QTM	Quoted Time & Means
QTMA	Quoted Time & Means Action
QTMR	Quoted Time & Means Request
Re-SfA	Re-Submitted for Acceptance
RfA	Request for Action
RfE	Request for Estimate
SC	Specific Contract
SfA	Submitted for Acceptance
SfR	Submitted for Review
T1/T2/T3	Review cycle
Wday	Working day

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2 DELIVERABLES SUBMISSION PROCESS OVERVIEW

2.1 Process Description

This process describes instructions for submission of contractual deliverables and determines DG TAXUD rules that must be respected.

2.2 Process Objective

The objective of the process is to create a consistent and rigorous methodology for submitting the contractual deliverables.

Deliverables shall be sent to CUST-DEV2 Dispatching Services for submission to DG TAXUD at 16:00 ([removed] time) at the latest.

At the project level, the person who is submitting the deliverables is responsible for:

- Ensuring the good quality of the delivery;
- Ensuring that the rules are followed;
- Ensuring that the person responsible for the DTM is aware of all deliverables that have been sent.

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3 ROLES AND RESPONSIBILITIES

The quality review of the deliverables has to be performed by the CUST-DEV2 QA team prior the submission to CUST-DEV2 Dispatching Services.

CUST-DEV2 Dispatching Services:

The sender is responsible for:

- Submission of the deliverable;
- Following the rules and standards applicable for each deliverable;
- Ensuring that the deliverables are submitted to the correct recipient;
- Ensuring that all information is correct: ALWAYS cross check with DTM (review cycle, comments expected date, SfA date, "COM Reviewer").

To define the “review comments expected date”, respect the actual SfR date and the review cycle.

Example

DLV 1

Contractual SfR date on 31/01/2011

Actual SfR on 31/01/2011

Review cycle of 5/5/5

Review comments expected date is 07/02/2011 (5 wdays after the SfR date)

DLV2

Contractual SfR date on 20/10/2010

Review cycle of 8/8/8

In DTM, review comments expected date is 03/11/2010

Actual SfR date on 04/11/2011

⇒ Review comments expected date is 16/11/2011 (8 wdays after the actual SfR date)

DLV 3

Contractual SfR date on 10/03/2011

Actual SfR on 01/03/2011

Review cycle of 5/5/5

Review comments expected date is 08/03/2011 (5 wdays after the SfR date)

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Deliverable owner: The owner of the deliverable is responsible for:

- Review planning history file must be updated each week after reception of an e-mail from QA team member. This file must be updated by filling in responsible persons and planned dates for the current and the next month deliverables (e.g. in February table must be updated with data for February and March).
- The following Review planning history file columns must be filled in:
 - E – Planned date (Author’s submission);
 - G – Owner’s Name;
 - H – Author’s Name;
 - J – Planned date (Peer Review) – this is the date when the deliverable is planned to be submitted to QA review;
 - L – Name (Peer’s name).
- Ensuring that the deliverable undergoes the internal peer review before sending it to the QA team;
- Ensuring that the deliverable naming is in accordance with the defined file naming conventions (see section 5. Document Deliverables file names);
- Ensuring that the deliverable undergoes the internal quality review before sending it to CUST-DEV2 Dispatching Services;
- Indicate the accurate list of reviewers (as indicated in RfE and the DTM);
- Indicate the review cycle (as indicated in RfE and the DTM);
- Indicate the date on which the comments are expected based on the review cycle;
- Indicate the SfA date (as indicated in the DTM).

Normally, submission of deliverables to the QA team should be 3 days before SfR. If it is not possible a draft version of the deliverable must be submitted 3 days before SfR. In emergency cases (when deliverables must be created in the period less than 3 days), owner must contact a QA team member and inform about upcoming situation.

It’s advisable to have the internal CUST-DEV2 QA quality review before sending the SfA version, at least for a minimal check on the correctness of the implemented comments, to avoid a re-SfA of the document.

QA team: The QA team is responsible for checking the quality of the deliverable before Deliverable owner sends it to CUST-DEV2 Dispatching Services.

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4 DELIVERABLES SUBMISSION PROCEDURE

4.1 Internal Process

CUST-DEV2 Dispatching Services shall receive the deliverable on the day on which the deliverable has to be submitted before 16:00 (Brussels time).

The owner of the deliverable has to use appropriate e-mail template and provide the following information to CUST-DEV2 Dispatching Services (depending on the review cycle stage):

SfR

- The list of the reviewers of the deliverable;
- The list of persons to be included in copy (Cc);
- The review cycle;
- The date on which the comments are expected.

