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**INTEGRATED AIR AND MISSILE DEFENCE  
CENTRE OF EXCELLENCE**



**IFB FINCON 22-03  
“IAMD COE e-shop,  
web and mobile application”**

**PART III  
SPECIAL PROVISIONS & TECHNICAL SPECIFICATIONS  
(STATEMENT OF WORK)**

*April 2022*

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NATO UNCLASSIFIED  
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1.1 The current Statement of Work (SOW) covers the special provisions and technical specifications that shall be covered by the Contractor for the services requested.

**2. General Specifications**

2.1 The requested services include the creation and launch of three (3) deliverable products/projects as described below:

2.1.1 Design, creation - development and launch of IAMD COE e-shop, through the official already existent IAMD COE official site (<https://iamd-coe.org>). Registration's process features and web hosting services for the IAMD COE official site, for one (1) year period must be included.

2.1.2 Design, creation - development and launch of IAMD COE event planner web application (app) available through the IAMD COE official site (<https://iamd-coe.org>).

2.1.3 Design, creation - development and launch of IAMD COE event planner mobile application (app) available through Apple Store (IOS) and Play store (Android) with the annual cost for data hosting and relevant licences for Apple and Google included.

**3. Technical Specifications - Description of Deliverables**

3.1 Requested products to be provided for the IAMD COE e-shop and the registration features:

3.1.1 The e-shop will provide the capability to the IAMD COE to collect payments into IAMD COE bank account (a Greek commercial cooperating bank - Piraeus Bank as it is today), for a variety of services such as activity (conference - other events) fees, tuition fees (for training courses), etc..

3.1.2 Prior to any payment, a registration process is necessary in order the payment be completed. The capability to complete this registration process should be also available through the web app (par 2.1.2) and the mobile app (par 2.1.3).

3.1.3 The registration process [for prospective conference or training courses participants (clients)] must be conducted, in principle automatically, through the IAMD COE web-site as follows:

3.1.3.1 First phase of registration: Each interested participant fills out the first form/application on the web-site (or on the mobile app) through which he/she expresses his/her interest in participating in the respective event [several mandatory fields of the first form are completed, indicatively like office email, full

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name, job post, sector (Military, academia, industry, etc.), nationality, office telephone - optional field should be an empty free text for extra info]. An automated message will be sent to the prospective participant acknowledging that his/her request has been received, his/her application is under assessment and he/she will be informed in a certain period of time through personal email for the next step of his/her registration (requirement: automated e-mail to be sent following the submission of the application).

3.1.3.2 Following the collection of these applications, and after the selection of the participants, a registration unique code will be provided and sent for each selected participant, through an automated e-mail from the Centre, in order to proceed with the respective event registration [requirement: through an admin / backend management panel, the Centre will be able to a. have the complete insight into the dynamics of prospective participants, b. accept and confirm the possible participation (per applicant), c. sent an automated e-mail (through a “confirm” button from the admin / backend management panel) to the applicant informing him/her that he/she has been selected, providing a unique registration code (automatically generated and connected with his/her e-mail) and attaching one file (.pdf format - template will be provided by the Centre) as a confirmation message - invoice (all required data for this document will be produced on the basis of the respective application - no ERP/CRM connection is required - no connection with Public Tax Authorities is required)].

3.1.3.3 Second phase of registration: Each selected prospective participant registers (through the same web-site platform) with the unique (registration) code provided by the Centre (as automatically sent via e-mail). The registration will be completed only with payment of fees which will be made at the last step of registration process and will be prerequisite to complete the registration.

3.1.3.4 During the second phase of the registration process, the selected participant will fill in a second form/application on the web-site (or the mobile app) with optional fields (indicatively) such as, date of arrival, hotel, cell phone number, participation in related events (ice breaker, lunch, etc.), emergency contact, nutritional habits, etc.. For these fields there must be the capability to provide the necessary details at a later time by signing in through the apps (web and mobile), using and his/her email and his/her unique code.

3.1.3.5 The Centre receives real-time information about the status of participation and any registration is absolutely verified given that it will be connected with the respective payment [requirements: a. any registration is completed only with the successful completion of payment using (only) a bank card, b. following the completion of payment, an automated e-mail is sent to the participant informing him/her about the completion of the process, including (printable) proof with the details of the payment (template will be provided by the Centre)].

