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DESCRIPTION OF SERVICES/TECHNICAL ANNEX

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1. WORKING METHOD: QUOTED TIMES AND MEANS

The work covered by the present Specific Contract is divided into various subtasks according to the detailed description provided below.

2. CONTEXT/INTRODUCTION AND OBJECTIVES

Further to the entry into force of the Amsterdam Treaty, a European judicial area is a reality, and there are increasing demands on justice in terms of workload and working methods. In June 2007 the Justice and Home Affairs (JHA) Council first mooted development of a European e-Justice portal.

On 30 May 2008, the Commission published a communication to the Council, the European Parliament and the European Economic and Social Committee entitled "Towards a European e-Justice strategy"[1]. The JHA Council of November 2008 subsequently adopted a "European e-Justice Action Plan".

[1] COM(2008)329 final adopted 30.05.2008
http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2008:0329:FIN:EN:PDF

The European Parliament also supports the implementation of ICT technologies in the field of Justice. In December 2008, the Parliament's Committee on Legal Affairs adopted a report with recommendations on e-Justice.

The overarching aims of the European e-Justice action plan are to promote the creation of a European judicial area using ICT by way of projects that have the potential to involve all of the Member States of the EU.

One element central to the Commission's May Communication, the Council's Action Plan[2] and the Parliament's report[3] – and the objective of this specific contract - is the creation of a European e-Justice portal, of which the first release must be launched by the end of 2009.

The European e-Justice portal is conceived as a "one-stop (electronic) shop" for information on European justice and access to European judicial procedures. It will be available in 23 languages. The European e-Justice portal is to provide, in a consolidated system, a single entry point for all justice questions and online procedures. It is targeted at disparate groups of users such as citizens, lawyers, judges, national authorities and businesses. The choice of a horizontal portal is predicated on the disparate user groups, as well as the ultimate requirement to provide access to numerous applications and content sources. Some parts of the portal will have restricted access for specific roles or functions.

To the extent that through the European e-Justice portal there will be access to a large number of databases, including some containing personal data, the contractor will need to ensure that all appropriate measures are taken in order to ensure that the processing of personal data through the European e-Justice portal is carried out in conformity with the principles and provisions of Directive 95/46/EC which lays down the legal framework to ensure the fundamental right to the protection of personal data for any individual whose personal data is processed in the EU. Furthermore, as far as this processing is carried out by Community institutions and bodies, it should also be in compliance with the provisions of Regulation (EC) No 45/2001, which govern the processing of personal data carried out by Community institutions and bodies.

The above rules do not apply, however, to activities which fall outside the scope of Community law, such as those provided for by Titles V and VI of the Treaty on European Union and in any case to processing operations concerning public security, defence, State security (including the economic well-being of the State when the processing operation relates to State security matters) and the activities of the State in areas of criminal law.

2.1. Perspectives to be taken into consideration

[2] http://register.consilium.europa.eu/pdf/en/08/st15/st15315.en08.pdf
[3] http://www.europarl.europa.eu/oeil/file.jsp?id=5637102

2.1.1. European e-Justice system as a whole

The portal should ultimately provide access to the European and national information websites and services relating to e-Justice, at the service of citizens, judicial authorities and legal practitioners, to enhance and facilitate judicial work.

2.1.2. Decentralised approach

The objective is to establish a decentralised European e-Justice portal, interlinking the systems existing in the Member States, as set out in Paragraph 36 of the European e-Justice Action Plan. A decentralised portal will allow for optimal taking into account of work already done, or to be carried out in the future, by Member States in this area, and ensure a flexible and expandable system.

2.1.3. Standards-based approach

The aim is to create a standards-based European e-Justice portal structure, to which projects prepared and developed at Member State level may be integrated as and when appropriate. Paragraph 37 of the Action Plan underlines the importance of ensuring the highest possible degree of compatibility between the various technical and organisational measures for judicial system applications. It is therefore necessary to adhere to relevant European or international standards, allowing for interoperable, effective, secure and rapid exchanges at the lowest possible cost.

2.1.4. Consolidation of the e-Justice portal

Consolidation of the e-Justice portal will mean integration in the portal of certain features currently available in existing websites or being developed in parallel pilot projects. It could potentially – at a later date - also incorporate and replace some existing websites, such as that for the European Judicial Network in civil and commercial matters.

2.1.5. Modular approach

The contractor is required to design and deliver the first release of the portal, taking full account of this mid to long term perspective where functionalities such as online payment and specific search engines for access to disseminated information will be fully integrated by 2013. The initial design needs to accommodate a modular approach, where new features will be developed in parallel, either in the framework of pilot projects by Member States or by this or another contractor, and integrated once mature.

2.1.6. Taking into account of future initiatives

The content as at today's date is referred to in these terms of reference. However, the European e-Justice project is a living project. Discussions and work will continue both at national and European level and new concepts and projects will undoubtedly come on-stream between now and 2013. The list of possible content and subprojects set out below is therefore neither definitive nor exhaustive and new quotes may be requested to cover appropriate needs. In this context, the portal must be designed and implemented in such a way that it is flexible and adaptable, in order to incrementally expand in scope, content, functionality, usefulness and effectiveness.

2.2. Scope of the contract

The scope of this specific contract will cover the first release of the portal and a review phase for the period following the first release, so that any adaptations or adjustments that need to be made can be taken into account. The Council Action Plan determines a launch date of end 2009 for the first release. The date is therefore set at 14 December 2009 for the first release. Information on probable future content of the portal is given on an indicative basis so that the contractor is aware of the general design and structural requirements relating to the portal as a whole. The highlighted boxes depict the scope of this specific contract.