APO

- The list of the reviewers of the deliverable;
- The list of persons to be included in copy (Cc);
- The SfA date.

SfA

- The SfA date;
- The list of persons to be included in copy (Cc).

4.2 Submission of the deliverables to the Client

This section describes the rules to be followed for each type of deliverable:

- MPR / Agenda of the BMM / MoM;
- CQP / OLA;
- Comments on documents of other contractors;
- Software deliveries;
- All other deliverables.

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4.2.1 Agenda of the BMM

The agenda shall be submitted at least 1 wday before the date of the BMM.

a) Recipients of the agenda

Dispatch To:

- [Name] [removed];
- TAXUD/R5/HoS [TAXUD/R5/HoS];
- [Name] [removed];
- TAXUD/R5/HoS [TAXUD/R5/HoS];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- ALWAYS DG TAXUD functional mailbox [removed].

Dispatch Cc:

- ALWAYS [removed]

b) Subject of the e-mail

Subject: CUST-DEV2 - SC - DLV-0.6-3 Agenda of BMM (date of the BMM)

c) Standard template for submission of agenda (agenda itself may change)

Dear all,

As usual please find below the standard agenda for the coming BMM planned on 25/01/2011 from 14:00 to 17:00.

Proposed agenda:

1. 1400-1500 - Common Part: Take Over Progress, FQP – progress review, issues and risks;
2. 1500-1540 - R4 Specific Part: Specific Activities - progress review, issues and risks;
3. 1540-1620 - R5 Specific Part: Specific Activities - progress review, issues and risks;
4. 1620-1700 - Administrative, Contractual and Financial Part.

Could you please let us know if you have any comments on this agenda?

Thank you and best regards,

CUST-DEV2 Dispatching Services

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4.2.2 MoM

The MoM shall be sent to the people who participated in the meeting. The owner of the MoM has to indicate to whom the MoM has to be sent.

4.2.2.1 Submission for Review (SfR)

a) Recipients of the SfR version

Dispatch To:

- All reviewers (list communicated by the DLV owner);
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- **ALWAYS** [removed];
- Addressees provided by the deliverable owner.

The **BMM MoM must NEVER be sent to QAC**

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - MoM xx [date of the meeting dd/mm/yyyy] - Submitted for Review (SfR)

c) Text of the e-mail

Dear all,

Please find attached the following deliverable Submitted for Review (SfR):

- CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - MoM xx [date of the meeting dd/mm/yyyy]

Review comments are expected on dd/mm/yyyy

Thank you and best regards,

CUST-DEV2 Dispatching Services

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4.2.2.2 Author's Position (APO)

- Recipients of the APO

Dispatch To:

- All reviewers (list communicated by the DLV owner);
- **ALWAYS** DG TAXUD functional mailbox [\[removed\]](#).

Dispatch Cc:

- **ALWAYS** [\[removed\]](#);
- Addressees provided by the deliverable owner.

The **BMM MoM must NEVER be sent to QAC**

- Subject of the e-mail

Subject: CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - MoM xx [date of the meeting dd/mm/yyyy] – Author's Position (APO)

- Text of the message

Dear all,

Please find attached the Author's Position (APO) on the comments received for the following deliverable:

- CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - MoM xx [date of the meeting dd/mm/yyyy]

Could you please let us know as soon as possible if you agree with the Author's Position?

Submit for acceptance date is on dd/mm/yyyy

Thank you and best regards,

CUST-DEV2 Dispatching Services

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4.2.2.3 Submission for Acceptance (SfA)

Please ensure the APO data base is included in the BMM MoM package with the Implementation Information filled-in for any comments/updates not agreed in the review meeting.

a) Recipients of the SfA version

Dispatch To:

- All reviewers (list communicated by the DLV owner);
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- **ALWAYS** [removed];
- Addressees provided by the deliverable owner.

