

OWNER: CUST-DEV2	ISSUE DATE: 13/12/2010	VERSION: 1.01
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>DLV-0.1-1_Request for Estimates</p>		
<p>CUST-DEV2</p> <p>[REMOVED]</p>		

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REQUEST FOR ESTIMATES	
DOCUMENT HISTORY	

DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
0.01	29/10/2010	First draft	I	All
0.02	2/11/2010	Internal review	I/R	All
0.03	4/11/2010	Update after review	I/R	All
1.00	15/11/2010	Submitted for Acceptance		
1.01	13/12/2010	Re-Submitted for Acceptance		

(*) Action: I = Insert R = Replace

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REQUEST FOR ESTIMATES	
INTRODUCTION	

1 INTRODUCTION

1.1 Scope

The scope of this document is to describe CUST-DEV2's Request for Estimate Management approach.

1.2 References

RD#	Title	Originator	Version	Date
[RD1]	TEMPO - Glossary of Terms (tmp-gen-gls)	DG TAXUD/R4	2.04-EN	01-Aug-07
[RD2]	Framework Quality Plan	CUST-DEV2	0.13	25-Oct-10

Table 1-1: Reference documents

1.3 Acronyms and Abbreviations

A table with the used Acronyms and Abbreviations can be found in Annex 19 of the FQP.

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PROCESS OVERVIEW	

2 PROCESS OVERVIEW

2.1 Process Goal

The goal of the Request for Estimate process is to describe the processes from the time of reception of an RfE to the reception of the RfA and the subsequent start of the activities to be executed.

2.2 Scope

The activities related to the production of proposals in response to a Request for Estimate are performed under Work Package 0.4

The Request for Estimate Management covers the process followed by CUST-DEV2 and the interaction of CUST-DEV2 with DG TAXUD.

2.3 Request for Estimate Management Boundaries

The Request of estimate Process excludes:

- The process how DG TAXUD issues the RfE;
- The process how DG TAXUD does the review;
- The process how DG TAXUD issues the RfA.

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ROLES AND RESPONSIBILITIES	

3 ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY
DG TAXUD	<p>DG TAXUD is responsible for the issuance of the RfE containing the following information: background of the project, the Technical Annex to describe the scope of activities to be performed, the applicable SQIs, the reviewers list and the desired review cycle applicable for the deliverables.</p> <p>DG TAXUD is responsible for the issuance of the RfA once CUST-DEV2's offer has been accepted.</p>
CUST-DEV2 Account Manager	The CUST-DEV2 Account Manager gives the final approval before the offer can be submitted to DG TAXUD
CUST-DEV2 Portfolio Manager and his team	The CUST-DEV2 Portfolio Manager and his team are responsible for the drafting of the Technical and Financial offer in response to the RfE. This covers the redaction of the offer in compliance with the Technical Annex of the RfE and the preparation of the Financial offer related to the RfE as well as the update of the offer after reception of comments from DG TAXUD.
CUST-DEV2 Quality Assurance team	The role of the Quality Assurance team in this process is to organise the review of the offer to check compliance of the content with the requirement of the RfE and the deliverable template requirements
CUST-DEV2 PMO team	The PMO team does the administrative follow-up in the process
CUST-DEV2 Contract Management team	The Contract Management team reviews the deliverables to check if they are in line with the contractual requirements defined in the RfE, the SC and the FC.

Table 3-1: Roles and Responsibilities

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4 REQUEST FOR ESTIMATES

4.1 Trigger Event

DG TAXUD sends to CUST-DEV2 a Request for Estimate by e-mail via the CUST-DEV2 functional mailbox. The initial demand can be defined within the demand management process.

4.2 Procedure input

The input for the procedure is the e-mail submitted by DG TAXUD to CUST-DEV2 with the Request for Estimate attached.