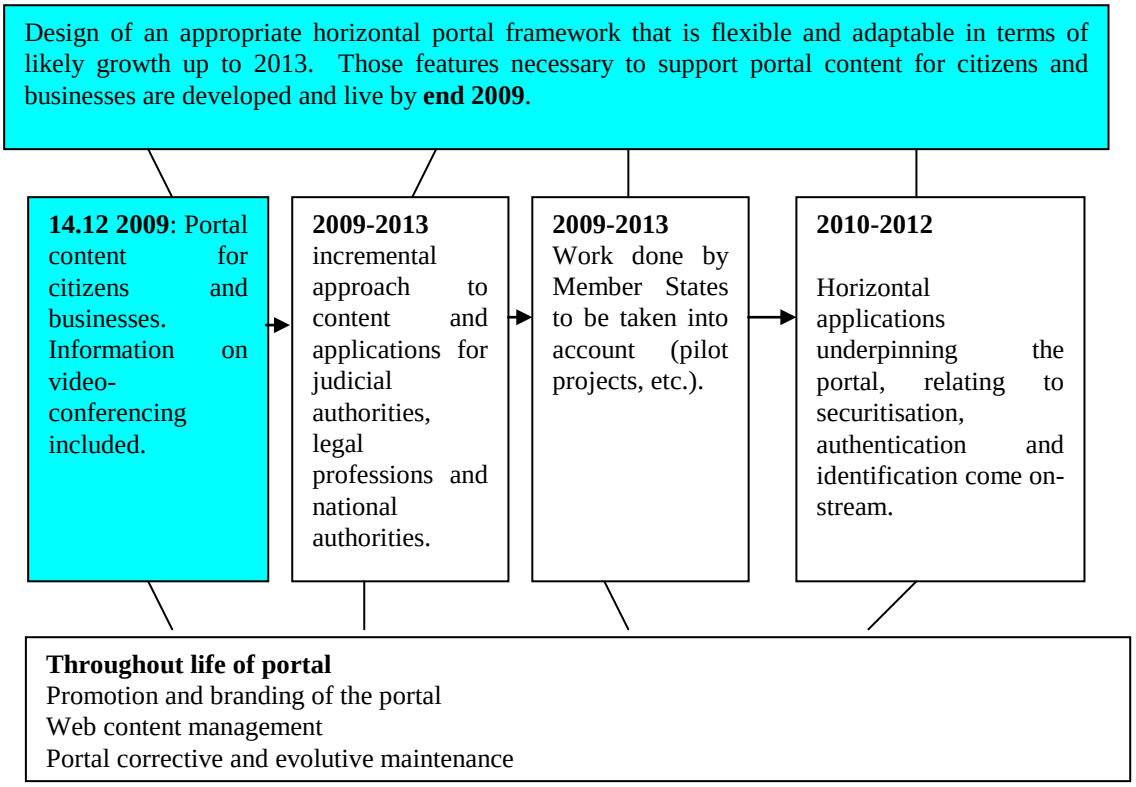

Figure 1 - Overview of the European e-Justice portal

2.3. Budget

The total budget for this specific contract should not exceed €1.500.000.

2.4. Duration

The specific contract ends at the latest on 30 June 2010.

2.5. Focus for 2009 in terms of content

In 2009, the design and delivery focus is clearly on content providing information on justice and benefitting citizens and businesses directly. This first release of the portal must be live by end 2009 and 14 December has been chosen as the launch date. Furthermore, extended information on videoconferencing facilities in the Member States, for the use of judicial authorities, must also be live by end 2009.

Standard web-based security measures, such as securing a website from defacement, must be incorporated in the portal as from the first release.

Wherever subprojects (for example that on insolvency registers) are mature and ready from technical, legal and organisational perspectives to be integrated in the portal, the contractor is expected to perform the necessary integration tasks. Therefore, the contractor must comply with international standards and references of DG DIGIT in order to ensure interoperability.

The information on the portal targeted at citizens, such as fact sheets, will be presented in the official languages of the EU institutions. The design and development of the portal must take into account the necessity to address multilingual requirements (content management, release management, etc.) in the most efficient and least labour-intensive manner possible.

Easy multilingual updates and further multilingual developments must be facilitated. Users must be able to define linguistic profiles, for example a user defines a profile where her or his preferred language is Polish, but if the Polish version is not yet available, s/he will be offered the document in Spanish.

2.6. Roadmap for the portal

In parallel to work on content for the first release of the portal in 2009, the contractor will need to begin addressing horizontal structural aspects and devise a road map in order to ensure that the portal achieves the objectives of the Action Plan by end 2013. The contractor is required to work closely with the Commission and the Member States in the preparation of the roadmap. See also Section on '**Content management**'.

2.7. Main principles and features of the portal

2.7.1. Portal addressing needs of disparate users

All work carried out by the contractor must be in the long term perspective of addressing the needs of citizens, the judiciary and lawyers of all Member States by 2013.

2.7.2. Web Accessibility Initiative (WAI)

The portal must implement best practice in ensuring accessibility for users with disabilities. W3C recommendations on accessibility and on Web interoperability must also be taken into consideration at the highest level.

2.7.3. Access to the portal

Pending implementation of an authentication system in the mid to long term, the contractor will propose an interim simplified solution enabling some form of personalisation (e.g. based on the use of self registration and passwords). The Commission plans to extend its European Commission Authentication Service (ECAS) for external users to CIRCABC and this could serve as a model.

A management system for user rights and roles must also be designed and implemented by the contractor A pilot project on roles and rights is currently underway among several Member States (AT, DE, EE, IT, NL, SK) and must be taken into account by the contractor. The pilot project is due to end in June 2009.

2.7.4. Stakeholder analysis

The contractor is required to actively participate in Commission-organised expert meetings on the European e-Justice portal (up to seven meetings in 2009) and any other meetings concerning the e-Justice portal where the Commission requests the contractor's participation, including meetings at the premises of "lead" Member States for relevant pilot projects.

The contractor is required to take due account of work already carried out by Member States in the context of the e-Justice portal pilot project. The contractor must identify and determine the baseline deriving from the portal pilot project and see what can be taken on board for a European e-Justice portal addressing the needs of all Member States.

Furthermore, an impact analysis[4] was attached to the Commission's May Communication on e-Justice. The contractor is required to take note of the contents and to perform a stakeholder analysis including, among others, their classification, identification and registration of needs and requirements, as well as opportunities for engagement for gathering and updating information on the portal. It is paramount that the contractor fully understands the roles, work practice and needs of users in order to design the portal.

The contractor is required to create a cast of personas representing each type of user (citizen, business, judicial authority, legal practitioner, national administration). Each persona will have a brief biography, job description and list of goals. The contractor is required to create persona-based scenarios, supporting workflows and goals. The contractor is required to set up one or more focus groups comprising relevant potential users in order to get expert user feedback on the portal during design, development through to deployment and during operations. After deployment, focus groups can be used to address issues such as what content is the most popular for the purpose of targeting updates, which roles use the portal less frequently and identification of infrequently used portal components and content.

2.7.5. Navigation, layout, look and feel

The portal must be easily accessible, user-friendly, informative, well-organised, visually attractive, up-to-date and reliable, taking into account latest findings and studies on websites, and applying a consistent methodology throughout. The portal must automatically present users with information appropriate to the user's role. It should suggest additional

[4] http://www.ec.europa.eu/civiljustice/news/whatsnew_en.htm, then scroll down to date of 30.05.2008

information to the user and/or allow the user to voluntarily personalise the information presented by the portal.

Finally, the possibility to personalise the home page according to a user role should not stop this user from accessing information which is not directly or obviously pertinent to that role – for example, businesses may need priority access to interconnection business registers, but may wish also to consult facts sheets on procedures which are mainly for citizens.

Site navigation and look and feel should be considered with the goal of creating an interface that is intuitive and easy to use. The portal must be well coordinated to ensure that portlets render quickly and that the portal is not slowed down when links are clicked on or content is launched. A standard layout for content must be designed and implemented to allow users to navigate the portal more quickly.