The **BMM MoM** **must NEVER be sent to QAC**

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - MoM xx [date of the meeting dd/mm/yyyy] - Submitted for Acceptance (SfA)

c) Text of the e-mail

Dear all,

Please find attached the following deliverable Submitted for Acceptance (SfA):

- CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV]

Thank you and best regards,

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4.2.3 Monthly Progress Report

4.2.3.1 Submission for Review (SfR)

Attention points to be checked before submission:

- Include an empty data base with the correct deliverable ID in the SfR version;
- Include APO data base in the SfA version.

a) Recipients of the MPR

The Monthly Progress Report has to be delivered to the following recipients:

Dispatch To:

- TAXUD/R5/HoS [TAXUD/R5/HoS];
- Name [removed];
- TAXUD/R5/HoS [TAXUD/R5/HoS] [**DO NOT** include for MPR's of [removed], [removed]and [removed]];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed<mailto:Pascal.LAPLUME@ec.europa.eu>];
- [Name] [removed<mailto:Frank.Janssens@ec.europa.eu>];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed] [**ONLY** for MPR's of [removed] and [removed]];
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- removed

The Monthly Progress Report **must NEVER be sent to QAC.**

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - DLV-0.7-1 MPRxx [Month] [Year] - Submitted for Review (SfR)

c) Text of the message

Dear all,

Please find attached the following deliverable Submitted for Review (SfR):

- CUST-DEV2 - SCxx - DLV-0.7-1 MPRxx [Month] [Year]

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The reviewers are:

- TAXUD/R5/HoS
- [Name]
- TAXUD/R5/HoS **[DO NOT include for MPR's of [removed], [removed] and [removed]]**
- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
- [Name] **[ONLY for MPR's of [removed] and [removed]]**

The review cycle is 4/11/5

The review comments are expected on xx/xx/xxxx

Thank you and best regards,

CUST-DEV2 Dispatching Services

4.2.3.2 Author's Position (APO)

When the comments are received from DG TAXUD via the CUST-DEV2 mailbox, this e-mail must be forwarded by PMO to the owner of the deliverable.

The owner of the deliverable shall send the APO to CUST-DEV2 Dispatching Services at the latest 1 wday before the BMM.

a) Recipients of the APO

Dispatch To:

- [Name] [removed];
- [Name] [removed];
- TAXUD/R5/HoS [TAXUD/R5/HoS] **[DO NOT include for MPR's of [removed], [removed] and [removed]]**;
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];

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- [Name] [removed];
- [Name] [removed];
- [Name] [removed] [**ONLY** for MPR's of [removed] and [removed]];
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- [removed].

The Monthly Progress Report **must NEVER be sent to QAC.**

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - DLV-0.7-1 MPRxx [Month] [Year] - Author's Position (APO)

c) Text of the message

Dear all,

Please find attached the Author's Position (APO) on the comments received for the following deliverable:

- CUST-DEV2 - SCxx - DLV-0.7-1 MPRxx [Month] [Year]

Could you please let us know as soon as possible if you agree with the Author's Position?

Submit for acceptance date is on xx/xx/xxxx

Thank you and best regards,

CUST-DEV2 Dispatching Services

4.2.3.3 Submission for Acceptance (SfA)

If comments were delivered by DG TAXUD, make sure that the APO data base is included in the MPR package with the Implementation Information filled-in.

a) Recipients of the MPR

The Monthly Progress Report has to be delivered to the following recipients:

Dispatch To:

- TAXUD/R5/HoS [TAXUD/R5/HoS];
- [Name] [removed];
- TAXUD/R5/HoS [TAXUD/R5/HoS] [**DO NOT** include for MPR's of [removed], [removed] and [removed]];
- [Name] [removed];
- [Name] [removed];

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- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed] [**ONLY** for MPR's of [removed] and [removed]];
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- removed.

The Monthly Progress Report **must NEVER be sent to QAC.**

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - DLV-0.7-1 MPRxx [Month] [Year] - Submitted for Acceptance (SfA)

c) Text of the e-mail

Dear all,

Please find attached the following deliverable Submitted for Acceptance (SfA):

- CUST-DEV2 - SCxx - DLV-0.7-1 MPRxx [Month] [Year]

Thank you and best regards,

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4.2.4 CQP/OLA

4.2.4.1 Submission for Review (SfR)

The DTM Seq nr should also be provided at the end of the subject for a better/faster tracking and traceability.

a) Recipients of the deliverable

It is not necessary to include all reviewers; send only to:

Dispatch To:

- [removed] ([removed]);
- DG TAXUD functional mailbox [removed].

Dispatch Cc:

- [removed].

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - DLV-0.3-1 - CQP / OLA - Submitted for Review (SfR) - (DTM Seq nr: xx.xxx)

c) Text of the message

Dear all,

Please find attached the following deliverable Submitted for Review (SfR):

- CUST-DEV2 - SCxx - DLV-0.3-1 - CQP / OLA

The reviewers are:

- TAXUD/R5/HoS
- [Name]
- [Name]
- [Removed]
- [Removed]

Review cycle is x/x/x (defined in the offer of the SC)

Review comments are expected on xx/xx/xxxx

Thank you and best regards,

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4.2.4.2 Author's Position (APO)

When the comments are received from QAC via the CUST-DEV2 mailbox, this e-mail must be forwarded to the owner of the deliverable by PMO.