3.1.3.6 There must be the capability for exemptions to this procedure in order to complete registration, e.g. persons who will participate with paying no fees or fees with a discount (VIPs, speakers, sponsors' representatives, etc.) (re-

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quirement: a. adjustment of the product price per client with a discount choice, b. e.g. completion of the registration without payment).

3.1.3.7 With the same unique code and the email of each participant, access will be provided for the sign in the mobile and web apps.

3.1.3.8 Upon the completion of the event, an automated e-mail must be able to be sent with a certificate of participation, completion of the course, etc. (requirement: through the admin / backend management panel, a certificate with the details of the event and the participant to be sent automatically through e-mail to the respective client).

3.1.4. The following services must be included in the bidding price:

3.1.4.1 Adjustments, such as web-design, for the existing IAMD COE web-site.

3.1.4.2 Training for the IAMD COE personnel regarding the admin / backend management panel.

3.1.4.3 Web hosting of the IAMD COE official site (<https://iamd-coe.org> for one (1) year (if required to change the existing hosting). The web hosting (DataCenter) servers should be solely located in territory of any NATO nation. A written certification shall be handled to the Centre. Other web hosting features: fast reliable connection, at least 10000 MB website space with capability of upgrade if needed, automated back-up of the web-site at least once per week.

3.1.4.4 Capability of manual back-up of the website directory to be provided to the IAMD COE administrator.

3.1.4.5 Secure Socket Layer SSL (at least 128bit SSL encryption and PCI compliant).

3.1.4.6 Any bridging software required for online payment gateway with the IAMD COE cooperating bank (today, Piraeus Bank).

3.1.4.7 On call support through telephone (at least for 8 hours for working days) and e-mail (with the obligation to response up to one working day later).

3.1.4.8 Costs for the corresponding implementation of GDPR provisions for one (1) year.

3.1.5 Within the e-shop the following features must be implemented:

3.1.5.1 The participant/client will have visibility only to these products related to the specific unique code he/she has been provided.

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3.1.5.2 The e-shop should allow the complete administration of the products of the Centre through a backend management panel.

3.1.5.3 The e-shop must have the capability to complete any request and accept payments from any country of the world.

3.1.5.4 The participant/user will proceed with the payment through a debit/credit card and the final payment should be secure and reliable without re-direction (or iFrame) to the special payment page of the cooperating bank (card details are sent via a secure interface to the e-pay - ecommerce bank platform).

3.1.5.5 The participant's/user's personal data should remain at his/her bank or at the Centre's Bank (Piraeus Bank) and the security / validity check must be performed by the bank.

3.1.5.6 Through the admin / backend management panel, the Centre must be able to receive data / information about the completion of any registration and the respective payment [with the details of them, as date and time of payment, payment service provider, payment method (e.g. VISA, Mastercard, etc.), invoice and cardholder details, etc.].

3.1.5.7 The Centre should have the capability to categorize the participants/users in order to offer discounts to specific groups.

3.1.5.8 The Centre will have the capability to update the list of the offered products through the e-shop.

3.2 Requested services to be provided for the IAMD COE web app:

3.2.1 This web app must be accessible through the home page of IAMD COE official site (<https://iamd-coe.org>) (web creation resembling an application)

3.2.2 The language used in application is English.

3.2.3 Entering the web app by clicking a link, or an icon/banner on the IAMD COE Site the first screen appears.

3.2.4 1<sup>st</sup> splash screen: Event banner (by clicking on the banner the visitor is directed to the app home screen). Email and password are required for the log in (the password is the same that had been sent through the procedure of registration via personal email by the Centre to the participants/clients (option provided to save the password for the user).

3.2.5 2<sup>nd</sup> screen - Home screen: The home screen page serves as the central page of the app where all the widget icons are located. No need of a second page. The logo of the IAMD COE Centre is on the top of the page alongside the conference/training course theme, the dates and the location of the conference/course. The colours of the background could be grey or light blue and the icons should be



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dark blue and black (indicatively). Below each widget a word is written describing the subject of every widget. Every row has 3 or 4 icons. It depends on the size of the icon so it is easily read.