2.7.6. Content management

The road map devised by the contractor as set out in the section on "**Roadmap for the portal**" will also specifically address content issues. The contractor is required to work with the Commission and the Member States to ensure that the road map clarifies and records what content will be provided in which volume, when and by whom (e.g. directly from Member States, resulting from a Commission study, drawn from an existing source, etc). The road map will also address translation and update requirements, roles and responsibilities, and will be prepared for discussion and decisions in the experts' working group and then the Council Working Party on e-Justice.

2.7.7. Accuracy and quality of information

The contractor must ensure that its editorial team, comprising appropriate journalistic skills, can assure on-time collation and publication of high quality accurate content in English. The contractor will ensure that all content is proof-read and quality checked prior to publication, and adapted to the web medium where necessary. The contractor will ensure that texts are easy to read and adapted to online consultation. The contractor will base its work on information and/or fact sheets provided to the contractor by the Commission. Translation into any of the other 22 languages is not included in the scope of this contract.

2.7.8. Tailored, customised portal and design personalisation

In view of the disparate groups of users, the portal must be designed and built to allow for customisation and tailoring of access or user interface, in order to ensure that users get the information and content specific to their needs and roles. The contractor is required to ensure that design and development focus on user needs, enabling each user to have a personalised access to the portal according to a specific role in the judicial system (separate roles for citizens, businesses, judiciary, lawyers, administrations, European networks, etc.) as well as customisation in terms of language. The portal design must incorporate elements of pre-personalisation, i.e.

differentiation depending on the user's role and possibly geographic location. The design must also incorporate a menu of personalisation options that users can choose from. Linguistic profiling, as mentioned in Section **Focus for 2009 in terms of content,** must also be incorporated.

2.7.9. Notification system

The portal must include a notification system, allowing users to subscribe to active information sources and/or ask to be alerted when pages are updated.

2.7.10. Structured approach to knowledge management

The portal must be intent-driven: structured and organised in such a way that relevant information is readily accessible to users, with multiple access points to allow users to scan them and find those that match their needs. Information must be organised by 'intent'. Rollover information, revealing more about an access point without having to click on it, must also be a design feature.

2.7.11. Helpdesk and maintenance and support

At the same time as finalisation of the roadmap referred to in the section on Roadmap for the portal, the contractor shall also prepare a quote for continuous services e.g. 1st level support, 2nd level support, 3rd level support and continuous maintenance and shall define appropriate parameters and metrics commensurate with the objectives and scope of the portal. Users of the Helpdesk for first and second line support may comprise Commission staff and Member State pilot projects preparing the integration of plug-in projects. Helpdesk support will be available in English and will operate during normal business hours (09.00-17.00 CET).

2.7.12. Quality of internet access for citizens

As not all citizens have access to broadband internet connection, the contractor must ensure that citizens with poor, slow connection possibilities can also access the site. Content preparation for the site should also take this into account (size of document files to be downloaded, etc.). The content management system will be optimised to avoid insofar as possible document files. As much information as possible will be available in the form of HTML pages. All style sheets will include a printing function enabling citizens to print information in a coherent form.

The contractor must determine indicators and measurement criteria for quality of access.

2.7.13. Languages of the portal

The guiding principle is that information for citizens must be available in all official languages of the EU institutions and that all linguistic versions will be updated consistently where appropriate.

The portal menus, banners and style sheets must be finalised, comprehensively tested, validated and available in all official languages of

the EU institutions on the day of the launch. To avoid discrepancies between multilingual menus and content available only in a few languages, the portal administrator will activate the menus in a new language only when information becomes available in that language.

The general information sheets produced by Commission or by stakeholders will be provided in all official languages of the EU institutions and need to be regularly updated. Thus the content management system must include a functionality enabling easy management of updates, including version management and alerts about linguistic versions which may not have been updated at the same time as the others.

Dynamic forms and functionalities such as the online European Payment Order which will be integrated in the portal post-2009 will also be available in all official languages of the EU institutions.

Specific contents may be available only in a limited number of languages in which case an information page should be available for the other languages indicating what languages are available.

2.7.14. Launch date of the portal

The first release of the portal must be launched by 14 December 2009. The contractor must provide a schedule describing how it will meet this deadline.

2.7.15. Dissemination of information to promote the portal

The contractor will be responsible for preparation and dissemination of information to promote the portal amongst citizens, businesses and legal professions. The Commission will participate in this promotion through official communication with the Member States and the stakeholders participating in the Justice Forum.

2.8. Aspects to be taken into account for development

2.8.1. Portal architecture

The portal architecture must be standards-based to ensure that it supports web standards, such as web services, to allow for easy expansion and the interconnection with other systems, thus optimising compatibility and integration.

Insofar as possible, and in particular because of the short timescale available for delivery of the first release of the portal, the existing e-Justice pilot project portal, currently run by Member States, should be taken as a starting point or nucleus for further development. In this respect, the contractor is expected to carry out an assessment - in collaboration with relevant Member States - to determine the baseline and identify any constraints or issues that arise, as well as any benefits that would derive from the baseline.

The use of technologies such as Java-based horizontal portal using Java Specification Request (JSR)-168 and its successor JSR-286 and Web Services for Remote Portlets (WSRP) must be explored by the contractor. The Commission's architectural guidelines must be taken into account where applicable and the contractor must ensure interoperability. See section **Applicable Documents and Standards.**

2.8.2. Software platforms to be used and hosting

The e-Justice portal might be hosted in the Commission's Data Centre in Luxembourg. In any event, the contractor must ensure that the system software platforms comply with Data Centre requirements. The Data Centre has specific installation and hosting guidelines and supported software which will be put at the disposal of the contractor.

If for any reason the contractor would like to propose a software platform that is not included in the Data Centre's list, it must inform the Commission and justify its proposed choice. The contractor may not proceed with development of alternative software until such time as it receives the formal written approval of the Commission.

2.8.3. Web Content Management Software

The goals and purposes of web content management are the goals and purposes of the portal. The contractor must propose options for web content management, taking into account the language requirements and the need to allow also the Commission or any agent acting on its behalf to administer the portal.

The portal will be fed with content from many sources from the Commission and the Member States. It is therefore important to provide a role-based workflow and the tools necessary to allow editors and content managers to retrieve, add and manage content without the need for technical skills in the underlying technologies. Because of the large number of editors/content managers that will contribute to the content of the portal and the fact these persons may be located in different countries and administrations, the management of a license per seat scheme is not considered appropriate. For this reason preference is given to open source products or to products (COTS included) with a flat licence fee independent of the number of users. The Web Content Management System must also provide interfaces with various advanced search engine components in order to facilitate local and remote content indexing and retrieval functions.

When proposing certain technology, infrastructure (hardware or software) or other products, the contractor is required to explain and justify its proposal, so that the Commission can take an informed decision as to acceptance or rejection.