The owner of the deliverable shall send back the APO to CUST-DEV2 Dispatching Services at the date indicated in the e-mail from QAC = 1 wday after reception of the comments.

The DTM Seq nr should also be provided at the end of the subject for a better/faster tracking and traceability.

a) Recipients of the APO

Dispatch To:

- All reviewers of the CQP;
- QAC;
- DG TAXUD functional mailbox [removed].

Dispatch Cc:

- [removed].

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - DLV-0.3-1 - CQP / OLA - Author's Position (APO) - (DTM Seq nr: xx.xxx)

c) Text of the message

Dear all,

Please find attached the Author's Position (APO) on the comments received for the following deliverable:

- CUST-DEV2 - SCxx - DLV-0.3-1 CQP / OLA

Could you please let us know as soon as possible if you agree with the Author's Position?

Submit for acceptance date is on xx/xx/xxxx

Thank you and best regards,

CUST-DEV2 Dispatching Services

4.2.4.3 Submission for Acceptance (SfA)

Please ensure the APO data base is included in the CQP / OLA package with the Implementation Information filled-in for any comments/updates not agreed in the review meeting.

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The DTM Seq nr should also be provided at the end of the subject for a better/faster tracking and traceability.

a) Recipient of the deliverable

Dispatch To:

- [Removed] ([removed]);
- DG TAXUD functional mail box ([removed]).

Dispatch Cc:

- [removed].

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - DLV-0.3-1 - CQP / OLA - Submitted for Acceptance (SfA) - (DTM Seq nr: xx.xxx)

c) Text of the message

Dear all,

Please find attached the following deliverable Submitted for Acceptance (SfA):

- CUST-DEV2 - SCxx - DLV-0.3-1 CQP / OLA

Thank you and best regards,

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4.2.5 Comments on documents of other contractors

a) Recipient of the deliverable

Dispatch To:

- Reviewers list communicated by the DLV owner;
- [Removed];
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- **ALWAYS** removed;
- Addressees provided by the deliverable owner.

b) Subject of the e-mail

Subject: CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - [Title of the DLV] - Comments

c) Text of the message

Dear all,

Please find attached the comments made on the [Title of the DLV].

Thank you and best regards,

CUST-DEV2 Dispatching Services

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4.2.6 All other deliverables

All other deliverables shall be sent to the reviewers as mentioned in RfE and reported in the DTM:

- Reviewers (list communicated by the DLV owner and cross checked with the DTM and RfE);
- QAC except when clearly indicated that QAC is not involved in the review cycle (to be confirmed with DG TAXUD). The Sfi versions can be send to QAC so a business and/or technical review can already be performed before SfR is send;
- **ALWAYS** DG TAXUD functional mailbox [removed].

4.2.6.1 Submitted for Information (Sfi)

Submission of Sfi version is responsibility of the deliverable owner. Sfi versions **will not** be delivered by CUST-DEV2 Dispatching Services (i.e. will not be sent from CUST-DEV2 functional mailbox, but directly from the deliverable owner's mailbox) as this is not a contractual deliverable and is not covered by the review cycle.

The DTM Seq nr should also be provided at the end of the subject for a better/faster tracking and traceability.

- a) Recipients of the Sfi version:

Dispatch To:

- Reviewers as mentioned in the RfE and reported in the DTM;
- QAC.

Dispatch CC:

- **ALWAYS** DG TAXUD functional mailbox [removed];
- **ALWAYS** removed.

- b) The subject of the mail:

CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV] - Submitted for Information (Sfi) - (DTM Seq nr: xx.xxx)

- c) Recommended text of the e-mail:

Dear all,

Please find attached the following deliverable Submitted for Information (Sfi):

- CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV]

We would really appreciate your review comments until dd/mm/yyyy

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Submission for review date is on dd/mm/yyyy

Thank you in advance and best regards,
[Name of the deliverable owner]

4.2.6.2 Submitted for Review (SfR)

The DTM Seq nr should also be provided at the end of the subject for a better/faster tracking and traceability.

a) Recipients of the SfR version:

Dispatch To:

- [Removed];
- **ALWAYS** removed].