4.3 The CUST-DEV2 Request for Estimate Process

4.3.1 Process flow

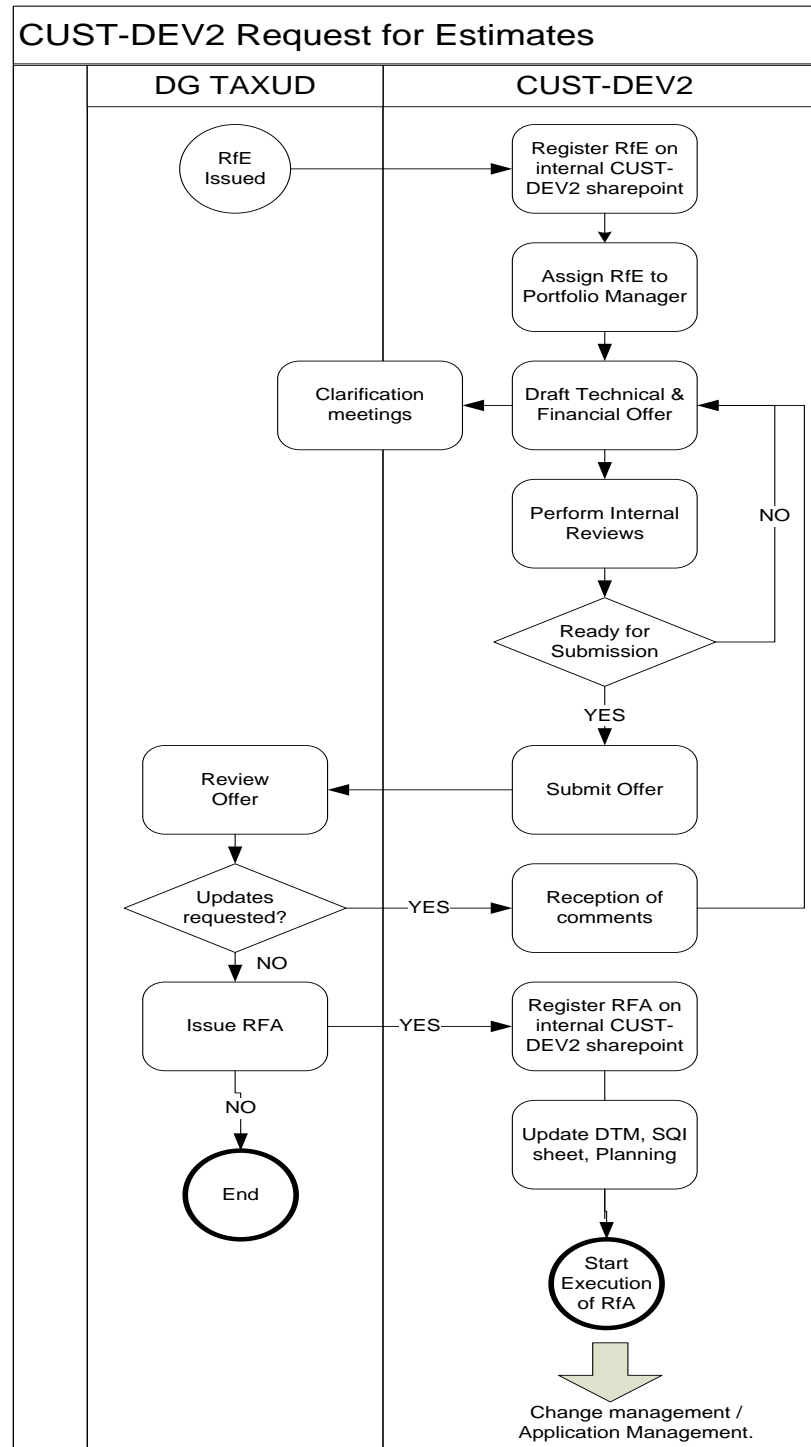


Figure 4-1: Process Flow Request for Estimates

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4.3.1.1 Procedure

1	Registration of the RfE issued by DG TAXUD
<i>Input</i>	<p>E-mail from DG TAXUD containing in attachment the request for estimate. The request contains :</p> <ul style="list-style-type: none"> • Ares number • Technical annex with <ul style="list-style-type: none"> ○ Context and scope; ○ Activities; ○ Suggested deliverables and planning; ○ Quality Indicators; ○ Penalty clause; ○ Background information; ○ Reviewers.
<i>Description</i>	The RfE is received by e-mail via the CUST-DEV2 functional mail box. CUST-DEV2 PMO registers the RfE and stores the document on the Internal CUST-DEV2 SharePoint.
<i>Output</i>	Record with the RfE information on the Internal CUST-DEV2 SharePoint.
2	Assign RfE to Portfolio Manager
<i>Input</i>	The RfE record on the Internal CUST-DEV2 SharePoint
<i>Description</i>	PMO sends an email to inform the concerned Portfolio Manager. The Portfolio Manager is defined based on the application category, systems or applications. The demand management log will also be updated with the new status or if the demand was not known with a new record in the log.
<i>Output</i>	E-mail of PMO to the concerned Portfolio Manager informing him of the RfE.
3	Draft Technical and Financial offer
<i>Input</i>	<ul style="list-style-type: none"> • E-mail of PMO to the concerned Portfolio Manager informing him of the RfE; • Record with the RfE information on the Internal CUST-DEV2 SharePoint.