2.8.4. Optimisation of work already done

Several pilot projects are underway in Member States or will be launched during the lifetime of this contract. The contractor is required to take

account of work already done by Member States, with a view to building on their work rather than duplication of efforts. Work already done by Member States will serve as a baseline. Information on pilot projects is attached at **Annex 1.** The Contractor (in cooperation with DG JLS) will ensure a collaborative approach to work with Member States, bearing in mind the overall objectives of the portal.

2.8.5. Iterative deployment approach

The contractor is required to propose an iterative deployment approach, in view of the complexity of the portal and also with a view to ensuring constant improvement and ensuring adequate usability. The contractor is required to devise a suitable methodology to comprise pilot phases, first release, then a steady cycle of development with further releases every few months, to reflect the objective of enhancing the portal over time. In this respect, the contractor is required to present a roadmap on implementation of the portal 2010-2013 within nine months of signature of the specific contract.

2.8.6. Availability

The portal must offer high availability, with scheduled downtime not exceeding four eight-hour slots, confined to the hours between 23.00-07.00 at weekends, per year.

2.8.7. Scalability

The current portal pilot project can handle 5000 concurrent users. For example, EUR-LEX has had up to 44,000 single users in one day. The contractor is required to ensure that it takes full account of the future load and that from the outset the architecture is designed to anticipate future load.

2.8.8. Security of data

Especially when the portal is used by judicial authorities to exchange information, the portal's security will need to be improved with identity and access management functionality. The contractor will devise and propose a policy as well as implement technical methodology for the physical segmentation of portal environments. The contractor is required to design the portal taking full account of current and future security needs (embedded security features). The contractor is also required to assess if and when encryption of data is required and what type of encryption should be implemented.

2.8.9. Authentication

A pilot project on distributed identity management (DIM) is underway on authentication and the contractor is required to consider it as the baseline for implementing an authentication system in the portal, and to ensure its compatibility with the STORK project. Notwithstanding the fact that the DIM pilot project provides the baseline, the contractor is required to take due account of other projects in progress, including studies on eID, solutions

underway in Member States, the possibility of including embedded identity management in the portal, etc., in order to propose and implement solutions for authentication best aligned with needs.

2.8.10. Electronic signature (e-Signature)

Work performed under the "European action plan on e-Signatures and e-Identification" COM(2008)708 final[5], adopted by the Commission on 28 November 2008, is of relevance to the e-Justice portal. It is expected that e-Signature and or e-Identity will be integrated in the portal at some stage in the future. In 2006 the Commission published a state of play on the use of e-signature at national level and has just launched a new study on the subject to monitor evolution.

2.8.11. Quality assurance

The project will follow a standard RUP@EC Quality Assurance Plan drafted by the contractor to implement and execute a state-of-the-art quality management system.

The contractor is required to devise selection and quality criteria for all content and to devise a methodology for the collection of information. Roles and responsibilities must be clearly defined.

In view of the objective that the European e-Justice portal should serve as a one-stop shop, rigorous quality management measures for all aspects of this project are paramount to its success. The contractor is required to propose appropriate quality management and quality assurance measures.

Prior to delivery to DG JLS, all appropriate internal reviews will be completed to guarantee the contract is performed to the highest professional standards. The contractor will then send by e-mail the deliverable for acceptance to DG JLS and will upload it on CIRCA.

2.8.12. Operation of the portal

The contractor is required to design, map and document workflows – integrating all roles - commensurate with the scope and objectives of the European e-Justice portal.

2.8.13. Flexibility and adaptability: evolution of the portal

The portal must be designed and implemented in such a way that it is flexible and adaptable, in order to incrementally expand in scope, content, functionality, usefulness and effectiveness.

[5] http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2008:0708:FIN:EN:PDF

2.8.14. Prototype for the first release of the portal in 2009

The contractor will be required to prepare a prototype once the navigation structure is created and decisions have been taken on the look and feel of the portal. The prototype must be presented to the experts' group on the e-Justice portal.

2.8.15. Portal metrics, KPIs and monitoring

The contractor is required to propose and deliver portal metrics and KPIs entailing classification of the content and tools (perhaps by classifying groups of content by function), with a view to mapping appropriate measurements and reporting on them. Reporting should cover, inter alia, the comparative performance of content by type and the trended performance of types over time. Metrics should also cover visitor segmentation. The contractor must combine diagnostic and analytical approaches to portal monitoring in its design, meaning that diagnostic measurements focus on quantitative measures and an analytical approach is based on less frequent qualitative assessments. The contractor must determine indicators and measurement criteria for quality of access. Quantitative metrics must be tracked from the first day the portal goes live (page and portlet hits, search query analysis, navigation tracking, heat maps, …). Reporting on metrics, KPIs and monitoring will be monthly.

Monitoring and statistics management will be performed by a tool which should be part of the portal administration module.

2.8.16. Search engines

The portal shall include a rich set of search services. Search engines used must comply with the Data Centre product line. Examples of possible search services could include:

- Search engine indexing the content hosted in the portal, allowing for multiple search criteria, such as searches on types of information, types of contributors, etc.
- Search crawler indexing a number of preselected web sites
- Interactive tools dedicated to legal practitioners and judicial authorities, such as "find a pilot project partner", etc.
- Web application acting as a front end of a selection of popular search engines including open source
- Multi criteria search engine providing results collating information found in several national databases

2.8.17. Testing

a. Testing

The contractor will carry out Factory Acceptance Tests at its premises. The Commission may observe the tests.

Once the FAT tests have been carried out successfully the contractor will assist the Commission to install the software in the production system hosting environment and to carry out Site Acceptance tests.

b. Test plans

The contractor is required to draft comprehensive and detailed test plans for acceptance by the Commission.

In addition to functionality tests, the contractor will devise and prepare stress and performance tests. At the Commission's request, the contractor will propose a strategy for carrying out performance and stress tests, indicating the infrastructure (hardware and software) it will use.

2.8.18. Portal administration module

A profile-based central administration module must integrate various other modules such as user and content management, monitoring, statistics, etc., through a common web-based graphical interface.

3. CONTENT OF THE FIRST RELEASE OF THE PORTAL BY END 2009

It must be borne in mind by the contractor that some of the content and all of the functionalities developed for the first release, targeted mainly at citizens and businesses, will also be of use and of interest to judicial authorities and legal practitioners. The contractor must address the question of how best to include information already included on existing websites, such as the European Judicial network website[6], with regard to the topics set out below.

Wherever possible, and in order to avoid duplication, the portal must function as a sort of focal point and provide a link to existing websites created by Member States and other stakeholders. This should not prevent the portal from providing summaries, explanations and any other type of relevant information specifically prepared for the portal.

3.1. Information on law

This section will comprise information on EU law (e.g. links to EUR-Lex, Pre-Lex, EP, COM, Council websites); national law (e.g. links to n-Lex.); international law (e.g. links to the Hague Conference, UNIDROIT, UNCITRAL); international and domestic case law (e.g. links to EUR-Lex,

[6] http://ec.europa.eu/civiljustice/index_en.htm

JURE[7], website of the Association of Councils of State, common portal of case law of Supreme Courts). The list of relevant websites and databases must be prepared by the contractor in consultation with the Commission and the Member States.