Dispatch Cc:

- **ALWAYS** removed;
- Addressees provided by the deliverable owner.

b) The subject of the mail:

CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV] - Submitted for Review (SfR) - (DTM Seq nr: xx.xxx)

c) Text of the e-mail:

Dear all,

Please find attached the following deliverable Submitted for Review (SfR):

- CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV]

The reviewers are:

- xxxx;
- xxxx;
- [Removed].

Review cycle is x/x/x (defined in the offer and DTM)

Review comments are expected on dd/mm/yyyy

Thank you and best regards,
CUST-DEV2 Dispatching Services

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4.2.6.3 Author's Position (APO)

The DTM Seq nr should also be provided at the end of the subject for a better/faster tracking and traceability.

a) Recipients of the APO:

Dispatch To:

- All reviewers of the DLV (list communicated by the DLV owner and cross checked with DTM and RfE);
- [Removed];
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- **ALWAYS** removed;
- Addressees provided by the deliverable owner.

b) The subject of the mail:

CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV] - Author's Position (APO) - (DTM Seq nr: xx.xxx)

c) Text of the mail:

Dear all,

Please find attached the Author's Position (APO) on the comments received for the following deliverable:

- CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV]

Could you please let us know as soon as possible if you agree with the Author's Position?

Submit for acceptance date is on dd/mm/yyyy

Thank you and best regards,

CUST-DEV2 Dispatching Services

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4.2.6.4 Submitted for Acceptance (SfA)

The DTM Seq nr should also be provided at the end of the subject for a better/faster tracking and traceability.

Please ensure the APO database is included in the package with the Implementation Information filled-in for any comments/updates not agreed in the review meeting.

a) Recipient of the SfA version:

Dispatch To:

- [Removed];
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- **ALWAYS** removed;
- Addressees provided by the deliverable owner.

b) The subject of the mail:

CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV] - Submitted for Acceptance (SfA) - (DTM Seq nr: xx.xxx)

c) Text of the mail:

Dear all,

Please find attached the following deliverable Submitted for Acceptance (SfA):

- CUST-DEV2 - SCxx - QTMxxx [or RfAxxx] - DLV-xxxx - [Title of the DLV]

Thank you and best regards,

CUST-DEV2 Dispatching Services

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DELIVERABLES FILE NAMES	

5 DELIVERABLES FILE NAMES

To avoid problems with firewalls deliverables are enclosed in zip files. To help the identification of the deliverable with the contractual agreement (i.e. Specific Contract, OD or QTM), the following file naming convention is used for any file name (except when different file naming has been requested by DG TAXUD):

CUST-DEV2-<CONTRACT>-<ORDER>-<DTM REFERENCE>-<FRIENDLY NAME>-<VERSION NUMBER>-<STATUS>

Where

- <CONTRACT>:
 - o “FC” in case the deliverables pertain to the Framework Contract;
 - o “SCnn” in the event that the deliverables pertain to a Specific Contract (e.g. SC01 for Specific Contract 1).
- <ORDER> is in upper case and depends on the ordering mechanism used:
 - o For the ordering directly through the Specific Contract <ORDER> is the two characters “FP”;
 - o For the ordering via the Request for Action ordering mechanism, <ORDER> is the three characters “RFA” followed by the RFA number in three digits (e.g. “RFA755”).
 - o For the ordering via the Quoted Time and Means ordering mechanism, <ORDER> is the three characters “QTM” followed by the QTM number of the QTM Action in three digits (e.g. “QTM010”).
- <DTM REFERENCE> is the reference in the DTM (e.g. “DLV-0.1-1”).
- <FRIENDLY NAME> is a free text used to ease immediate identification of the deliverable.
- <VERSION NUMBER> indicates the version status of the deliverable and its format differs in case the deliverable is a Document or a System/Application:
 - o For document deliverables, the version number format is “vX.YZ-LL” where:
 - “v” is not variable and means “version”;
 - “X” denotes the major issue number;
 - “Y” denotes the minor issue number;
 - “Z” denotes a draft number or 0 for issued documents;
 - “LL” denotes the document language.
 - o For System/Application deliverables, the version number is “vXX.YY.ZZ” where:
 - “v” is not variable and means “version”;
 - “XX” denotes a major release;
 - “YY” denotes minor release (service pack);
 - “ZZ” denotes a patch.
- <STATUS> is the status as defined in TEMPO: Deliverables Acceptance Guide (SfI, SfR, APO or SfA).