3.2.6 1<sup>st</sup> row of Icons that present Sub Items (categories)

3.2.6.1 Icon-About: General Info of the conference uploaded by the Centre's Administrator.

3.2.6.2 Icon-Registration: Through this widget, the visitor can complete his registration through the IAMDCOE e-shop.

3.2.6.3 Icon-Announcements: Latest announcements uploaded for the participants regarding the conference.

3.2.7 2<sup>nd</sup> row of Icons that present Sub items (categories):

3.2.7.1 Icon-Schedule: Clicking this icon the sessions of the conference appear per day. The conference lasts three days (including ice breaker day) so a tab for every day must be available. Every session is described by the theme, the starting and finishing hour. Clicking on the session the speakers appear in a timely order of presenting their subject. Every speaker is followed by his/her photo, name and official title of their post. Clicking on the speaker, their personal page is appeared with their photo enlarged and the capability of access a pdf file of their bio.

3.2.7.2 Icon-Speakers: Clicking this icon the list of the speakers appears in alphabetical order. By clicking each speaker, their personal page in the app appears, with a photo enlarged and the capability of accessing a PDF file of their biography.

3.2.7.3 Icon-Attendees: Clicking this icon, the participant (optional) has the capability to upload himself certain personal data, such as emails, social media, short biography, photo, official post etc.

3.2.8 3<sup>rd</sup> row of Icons that present Sub Items (categories):

3.2.8.1 Icon-Transportation: The transportation arrangements are described. Also useful information such as taxi phone numbers, rent cars etc.

3.2.8.2 Icon MAPS: On Google Maps, the useful locations are pinned.

3.2.8.3 Icon- Read Ahead Material: Documents regarding the conference are uploaded

3.2.9 4<sup>th</sup> row of Icons that present Sub items (categories):

3.2.9.1 Icon-Search: Search the entire app for info.

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3.2.9.2 Icon-Security/Safety: Information uploaded by the Centre referring to security information, health and safety information and Covid-19 related matters.

3.2.9.3 Icon - Sponsors: The sponsors appear in alphabetical order. Clicking on each sponsor, data for them appear (short description, Contact info, website (active links), social media etc.

### 3.3 Requested services to be provided for the IAMD COE mobile app:

3.3.1 It includes the same features/data with the IAMD COE web app of paragraph 3.2. The stored data between the mobile apps and the web app must be synchronized all the time (real - time).

3.3.2 It should be available through Play Store (for Android devices) and the Apple store (for IOS Devices).

3.3.3 The annual cost for Apple Store and Play Store, for one year, must be included in the price. The annual cost for the renewal must be noted in the offer of the Contractor.

3.3.4 The annual cost for hosting the data, for one year must be included in the price. The annual cost for the renewal must be noted in the offer of the Contractor.

3.3.5 The mobile app should have the name "IAMD COE events" and should be categorized under the Event Planner Category.

3.4 All the required documentation (report, documents for compliance, etc.) shall be written - submitted in English and should be signed by the Contractor.

3.5 Any details required for the above technical requirements will be provided by the IAMD COE competent official (Support BH) in written.

## 4. Guarantee

4.1 No special guarantee is required by the Contractor apart from the duration of the services described above.

## 5. Delivery period

5.1 All services requested and deliverables shall be completed, provided and delivered to the IAMD COE as below:

5.1.1 E-shop: Sixty (60) days after the signing of the contract.

5.1.2 Web app: Thirty (30) days after the signing of the contract.

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5.1.3 Mobile apps (Android & IOS): Sixty (60) days after the signing of the contract.

5.2 For the abovementioned deadlines it is considered that the required information material (templates, photos, texts, logos, etc.) has been provided by the Centre, otherwise the delivery times are extended accordingly.

**6. Contractor's Standards**

6.1 The Contractor's experience as software developer at creating websites, e-shops and mobile applications must be proved by handling to the Centre along with the offer, a list of previous similar works at these categories.

6.2 The Contractor must be able to offer any services required, on situ, at the IAMD COE's facilities upon request of the Centre's competent official (Support BH). The bidder's offer - price proposal shall include any such costs.