3.2. Information for victims and defendants in criminal proceedings

The portal will include interactive fact sheets on the rights of victims and of defendants in criminal proceedings, and on compensation for victims, in all Member States. On compensation for victims, the basic material is already available via the EJN network in civil and commercial matters and the Judicial Atlas[8] in Civil Matters. As regards the rights of defendants and victims in criminal proceedings, the fact sheets will be produced through a study to be launched in 2009 and delivered to the contractor in all language versions. As the fact sheets will be the subject of a separate contract, the contractor's role is to take the information provided in static factsheets and adapt it to an electronic, interactive medium.

3.3. Information on civil judicial proceedings

This section will comprise general information on the legal system, the main principles of civil procedures in all Member States, the judiciary and the legal professions, with links to the EJN in civil and commercial matters (on civil procedures, the basic material is already available via the EJN). It will include general information on competent courts and a link to the Judicial Atlas in Civil Matters. It will also include general information on European procedures. The contractor's role is to collate information already available and provided by the Commission in all language versions and incorporate it in the portal, or to provide links to existing sites, where appropriate.

3.4. Transparency of costs of civil judicial proceedings

In December 2007, the Commission published a study on the transparency of costs of civil judicial proceedings. Information contained in this 400-page study must be published on the portal, in a condensed, user-friendly and interactive manner. The contractor is required to build a wizard on the study and publish it via the portal, allowing portal users to readily access the information of relevance to them. The Commission, together with the Member States, needs to assess how the information can best be kept up to date for publication via the portal.

3.5. European small claims procedure

In 2009, information on the European small claims procedure must be included in the portal. In 2009, the Commission will launch a feasibility study on an e-application for a European small claims procedure. During 2009-2013, a group of Member States and the Commission are expected to

[7] http://ec.europa.eu/civiljustice/jure/

[8] http://ec.europa.eu/justice_home/judicialatlascivil/html/index_en.htm

create dynamic forms and finally an appropriate e-application is expected to be introduced.

3.6. Translation

If the pilot project on interconnection of legal translators' and interpreters' databases is ready to be integrated (unless evidently unfit, based on the interface specification as mentioned in 3.8), integration will occur in the first release. According to the European e-Justice action plan, other work to be started in this field in 2009 includes: creation of a legal glossary (Commission and Member States) and elaboration of tables of semantic concordance in different fields (SEMIC-EU), gradual compilation of comparative multilingual vocabulary (Commission publications office (OPOCE)), financing for automated legal translation tools in all European languages pairs (Commission translation services).

3.7. Justice Forum

The portal should include a section on Justice Forum. The section should provide general information on the Forum (rules, organisation, membership, calendar of meetings, etc.) as well as most of the Forum's papers and studies. The contractor will be required to collate, edit and publish information via the portal.

3.8. Interconnection of insolvency registers

A pilot project among 11 Member States has connected their insolvency registers. A project with seven Member States (co-financed by the Commission) is aimed at developing an interface specification for interconnecting civil registers, and to test/implement this specification for insolvency registers. Unless this concept is evidently unsuitable, it should be used by the contractor to realize the interconnection of (i.a.) national insolvency registers; if the solution is available on time, it should be integrated in the first release.

3.9. Interconnection of land registers (integration of EULIS)

In 2009, the first release of the portal will provide a link to EULIS.

3.10. Interconnection of commercial registers (integration of EBR)

In 2009, the first release of the portal will provide a link to EBR.

3.11. European Payment Order (EPO)

The section on European Payment Order (EPO) should include all the relevant information concerning the procedure. Among others, it should provide the citizens with an easily understood description of the European order for payment procedure, the link to the Regulation, the electronic forms that can be downloaded and the information required pursuant to Article 29

of the Regulation. The contractor is required to draft, edit and publish the relevant information, based on information to be provided by the Commission.

3.12. Mediation

This section will comprise information and links on mediation. The precise content will be discussed in the context of the content roadmap.

3.13. Legal aid

This section will comprise information on legal aid. The precise content will be discussed in the context of the content roadmap.

3.14. Videoconferencing

The portal will comprise general information and documents (booklet, manuals and an introductory text to the general policy) on videoconferencing. The contractor will adapt information to be provided by the Council Secretariat General to the web medium. Furthermore, the contractor is required to collate and present information on video-conferencing facilities available in Member States in a user-friendly manner, with a view to facilitating the use of videoconferencing. Relevant information will be provided via the Council Secretariat General and the Commission. In the context of the roadmap on content, decisions will be taken on how this information is to be kept up-to-date.

For the time being, the videoconferencing focus is on the provision of information that will facilitate the organisation of videoconferencing and on making better use of existing provisions in this field, for example by creating dynamic forms and enabling their electronic circulation. At some stage in the medium to long term, an online booking system should be integrated in the portal.

3.15. Interconnection of databases of translators and interpreters

A pilot project between two Member States is underway (and is included in the pilot portal prototype, briefly described in Annex 1). Unless evidently unfit (based on the interface specification mentioned in 3.8), the results of this pilot project shall be integrated in the first release of the portal.

The portal's search engine will allow detailed searches of national databases of translators and interpreters. Some of these national databases already exist. Others will be developed in the future. The results of the searches will be aggregated for the user on the portal.

Each Member State will be responsible for data protection and legal issues relating to the content of its national database.

However, the portal shall also provide some information on the existing legal requirements for judicial translators and interpreters in each Member State and this issue will be addressed in the content road map.

4. CONTENT OF THE PORTAL IN THE MEDIUM TO LONG TERM (2010-2013) – INDICATIVE LIST FOR INFORMATION PURPOSES

In order to ensure that the contractor has a good overview of the size and scope of the portal, information is given for indicative purposes only on future work that is not the subject of this specific contract.

It must be borne in mind that interconnection of various civil registers (see below) would be subject to rules on data protection.

4.1. European Payment Order (EPO)

The European Payment Order (EPO) feasibility study is underway by the Commission at the time of writing and a pilot project is being run by Germany and Austria. The findings of the study as well as the results of the pilot project should be taken into account. The EPO with automated procedures (e-application to be developed by the Commission in cooperation with Member States) would eventually be integrated in the portal. This project, together with some others, requires the creation of dynamic forms.

4.2. Mediation

This section will comprise information and links on mediation. The precise content will be discussed in the context of the content roadmap. It is expected that post-2009, a system for the organisation of online mediation with online interpretation will be integrated in the portal.

4.3. Legal aid

This section will comprise information and links on legal aid. The precise content will be discussed in the context of the content roadmap. The Commission will launch a feasibility study with regard to requesting and obtaining legal aid online and its results may have implications for the portal.