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OFFERS SUBMISSION PROCESS DESCRIPTION	

6 OFFERS SUBMISSION PROCESS DESCRIPTION

6.1 Process Description

This process describes the steps to follow to send offers and to respect the rules established by DG TAXUD.

6.2 Process Objective

The objective of the process is to create a consistent and rigorous methodology for submitting the offers.

The offers shall be submitted to CUST-DEV2 Dispatching Services for submission to DG TAXUD at 16:00 (Brussels time) at the latest.

At the project level, the person who is submitting the offers is responsible for:

- Ensuring the good quality of the offer;
- Ensuring that the rules are followed;
- Ensuring that the person responsible for the DTM is aware of all offers that have been sent.

6.3 Roles and Responsibilities

CUST-DEV2 Dispatching Services: The sender is responsible for:

- Sending the offers;
- Following the rules and standards applicable for each offer;
- Ensuring that the offers are sent to the correct recipient;
- Ensuring that all information is correct.

Offer owner: The owner of the offer is responsible for:

- Review planning history file must be updated each week after reception of an e-mail from QA team member. This file must be updated by filling in responsible persons and planned dates for the current and the next month offers (e.g. in February table must be updated with data for February and March).
- The following Review planning history file columns must be filled in:
 - E – Planned date (Author's submission);

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- G – Owner’s Name;
- H – Author’s Name;
- J – Planned date (Peer Review) – this is the date when the offer is planned to be submitted to QA review;
- L – Name (Peer’s name).
- Ensuring that the offer undergoes the internal peer review and CM review before sending it to QA team. NOTE that also a draft version of the offer must be reviewed by the CM before sending it to the client;
- Ensuring that the offer’s file name contain at least reference to the Specific Contract and related QTMR / RfE or Ares number;
- Ensuring that the offer undergoes the internal quality review before sending it to CUST-DEV2 Dispatching Services;

CM and QA review can be performed simultaneously.

Normally, submission of offers to the QA should be 3 days before submission to the client. If it is not possible a draft version of the offer must be submitted 3 days before submission to the client. In emergency cases (when offers must be created in the period less than 3 days), owner must contact a QA team member and inform about upcoming situation.

CM must be informed by the Project Lead, a week before, of the next coming offer(s) so that CM can reserve in advance the needed time to review the expected offers. If not possible to forecast within the week in advance, Project Lead should call CM and inform of possible offer in the coming days allowing CM to block review time.

Within week of submission of offer, 3 days before submission, CM should receive an email containing the Technical Offer, the Financial Offer and the RfE of the Client.

QA team: The QA team is responsible for checking the quality of the offer before the sending to the CUST-DEV2 Dispatching Services.

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6.4 Process Detail

6.4.1 Internal process

- The CUST-DEV2 Dispatching Services shall receive the offer on the day on which the offer shall be submitted before 16:00 ([removed] time);
- The owner of the offer has to provide the following information to the CUST-DEV2 Dispatching Services:
 - If the offer to be sent is a draft offer or final offer;
 - The list of persons to be included in copy (Cc).

6.4.2 Submission of the offers to the Client

This section describes the rules to be followed for the offers, depending if the offer relates to R4 or R5:

- NEVER send offer to [Removed];
- NEVER send financial proposal to external resource from DG TAXUD ([removed]);
- ALWAYS quote RfE / QTMR number and if there is no RfE / QTMR number then quote the Ares ref number of RfE / QTMR:
 - In the subject of the e-mail;
 - In the text of the e-mail.

6.4.2.1 R4 Offers

a) Principle

- The offer must NEVER be sent to QAC;
- The financial proposal must NEVER be sent to an external resource of DG TAXUD ([removed]);

b) Recipients

Dispatch To:

- Reviewers list communicated by the DLV owner (usually defined in RfE / QTMR);
- TAXUD/R5/HoS [TAXUD/R5/HoS];
- [Name] [removed];
- [Name] [removed];
- [Name] [removed];
- ALWAYS DG TAXUD functional mailbox [removed].

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Dispatch Cc:

- **ALWAYS** removed;
- [name];
- Addressees provided by the offer owner.

First submission

c) Subject of the e-mail

Subject: CUST-DEV2 – SCxx – Offer for QTMRx [or RfExxx] – [Title of the QTMR/RfE]

d) Text of the e-mail

Dear all,

Please find attached Accenture's offer in response to the Quoted Time & Means Request [or Request for Estimate] xx [Title of the QTMR/RfE] under the SCxx.

