

ARTES Competitiveness & Growth Full Proposal

Requirements for the Content of the Management Proposal

Part 5A *Management Plans, Policies and Procedures*

Statement of Applicability and Proposal Submission Requirements

Applicable Domains(s)			
Space	Ground	System	Application
yes ^{1,2}	yes ^{1,3}	yes ^{1,3}	yes ⁴

Applicable Development Phase(s)			
Definition	Technology	Product	Demonstration
yes	yes	yes	yes ^{2,3,4}

- ¹ Additional requirements specific to the Space, Ground and System domains are stated in section 5.
- ² Additional requirements specific to the Space Segment Demonstration Phase are stated in section 6.
- ³ Additional requirements specific to the Ground and System Demonstration Phase are stated in section 7.
- ⁴ Additional requirements specific to the Application Demonstration Phase are stated in section 8.

Proposal Submission Requirements
A single Part 5A of the Management Proposal shall be included covering all Development Phases for which support is being requested under the ARTES C&G Call for Proposals.

Notes on the Content of this Document

- i* This style is used for explanatory notes and guidance to help you to develop the Full Proposal content.
- 1** This numbered style in bold font identifies the main sections to be completed in this Part of the Proposal.
- 1.2 This numbered style identifies requirements for the Full Proposal content for each of the main sections of this Part of the Proposal.

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Requirements for the Management Proposal: <i>Management Plans, Policies and Procedures</i>	
1	<p>Applicable Management Plans, Policies and Procedures</p> <p><i>Examples of content that could be included here are:</i></p> <ul style="list-style-type: none"> - <i>internal review processes;</i> - <i>escalation process for internal issues;</i> - <i>risk management;</i> - <i>cost management;</i> - <i>schedule management;</i> - <i>configuration and documentation management;</i> - <i>technical monitoring and control, including internal reviews;</i> - <i>schedule control and reporting;</i> - <i>financial control and reporting;</i> - <i>inventory control and reporting;</i> - <i>progress reporting;</i> - <i>document delivery plan;</i> - <i>communications.</i> <p><i>References may be made to in-house standard documents, to be attached to this part of the Full Proposal.</i></p>
1.1	<p>The Tenderer shall present its management plans, policies and procedures for this activity, including:</p> <ul style="list-style-type: none"> - A description of the management control organisation. - The procedures that will be used to exercise control over the project. - The Subcontractor control procedures. - Internal review processes. - Escalation process for internal issues. - Escalation process for risk management. - Escalation process for cost management. - Escalation process for schedule management. - Progress reporting. - Configuration management. <p><i>Specific requirements for management plans, policies and procedures are stated in the sections below.</i></p>
2	<p>Document Configuration Management</p>
2.1	<p>The Tenderer shall confirm that, prior to the first review meeting, a document configuration management scheme shall be created and maintained throughout the activity.</p>

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2.2	<p>The Tenderer shall confirm that the document configuration management scheme shall include all documents produced during the course of the activity with, as a minimum, the following information per document:</p> <ul style="list-style-type: none"> ▪ Document title. ▪ The name of the electronic file. ▪ The document reference. ▪ The type of document. ▪ The date of issue. ▪ The revision number. ▪ The confidentiality level.
2.3	<p>Each deliverable document shall include:</p> <ul style="list-style-type: none"> ▪ A title page reporting the project name. ▪ The contract number. ▪ The title of the document. ▪ A reference identifier. ▪ The author(s) and related organisation(s). ▪ The date of issue and the revision number. ▪ A record of the document history with a summary of the revisions made.
3 Communications and Reporting	
3.1	<p>A concise status report (a “monthly progress report”) shall be provided within the first five (5) working days of each month.</p>
3.2	<p>Formal written minutes shall be produced for each meeting attended by the Agency and signed by representatives of both parties no later than five (5) working days after the meeting. The minutes shall clearly identify all agreements made and shall include the action item list from the meeting.</p> <p><i>ⓘ E.g.: a template for the negotiation meeting can be found at https://artes.esa.int/documents.</i></p>
3.3	<p>Each action item recorded in the minutes of meeting and in the monthly progress report shall have a unique identifier and shall be traceable to the meeting in which it originated.</p> <p><i>ⓘ The following action item identification scheme is suggested: Action X.Y, where X is the identifier of the meeting (0: Negotiation Meeting, 1: First Review Meeting, 2: Second Review Meeting, etc.) and Y is the action number, starting from 1 at each new meeting.</i></p>
3.4	<p>A “Project Web Page” shall be produced using the template specified by the Agency.</p> <p><i>ⓘ The template can be found at https://artes.esa.int/documents.</i></p>
3.5	<p>The first version of the project web page shall be produced as part of the deliverable documentation package for the first milestone.</p>
3.6	<p>The project web page shall be updated as necessary throughout the development so that it properly portrays the project and its status.</p>
3.7	<p>For each milestone review, an updated version of the project web page shall be provided to the Agency with, as a minimum, the “current status” paragraph updated to reflect the project status at that time.</p> <p><i>ⓘ The “current status” paragraph of the project web page is an opportunity for the project to inform the general public about the status of the development.</i></p>