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<i>Description</i>	<p>The Portfolio Manager, together with his team (see Annex 7 of the FQP with the Organisation chart) drafts the offer in order to respond and provide an estimate of time and efforts to perform the activities ordered in the RfE.</p> <p>The Portfolio Manager organises</p> <ul style="list-style-type: none"> • meetings if needed within his team; • meetings with other teams if needed, e.g. release and configuration management team, Subject Matter Experts, development team; • The Portfolio Manager can request some meetings to DG TAXUD in order to discuss and clarify the RfE. <p>The offer is drafted based on information coming from the review meetings with DG TAXUD and from the Technical Annex attached to the RfE.</p> <p>The Offer contains 2 parts, one with the financial information and one with the technical information.</p> <p>The Financial part contains :</p> <ul style="list-style-type: none"> • Reference and applicable documents; • Terminology; • Introduction; • Estimated Budget. <p>This is a non exhaustive list; the content can vary depending on what has been requested in the RfE.</p> <p>The Technical part contains:</p> <ul style="list-style-type: none"> • Reference and applicable documents; • Terminology; • Introduction; • Service Description <ul style="list-style-type: none"> ○ Approach; ○ Assumptions; ○ Deliverables, applicable SQI and review cycle; ○ Planning and key Milestones. • Estimate effort and budget (non financial). <p>This is a non exhaustive list; the content can vary depending on what has been requested in the RfE.</p>
<i>Output</i>	Produced draft offer in response to RfE. The draft offer is stored on the Internal CUST-DEV2 SharePoint.
4	Perform internal review
<i>Input</i>	Draft offer for Request for Action