4.4. European small claims procedure

Post-2009 it is expected that electronic methods can be used for the European small claims procedure. This will entail the use of dynamic forms. In 2009, the Commission will launch a feasibility study on an e-application for a European small claims procedure. During 2009-2013, a group of Member States and the Commission are expected to create dynamic forms and finally an appropriate e-application is expected to be introduced.

4.5. Translation

If the pilot project on interconnection of legal translators' and interpreters' databases has not already been integrated in 2009 (See Section 3.6), it will be integrated in a future release (unless evidently unfit, based on the interface specification as mentioned in 3.8). According to the European e-Justice action plan, other work to be started in this field in 2009 - the results of which will be taken into account in the portal - includes: creation of a legal glossary (Commission and Member States) and elaboration of tables of

semantic concordance in different fields (SEMIC-EU), gradual compilation of comparative multilingual vocabulary (Commission publications office (OPOCE)), financing for automated legal translation tools in all European languages pairs (Commission translation services).

4.6. EJN networks in criminal matters and in civil and commercial matters

Both European Judicial Networks currently maintain a website. It may be that at some stage, in the light of the objective of having a one-stop shop for e-Justice and potential synergies and economies of scale, in the future a decision will be taken to integrate them into the portal. Pending such a decision, links to the networks will be provided and the contractor must take account of information provided on the websites and of relevance to e-Justice topics.

4.7. Dynamic forms

Dynamic forms will be integrated into the portal to help with exchange of information in a multilingual environment. These forms could be used as preliminary background information by legal practitioners in the course of a legal case. At first, dynamic forms will enable automatic translation of the form and specific contents through the use of correspondence tables. In a second stage, automatic translation features will be provided to obtain a rough translation of the contents of free text fields.

Finally, when the e-ID features will be integrated in the portal, a specific workflow will be created to enable electronic sending of these forms.

4.8. Integration of existing information repositories

The contractor will be required to assess the feasibility of integrating the judicial atlas and JURE databases into the portal, or otherwise advise on how the look and feel and search engines for the judicial atlas/JURE should be amended to streamline them with the portal.

4.9. Online payment of procedural costs

By 2011-2013, it should be possible to pay procedural costs online. This subproject is the remit of the Member States (see Action Plan) and is to be integrated in the portal.

4.10. Criminal records

The Framework Decision on the exchange of information extracted from criminal records[9] and the implementing Decision on ECRIS[10] lay down

[9] COM (2005) 690; politically agreed by the JHA Council of 12-13 June 2007, expected to be adopted at the beginning of 2009.

[10] COM (2008) 332; politically agreed by the JHA Council on 24 October 2008, expected to be adopted at the beginning of 2009.

foundations for an electronic interconnection of criminal records. On a long term basis, there may be a possibility for European citizens to apply for information on their criminal records (disclosure) via the portal.

4.11. Interconnection of insolvency registers

A pilot project among 11 Member States has connected their insolvency registers. A project with seven Member States (co-financed by the Commission) is aimed at developing an interface specification for interconnecting civil registers, and to test/implement this specification for insolvency registers. If it has not already been integrated in the first release of the portal, the contractor will be expected to incorporate it after 2009, unless this concept is evidently unsuitable.

4.12. Interconnection of land registers (integration of EULIS)

As from 2009, the Commission will reflect on the possibility for partial integration into the portal (with authentication of the user via the portal). The contractor should be aware that at a later stage, EULIS could potentially be partially integrated.

4.13. Interconnection of commercial registers (integration of EBR)

As from 2009, the Commission will reflect on the possibility for partial integration into the portal (with authentication of the user via the portal). The contractor should be aware that at a later stage, EBR could potentially be partially integrated.

4.14. Interconnection of registers of wills

A pilot project demonstrates effective interconnection between France and Belgium and it is not to be excluded that other Member States will join in the near future. This project may be incorporated in the portal at some future date. The contractor should take into account the relevant Community studies and papers, in particular, the findings of the Impact Assessment Study on Community Instruments on International Successions and Wills.

4.15. Service of judicial and extrajudicial documents (by electronic means)

The Commission will launch a feasibility study in 2010-2011 on electronic service of judicial and extrajudicial documents.

4.16. Judicial training

The portal could be used as a tool to facilitate the organisation and delivery of European judicial training. The contractor will include an optional proposal in the roadmap.

4.17. Justice Forum

The post-2009 version of the Justice Forum section should include the electronic forum – a virtual platform for exchange of information (chat

room, library of documents, library of links, etc.) among preregistered members who have been granted special user rights. This functionality should be built on the currently used SINAPSE electronic community.

5. DESCRIPTION OF TASKS

The tasks described in this section are aligned with the phases of the RUP development lifecycle. Detailed specifications for these tasks will be produced at the time the work requests (in the context of the "Quoted Times and Means" procedure) are made.

The quotes which will be defined during the project might cover *several tasks* or might cover *only partially a task* (e.g. one ore more iterations inside a phase).

The project will follow the RUP@EC Standard Project Development Case and will produce the related artefacts.

	Standards / Guides	Inception	Elaboration	Construction	Transition
Business Modelling	Business Glossary	Business Architecture Document			
	Process Glossary				
Requirements	Requirements Management Plan	Vision (incl. Business Glossary)	Vision [revised]		
		Use Case Model [initial]	Use Case Model	Use Case Model [revised]	
			Supplementary Specification		
Analysis & Design	Reference Architecture		Software Architecture Document		
			Architectural Proof of concept	Design Model	
			Design Model [initial]		
			Analysis Model		
			Navigation Map	Navigation Map [revised]	
			Data Model	Data Model [revised]	
			Deployment Model		
Implementation			Build	Build	
			Implementation Model [initial]	Implementation Model	
			User Interface Prototype	Implementation elements	Implementation elements
			Integration Build Plan	Developer test	
Test		Test Management Plan [initial]	Test Management Plan [Revised]	Test Iteration Plan(s)	Test Iteration Plan(s)
			Test Iteration Plan(s)	Test Evaluation Summaries	Test Evaluation Summaries
			Test Evaluation		

			Summaries		
			Test Environment Configuration		
Deployment	Data Centre Hosting Guidelines			Deployment Plan	
				Product	Release Notes
				End User Support Material	End User Support Material [revised]
Configuration & Change Management	Configuration Management Plan	Project Repository		Deployment Unit	
Project Management	Quality Assurance Plan	GovIS	GovIS [revised]	GovIS [revised]	GovIS [revised]
	Risk Management Plan	Business Case			
	Product Acceptance Plan	Risk List	Risk List [revised]	Risk List [revised]	
	Problem Resolution Plan	Software Development Plan	Software Development Plan	Software Development Plan [revised]	
	Communication Management Plan		*[revised]*	Iteration Plan(s)	
		Iteration Plan(s)	Iteration Plan(s)	Iteration Assessment(s)	Iteration Plan
		Iteration Assessment	Iteration Assessment(s)		Iteration Assessment
Environment	Development Case	Hosting Request MIRELLA	Hosting Request MIRELLA [revised] (dev,test,prod)	Hosting Request MIRELLA [revised] (test,prod)	Hosting Request MIRELLA [revised] (test,prod)

5.1. TASK 01: Inception phase

5.1.1. Scope of the task

Task01 covers the activities and deliverables of the inception phase of the initial RUP development lifecycle, leading to the first release of the portal. Requirement gathering will not be limited to the first release of the portal, but will take into consideration the future releases to be developed at a later stage.