Should you have any remarks please let us know.

Thank you and best regards,

CUST-DEV2 Dispatching Services

Updated offer

e) Subject of the e-mail

Subject: CUST-DEV2 – SCxx – Offer for QTMRx [or RfExxx] – [Title of the QTMR/RfE]

f) Text of the e-mail

Dear all,

Please find attached the updated Accenture's offer in response to the Quoted Time & Means Request [or Request for Estimate] xx [Title of the QTMR/RfE] under the SCxx which integrates all the received comments.

Should you have any remarks please let us know.

Thank you and best regards,

CUST-DEV2 Dispatching Services

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6.4.2.2 R5 Offers

a) Principle

- Dispatch offers according to FQP Annex 37 - R5 related deliveries - email Guidelines;
- Draft technical offer and draft financial offer must be submitted in separate emails to reviewers defined in the FQP Annex 37 - R5 related deliveries - email Guidelines;
- Final version of the offer must contain both technical and financial offer and must be submitted in one email to reviewers defined in the FQP Annex 37 - R5 related deliveries - email Guidelines.

b) Recipients

Dispatch To:

- According to FQP Annex 37 - R5 related deliveries - email Guidelines

Dispatch Cc:

- **ALWAYS removed**
- Semoulin, Denis;
- Addressees provided by the offer owner.

Draft Technical Offer

c) Subject of the e-mail

Subject: CUST-DEV2 – SCxx – QTMRxx [or RfExxx] “[Title of the QTMR/RfE]” – v.0.01 – DRAFT TECHNICAL OFFER

d) Text of the e-mail

Dear All,

Please find attached a draft version of Accenture’s technical offer in response to the Quoted Time & Means Request [or Request for Estimate] xx [Title of the QTMR/RfE] sent for information.

We will be grateful to receive your comments or approval to submit the offer officially.

Thank you in advance and best regards,

[Name of the deliverable owner]

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Draft Financial Offer

e) Subject of the e-mail

Subject: CUST-DEV2 – SCxx – QTMRxx [or RfExxx] “[Title of the QTMR/RfE]” – v.0.01 – DRAFT FINANCIAL OFFER

f) Text of the e-mail

Dear All,

Please find attached a draft version of Accenture’s financial offer in response to the Quoted Time & Means Request [or Request for Estimate] xx [Title of the QTMR/RfE] sent for information.

We will be grateful to receive your comments or approval to submit the offer officially.

Thank you in advance and best regards,

[Name of the deliverable owner]

Final Offer

g) Subject of the e-mail

Subject: CUST-DEV2 – SCxx – QTMRxx [or RfExxx] “[Title of the QTMR/RfE]” – v.1.00 – FINAL OFFER

h) Text of the e-mail

Dear All,

Please find attached Accenture's final offer in response to the Quoted Times and Means Request or Request for Estimate] xx [Title of the QTMR/RfE] under the SCxx.

Should you have any remarks, please let us know.

Thank you and best regards,

CUST-DEV2 Dispatching Services

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6.4.2.3 Infrastructure

a) Principle

- The offer must NEVER be sent to QAC;
- The financial proposal must NEVER be sent to an external resource of DG TAXUD ([removed]).

b) Recipients

Dispatch To:

- Reviewers list communicated by the DLV owner (usually defined in RfE / QTMR);
- TAXUD/R5/HoU [TAXUD/R5/HoU];
- TAXUD/R5/HoS [TAXUD/R5/HoS];
- [Name] [removed];
- TAXUD/R4/HoS [TAXUD/R4/HoS];
- TAXUD/R5/HoS [TAXUD/R5/HoS];
- [Name] [removed];
- [Name] [removed];
- **ALWAYS** DG TAXUD functional mailbox [removed].

Dispatch Cc:

- **ALWAYS** [removed];
- [Name];
- Addressees provided by the offer owner.

c) Subject of the e-mail

Subject: CUST-DEV2 – SC02 – Offer for procurement [Title]

d) Text of the e-mail

Dear all,

Please find attached the following documents:

- The technical deliverable for the procurement offer;
- The financial deliverable for the procurement offer;
- The updated HW and SW asset list.

Should you have any remarks please let us know.