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<i>Description</i>	<p>The Portfolio Manager sends the offer to the internal reviewers to have a final check and an internal approval before sending.</p> <ul style="list-style-type: none"> • The offer is revised and documented by peers and team leads; • The offer is revised and documented by the portfolio manager; • Quality Assurance Team organises the review of the offer to check compliance of the content with the requirement of the RfE and the deliverable template requirements; • The CUST-DEV2 Contract Management Team reviews the offer to check if it is in line with the contractual requirements defined in the RfE, the SC and the FC; <p>The internal reviewers provide comments (business related or contractual) on the proposal. Comments are tracked by “Track Changes” in the document.</p> <p>The Portfolio Manager accepts, updates or rejects the comments before finalising the offer.</p> <p>A final review is done by the Account Manager.</p> <p>After the approval of the Account Manager the Portfolio Manager sends by email the offer and the list of the DG TAXUD reviewers to the Contract Management team for submission. The Portfolio Manager will also update the status of the demand in the demand management log.</p>
<i>Output</i>	DLV-0.4-2: Offer in response to RfE, stored on the Internal CUST-DEV2 SharePoint.
5	Submit the offer
<i>Input</i>	<ul style="list-style-type: none"> • Email of the Portfolio Manager asking the submission of the offer to DG TAXUD. • DLV-0.4-2: Offer in response to RfE
<i>Description</i>	<p>The Contract Management team proceed to the submission of the offer.</p> <p>The financial information may not be sent to the extra muros reviewers listed in the RfE. A separate mail has to be sent to these reviewers with only the technical part of the offer.</p>
<i>Output</i>	E-mail submitted to DG TAXUD with attached the DLV-0.4-2: Offer in response to RfE
7	Review offer by DG TAXUD
<i>Input</i>	CUST-DEV2 submitted offer by email.

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<i>Description</i>	<p>DG TAXUD proceeds to internal review of the offer.</p> <p>After internal review at DG TAXUD's side, DG TAXUD can revert to CUST-DEV2 with comments and ask an update. The Portfolio Manager is responsible for the follow up and update of the Technical and / or Financial offer.</p> <p>The Portfolio Manager integrates the comments made by DG TAXUD. In case the Portfolio Manager does not agree with the remarks or in case of lack of clarity, the Portfolio Manager can request a meeting with DG TAXUD to clarify the open points and to come to an agreement on the discussion points. Clarification is mostly done by e-mail.</p> <p>When all the "to be implemented" comments are integrated in the offer, the process returns to step 4 of the procedure.</p>
<i>Output</i>	An email from DG TAXUD to the CUST-DEV2 functional mailbox containing the comments on the proposal.
8	Issue RfA
<i>Input</i>	DLV-0.4-2: Offer in response to RfE
<i>Description</i>	If DG TAXUD accepts the CUST-DEV2 offer they will send an email to the CUST-DEV2 functional mailbox with the RfA. If DG TAXUD decides not to accept the offer, the procedure ends without any further step.
<i>Output</i>	E-mail from DG TAXUD containing the RfA
9	Register RfA on internal CUST-DEV2 share point
<i>Input</i>	Email from DG TAXUD with the RfA
<i>Description</i>	The CUST-DEV2 PMO team will upload the RfA on the internal SharePoint and inform the concerned Portfolio Manager. The PMO team will also update the status of the demand in the demand management log.
<i>Output</i>	<ul style="list-style-type: none"> Record on the internal CUST-DEV2 SharePoint; Email informing the portfolio manager the the RfA has been registered.
10	Update DTM, SQI sheet and general planning

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<i>Input</i>	<p>Signed RfA with:</p> <ul style="list-style-type: none"> • The list of deliverables to be produced in the context of this RfA; • The applicable review cycle for each deliverable; • The applicable SQI for each deliverable; • The name of the reviewers of the deliverables.
<i>Description</i>	The CUST-DEV2 PMO team will update the DTM, SQI sheet and the general planning with all information contained in the RfE and RfA in terms of deliverables, review cycle, SQI and reviewers
<i>Output</i>	<ul style="list-style-type: none"> • Updated DTM to be sent every Monday <ul style="list-style-type: none"> ○ Work package; ○ Deliverable naming; ○ Reviewers; ○ SQIs; ○ Review cycle; ○ Planned and contractual delivery dates. • Updated SQI Sheet with the deliverables information and the SQI calculation parameters; • Updated general planning.
12	Start execution of the activities
<i>Input</i>	The CUST-DEV2 offer and the signed RfA
<i>Description</i>	Based on the offer and on the received signed RfA, CUST-DEV2 will start performing the activities.
<i>Output</i>	Once the activity is started the process is defined in the Change Management and in Application Development, Annexes 1 and 17 of the FQP [RD2].