Requirement gathering will also include the assessment of the various pilot projects. The contractor is required to travel to pilot project lead Member States during this exercise. The baseline assessment document is not subject to RUP methodology as delineated below, but the results of the assessments will feed into the requirement gathering. When carrying out assessments of current pilot projects, the contractor will address technical and organisational readiness, advantages, disadvantages, benefits, features, constraints, as well as timelines and actions needed to integrate the project

into the portal, together with cost estimates. Where further work needs to be done, the baseline assessment will record by whom the work is to be done, indicate timelines, estimated costs and methodology to be applied until integration. The contractor is required to adhere to European and/or international standards in developing the portal. Therefore, the issue of adherence to European and/or international standards – such as ISO 9126 - by all pilot projects must be covered in the assessment. The results of the baseline assessment document, including comparative tables where appropriate, will be presented to the Experts' group and prepared for presentation to the Council Working Party on e-Justice.

The inception phase also covers delivery of the first version of the project roadmap and the content roadmap. The first version of the project and content roadmaps will be prepared for discussion at the mid-March experts' meeting and for the 30-31 March Council Working Party. The roadmaps are considered as living documents and must be updated throughout the project lifespan, for each of the phases.

5.1.2. Evaluation criteria

The task is considered successfully completed, when all criteria below are met:

(1) Stakeholder concurrence on scope definition and cost/schedule estimates.

(2) Agreement that the right set of requirements have been captured and that there is a shared understanding of these requirements.

(3) Agreement that the cost/schedule estimates, priorities, risks, and development process are appropriate.

(4) All risks have been identified and a mitigation strategy exists for each.

5.2. TASK 02: Elaboration phase

5.2.1. Scope of the task

Task02 covers the activities and deliverables of the elaboration phase of the initial RUP development lifecycle, leading to the first release of the portal. Task02 will result in the production of an integrated prototype, which must be presented to the experts' group on the e-Justice portal and possibly other stakeholders (at the Commission's request).

5.2.2. Evaluation criteria

The task is considered successfully completed, when all criteria below are met:

(1) The product Vision and requirements are stable;

(2) The architecture is stable;

(3) The key approaches to be used in test and evaluation are proven;

(4) Test and evaluation of executable prototypes have demonstrated that the major risk elements have been addressed and have been credibly resolved;

(5) The iteration plans for the construction phase are of sufficient detail and fidelity to allow the work to proceed;

(6) The iteration plans for the construction phase are supported by credible estimates;

(7) All stakeholders agree that the current vision can be met if the current plan is executed to develop the complete system, in the context of the current architecture.

5.3. TASK 03: Construction phase

5.3.1. Scope of the task

Task03 covers the activities and deliverables of the construction phase of the initial RUP development lifecycle, leading to the first release of the portal.

5.3.2. Evaluation criteria

The task is considered successfully completed, when all criteria below are met:

(8) The product release is stable and mature enough to be deployed;

(9) All the stakeholders agree with passing on to the Transition phase.

5.4. TASK04: Transition phase

5.4.1. Scope of the task

Task04 covers the activities and deliverables of the transition phase of the initial RUP development lifecycle, leading to the first release of the portal. The first release of the portal must go live by 14 December 2009.

This task includes the preparation of the acceptance and delivery to the Commission. If the portal is deployed in the Data Centre of DG DIGIT, the installation of the software (following the contractor's deployment plan) and execution of the acceptance tests and of the stress tests on Commission's premises shall be done by the Commission. The software will be considered as accepted once it passes the user acceptance tests and the stress tests that would be held in the Data Centre of DG DIGIT.

Task04 also covers the preparatory work for the development lifecycle leading to the next release of the portal.

As part of TASK04, the contractor must deliver a set of documentation on best practices implemented, designs and so on, as well as code components (e.g. templates, portlets and integration code). This information will provide a virtual resource centre on a permanent basis and it will constitute a "handover manual" should the Commission or any agent acting on its behalf take over operation of the portal on conclusion of the contract.

5.4.2. Evaluation criteria

The task is considered successfully completed, when all criteria below are met:

(10) A stable release has been installed in its production environment;

(11) The system is bug-free;

(12) The system has passed successfully all planned functional tests;

(13) The system has passed successfully the Commission's non-functional stress and performance tests.

5.5. TASK05: Content Management

The activities and deliverables of this task including collating information, writing and preparing content, revising, proof-reading and overall quality checks prior to publication, and adaptation to the Web medium where necessary. Adaptation to the Web medium will also include the transformation of information into a more interactive format, such as the factsheets on rights and procedures or the information on transparency of costs. This should be made as easy as possible by means of an efficient Administrator module.

5.5.1. Evaluation criteria

The task is considered successfully completed, when all criteria below are met:

(14) Content is edited in concise, easily comprehensible language and Flesch-Kincaid screening is regularly applied to ensure a score of 45 or greater.

(15) Terminology, especially with regard to legal terminology, is correctly used and documents or text can be easily understood by the target audience.

(16) Content takes due account of the target audience(s) (judicial authorities, legal professionals, businesses, citizens).

(17) All content is proof-read to professional standards in English and is free of errors that compromise the effectiveness of the text.

(18) All text is consistently appropriate for its intended audience.

5.6. TASK06: Promotion

Task06 covers the activities and deliverables related to the promotion of the e-Justice portal. It includes drafting, writing and disseminating promotional material.

5.6.1. Evaluation criteria

The task is considered successfully completed, when all criteria below are met:

(19) The evaluation criteria under TASK05 relevant to drafting and comprehensibility apply here;

(20) Dissemination efforts are quantifiable, measured and documented.

5.7. TASK07: Maintenance and support

Task07 covers the activities and deliverables related to maintenance of the portal and support. The objectives are to provide 1st, 2nd and 3rd level support; to improve the portal by solving any problems detected after the portal has been accepted; and to implement new limited features or improvements that cannot wait for the next release of the portal to be ready.

5.7.1. Evaluation criteria

In its offer, the contractor will propose appropriate evaluation criteria and metrics for TASK07.

The task is considered successfully completed, when all criteria below are met:

(21);

(22);

(23);

(24).

5.8. Progress meetings and reporting

For each of the tasks, progress meetings shall take place and progress reports shall be delivered.