Thank you and best regards,

CUST-DEV2 Dispatching Services

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DELIVERABLES SUBMISSION PROCEDURE	
CUST-DEV2 SOFTWARE DELIVERY PROCEDURE	

7 CUST-DEV2 SOFTWARE DELIVERY PROCEDURE

7.1 High level CUST-DEV2 Software Delivery Procedure

1. CUST-DEV2 software deliveries will be submitted via the CUST-DEV2 FTP server as a password protected WinZip file.
2. The FTP server will be used as a temporary file exchange solution only (it will not be used as a data storage).
3. Each contractual CUST-DEV2 software delivery package (a password protected WinZip file) will contain the following:
 - 3.1. For full software deliveries, the software delivery package will contain the following:
 - Both software release and release notes as one ISO image;
 - MD5 checksum file for verification of ISO (to create MD5 checksum file use <http://www.winmd5.com/download/winmd5free.zip>);
 - Delivery Note (see Annex 18 of the FQP).
 - 3.2. For delta/partial software deliveries (e.g. in case of hot fix or patch), the software delivery package will contain the following:
 - Software delivery and release notes;
 - MD5 checksum file for verification of WinZip file (to create MD5 checksum file use <http://www.winmd5.com/download/winmd5free.zip>);
 - Delivery Note (see Annex 18 of the FQP).

*NOTE1: If a delivery is contractually covered by the FP of SC05, then it is the corrective maintenance of SC05 which is applicable, respectively the DLV number is **NOT DLV-7.1-1** however **DLV-7.9.1**.*

NOTE2:

Patch should always be accompanied by a Release Note with the following sections:

- Reference and applicable documents;
- Environment prerequisites;
- Delivery contents;
- Installation guidelines;
- Database upgrade (if need be);
- Testing guidelines/Software status (implemented change requests/defects, known change requests/defects).

Hot fix should at least be accompanied by installation and testing guidelines.

4. Each contractual CUST-DEV2 software delivery package will be uploaded on the CUST-DEV2 FTP server and will be available at the following path:
/CUST-DEV2/Deliveries/Applications/ABC xxxx.zip
5. An e-mail notification will be sent using the following text template:

“Dear all,

This is the official delivery of the application ABC xxx.

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*The delivery of ABC xxx is ready in the CUST-DEV2 FTP server at the following path:
/CUST-DEV2/Deliveries/Applications/AppName/CUD2- xxxx.zip*

You can verify the WinZip package via the attached md5 file. The Release Notes is attached and included in the ISO [or in WinZip file, in case of delta/partial software deliveries]. The Delivery Note is attached and also available on the ftp server, next to the WinZip file.

You can also verify the ISO via the md5 file included in the WinZip package [include this sentence in case of ISO only].

Password to open the software delivery package is as follows: xxxxxxxx

*Thank you and best regards,
CUST-DEV2 Dispatching Services”*

6. An e-mail notification will be sent to the following recipients:

Dispatch TO:

- According to FQP Annex 37 - R5 related deliveries - email Guidelines.

Dispatch CC:

- [\[removed\]](#);
- Addressees provided by the deliverable owner.

7.2 Detailed CUST-DEV2 Software Delivery Instructions

7.2.1 Pre-requisites

1. [Category Owner]: Download and setup FileZilla FTP/FTPS client (see FileZilla FTP/FTPS client setup instruction).
2. [Category Owner]: Download and install ImgBurn freeware (<http://www.imgburn.com/index.php?act=download>) to be used to create ISO and use WinMD5 (<http://www.winmd5.com/download/winmd5free.zip>) to create MD5 files.

7.2.2 Detailed instructions

1. [Category Owner]: Prepare a software delivery package as described in the [paragraph #3 of the High Level CUST-DEV2 Software Delivery Procedure](#).

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2. [Category Owner]: Include the prepared software delivery package in a password protected WinZip file and create MD5 checksum file for verification of WinZip file (to create MD5 checksum file use <http://www.winmd5.com/download/winmd5free.zip>).

3. [Category Owner]: Upload the software delivery package (as a password protected WinZip file), Delivery Note and md5 checksum file on the FTP server at the following path: /CUST-DEV2/DELIVERIES/Applications/ABC xxxx.zip.

4. [Category Owner]: Send an encrypted notification e-mail (see instruction How to Send an Encrypted Message in Outlook) to CUST-DEV2 Dispatching services.
 Use the template provided in the [paragraph #5 of the High Level CUST-DEV2 Software Delivery Procedure](#) and attach to the email the Delivery Note, Release Notes and MD5 checksum file for verification of WinZip file.

5. [CUST-DEV2 Dispatching Services]: Send an official [e-mail notification](#) to the recipients defined in the [paragraph #6 of the High Level CUST-DEV2 Software Delivery Procedure](#).