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3.8	A final version of the project web page shall be provided together with the final version of the Final Report and shall include a paragraph summarising the most significant achievements of the project.
4 Electronic Documentation Management and Delivery	
4.1	All documentation shall be delivered in electronic form, in MS Word® or PDF, with all pictures and tables embedded in the document.
4.2	The documentation shall include in its options the possibility to be printed and to insert comments in the document.
4.3	All documents shall be delivered to the Agency at least 10 working days prior to the review in one self-contained data package.
4.4	The web-based project planning and collaboration tool (“Distributed Project Collaboration Tool”), accessible via https://artes.esa.int/daptiv-ppm-help , shall be used to deliver all electronic documents to the Agency. Progress and status reports may also be delivered as an attachment to email. <i>i This collaborative environment is made available free of charge by ESA for the duration of the project, and it is intended to replace the usual electronic communication tools (e.g. e-mail with attached document and/or FTP) within the project team and in the communication with ESA, as well as for recording and tracking action items.</i>
4.5	The name of the person to be appointed as the administrator of the account for the web based project planning and collaboration tool shall be provided to the Agency no later than the kick-off meeting and shall be formalised in the minutes of that meeting. <i>i The Agency will activate, within one working week from the kick-off meeting, an account dedicated to the project team.</i>
5 Specific Requirements for the Space Segment, Ground Segment and System Domains	
<i>i</i>	<i>The requirements stated in this section only apply if the Proposal includes Space Segment, Ground Segment or System Domain activities.</i>
5.1	The Tenderer shall provide a product assurance plan in line with the customers’ quality requirements, at a level of detail commensurate with the maturity of the product development. <i>i The more mature the product the more detail should be included in the Product Assurance Plan.</i> <i>i The product assurance plan should describe the resources, tasks, responsibilities, methods and procedures to be applied to verify that the output of the proposed development conforms to the requirements and is qualified for use. It should include the monitoring and supervision of Subcontractor(s) and suppliers. Qualified for use means that the output has been verified to be capable of performing as specified in its operational environment.</i> <i>i The Assurance Plan is considered to include:</i> <ul style="list-style-type: none"> - <i>Quality Assurance;</i> - <i>Dependability;</i> - <i>Safety Assurance;</i> - <i>Electrical, Electronic and Electromechanical (EEE) Component Control;</i> - <i>Control of Materials, Processes and Mechanical Parts;</i> - <i>Software Assurance.</i> <i>i ECSS-Q-ST-10C, Annex A, provides a description of the contents of a Product Assurance Plan for Space Segment products. The scope of this can be adjusted in the tailoring of requirements, to be agreed during the final negotiations.</i>

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6	Specific Requirements for the Space Segment Demonstration Phase
<i>ì</i>	<i>The requirements stated in this section only apply if the Proposal includes a Space Segment Demonstration Phase (otherwise known as Atlas).</i>
6.1	After the delivery of the product to the satellite prime manufacturer, a concise status report (“Quarterly Status Report”) shall be delivered to the Agency in each of the following months, starting from the date of delivery to the prime contractor: February, May, August, and November.
6.2	Quarterly status reports shall be provided to the Agency within the first five (5) working days of the month in which they are due to be delivered to the Agency.
6.3	Quarterly status reports shall replace the monthly progress report for a given product after delivery of that product to the satellite prime manufacturer.
6.4	The Agency shall be invited to any non-conformance reviews related to the flight product that involve the customer and may adversely affect their requirements.
6.5	In the case of a failure occurring during the testing of an item under development, the Agency’s Technical Officer shall be informed within two (2) working days in order to agree on the corrective action to be taken.
6.6	The Tenderer shall set out how the project team responsible for the proposed Demonstration Phase activity will interface with the project team responsible for developing the spacecraft.
6.7	The Tenderer shall set out how the project team responsible for the proposed Demonstration Phase activity will interface with the end customer of the product.
6.8	For Passenger cases, the Tenderer shall set out how the project team responsible for the proposed Demonstration Phase activity will interface with the group responsible for operating the product in orbit.
7	Specific Requirements for the Ground Segment and System Demonstration Phases
<i>ì</i>	<i>The requirements stated in this section only apply if the Proposal includes a Ground or System Demonstration Phase.</i>
7.1	The Tenderer shall set out how the team responsible for the proposed Demonstration Phase activity will interface with the users with whom the product will be evaluated.
8	Specific Requirements for the Application Demonstration Phase
<i>ì</i>	<i>The requirements stated in this section only apply if the Proposal includes an Application Demonstration Phase.</i>
8.1	Starting from the beginning of the pilot sites installation, the Pilot Operations Summary Report (POSR) shall be delivered to the Agency every week.
<i>ì</i>	<i>A template for the POSR can be downloaded from https://artes-apps.esa.int/documents.</i>