5.8.1. Progress Meetings

- Specific Contract Kick off meeting, week 01
- Fortnightly progress meetings
- Steering Committee meetings at the end of each RUP phase
- Closure meeting, at the end of each Quote

Additional "ad-hoc" project meetings can be held should this is deemed necessary by the Commission. The contractor's project manager should be available for meetings with the Commission in Brussels at short notice (48 hours' notice).

The contractor shall prepare draft minutes of all meetings.

5.8.2. Reporting

The contractor shall send biweekly to the Commission's Project Manager by email a short report on the progress of the project. The progress report will be in line with RUP recommendations and will include specific metrics to measure progress.

6. WORK ENVIRONMENT/CONDITIONS

6.1. Methodology

The baseline assessment document and the roadmaps are not subject to RUP methodology as delineated below, but the results of the assessments will feed into the requirement gathering and the roadmaps are input documents for all project phases under RUP.

The development methodology must comply with the following criteria:

- The contractor will apply the RUP@EC methodology for the development of the portal. A new development lifecycle will be executed for each release of the portal. A copy of RUP@EC methodology will be provided to the contractor after contract signature. It contains templates and processes on which deliverables and activities will be based. It is anticipated that the deliverables can be adapted to the special needs that may arise for the development of the specific system. More precisely, for the specific system, the contractor is asked to follow the RUP phased

approach from inception to transition, according to the development case defined in RUP@EC for standard development projects;

- The use of the RUP methodology is not only related to the production of certain deliverables but mainly to the establishment of a **project organisation** and the use of all **required iterative processes**. **To this end, the contractor has to explain in its proposal how the above principle will be applied**;

- Iterations for each phase should be at the **minimum** two (2); if less, this should be clearly justified by the contractor and receive the prior approval of JLS;

6.2. Applicable Documents and Standards

Ref. Code	*Title*	*Description*
ADS01	DG JLS Framework Contract: JLS/2007/A5/002	All references of the Framework Contract to Commission and JLS: • Methodologies • Architectures, technologies and products (including their versioning) • Hosting • Security • Data Protection are applicable
ADS02	RUP@EC methodology	CD (will be made available by JLS)
ADS03	RUP@JLS methodology	Section 3.2: "To-be" IT Project governance (will be made available by JLS)
ADS04	DG JLS Information Systems Security Policy	DG JLS ISSP v 1 0 (will be made available by JLS)
ADS05	Information Providers Guide	The Information Providers Guide (IPG) is intended for information publishers on EUROPA. The guide covers all aspects of publishing on the EUROPA site, describing the relevant editorial, technical and presentation standards in force, as well as providing a wide range of recommendations based on best practices. The rules set out in the IPG are compulsory in order to ensure a coherent and user-friendly service to the users. http://ec.europa.eu/ipg/index_en.htm

6.3. References

Ref. Code	*Description*	*Reference - Version - Date - URL*
R01	STORK project	http://www.eid-stork.eu/
R02		
R03		
R04		

6.4. Place of Work

The place of work will be at the contractor's premises. The progress and other e-Justice-related meetings will take place at the designated Commission offices in Brussels.

If the Commission is confronted with a situation where no satisfactory solution is provided remotely, the contractor may be requested, at no extra cost, to send technicians to the Commission's premises to deal with the resolution of specific technical issues.[11] The contractor may also be required to participate in meetings at Member State premises in relation to pilot projects.

The contractor shall work at its premises, using its software and hardware. The contractor shall bear sole responsibility for the acquisition of all software licences and equipment needed for this project.

6.5. Working language

The contractor shall deliver all documentation in English.

7. DESCRIPTION OF THE METHOD FOR ACCEPTING EACH SUB-TASK WORKING DAYS ESTIMATE

Since the work is divided into various sub-tasks, the Commission will provide the Contractor with a detailed description of each requested sub-task. The Contractor will then send the Commission an estimate of the number of days needed to perform the sub-task and the expected delivery date.

Once the estimate has been accepted by the Commission, the number of days chargeable cannot exceed the number of days indicated in the estimate. (See Annex II)

The invoicing, approved by the Commission, will be carried out on the basis of each sub-task accepted and signed for by the Commission using the form in Annex II and in accordance with Article 5.2.

[11] This will probably be required if the production system is finally deployed in the Data centre.

8. ACCEPTANCE OF THE WORK

The quality of the work will be evaluated according to the criteria set out above. See also Annex III – Certificate of Conformity (to be submitted together with the invoice)

9. INFORMATION ON PILOT PROJECTS UNDERWAY IN MEMBER STATES

9.1.1. Portal pilot project

A portal pilot project run by a group of Member States is currently underway wherein a prototype portal has been created using portal technology. The contractor will be required to assess the work already done, with a view to building on previous work, avoiding duplication of efforts and ensuring faster progress.

The prototype portal of the pilot project consists of at the moment of:

- A menu structure that is proposed to serve as the basis for the future e-Justice portal menu structure.
- No static content has been included at the moment in the pilot's prototype, other than links to other web sites and meaningless Latin text serving as placeholder.
- Two web applications to search databases have been added: Search into insolvency registers and search into Translators databases. These web applications are implemented as portlets (JSR 168). They connect with MS insolvency registers and with Translators databases using web services. The ambition of the pilot project is to have more national insolvency registers developing web services so that the Insolvency Register portlet can search in more registers. For the time being, searches are operational in the registers of 10 Member States, and this will shortly be extended to 12 Member States. Proponents of the pilot project consider that this model (portlets – webservices) could be used for other applications with similar requirements (search across databases in the MS).

The following features of the pilot's portal are described in its documentation but are not visible in the prototype:

- A search engine and a web application that acts as a connector to the most popular search engines.
- Account management. Decentralised identification/authentication and account management system based on SAML.
- Personalisation of the portal by the users

Other Information:

- *Legal foundations may be missing, say authors, for some of wha is proposed above. (Access to foreign registers???)*

- *Architecture: enterprise portal implementation called Gentics Portal Node. Portal has public and private section, private section protected by authentication and authorisation.*

- *Main features: complex caching implementation, WAI compliance, support for internationalisation, support for easy content manipulation and personalisation and "standard enterprise portal features".*

The pilot project acknowledges that there is a lot of work to be done in the area of role and rights based access, to make feasible restricted access with no central user management system.

The e-Justice portal project can benefit from the experience gained during the pilot project and can reuse some of its development. If the pilot project continues over the coming years, future developments of the pilot project could potentially be incorporated in the portal. For example portlets developed under the pilot project could be reused in the portal.

Furthermore, work in the area of defining common roles and rights across e-Justice applications could be used in the portal.

9.1.2. Other pilot projects

A number of other pilot projects run by Member Stares are indirectly linked to the e-Justice portal.

One pilot project that deals with horizontal issues is on Distributed Identity Management. It is essential to analyse work that is done in this project and to check if the results of this project can be used by the e-Justice portal.

Similarly, with regard to some sub-projects that will be included in the e-Justice portal (for example on European Payment Orders), pilot projects underway in Member States will need to be taken into consideration.