GOVERNMENT OF MALTA
PARLIAMENTARY SECRETARIAT
FOR EUROPEAN FUNDS

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for Malta
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e-Commerce
Service Providers Guidelines

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BUSINESS
ENHANCE

Guidelines for e-Commerce Service Providers Registered to provide services under the Business Enhance Initiative

1. These Guidelines bind economic operators, hereinafter referred to as *'Service Providers'* registered with the Measures and Support Division within the Ministry responsible for the management of Union Funds, to render services for e-Commerce.

2. To be considered for registration, Service Providers need to have the competence and expertise to render the services outlined within the Guidance Notes for this Initiative.

3. Service providers need to fill in the application to become a Registered Service Provider, together with providing all necessary documentation for consideration by the Measures and Support Division. Further information on the application process can be found in the Annex to these Guidelines, titled *How to Register as a Service Provider*.

4. A Service Provider is required to appoint at least one lead expert being a senior member/employee of the organisation (e.g. partner, or forms part of the senior management team of the organisation), with a minimum of comparable recognised qualification at MQF Level 6 in any one of the following areas: Information Communications Technology, Software Development or e-Business.

5. Service Providers should provide a statement of their capability to handle the work together with a specific list of reference sites that the Service Provider has developed. A minimum of 3 reference projects meeting the following specifications should be submitted:
   - Two fully functional websites based on a Content Management System
   - One fully functional e-commerce site having an integrated payment gateway with an online product/service catalogue, a shopping cart, and a payment or booking system enabling online payments.

6. The Service Provider shall use the *Amend Expert* button to *Amend Lead Expert* or *Add Lead Expert* respectively in order to notify the Measures and Support Division of any changes in the lead expert/s or of any additional experts prior to any work being carried out by the new expert in relation to supported activities under this initiative.

7. The Service Provider shall use the *Amend Expert* button to *Deactivate Lead Expert* in order to notify the Measures and Support Division if a lead expert is no longer employed or their services are otherwise not being utilized in relation to supported activities under this Initiative.

8. The Service Provider is expected to adopt a software development methodology as part of the website development process. This should be supported by reporting, and project planning and management methodologies including a test plan that is

supported by User Acceptance Testing. These methodologies should be supported by a system[2] of checks and balances and the Service Provider shall provide the Measures and Support Division with supporting documentation providing a detailed overview of such methodologies.

9. The Service Provider shall ensure that these methodologies are maintained when providing services to Undertakings being assisted through this Initiative.

10. Under this Initiative, registered Service Providers shall be eligible to provide services in line with the competence and expertise presented and as approved by the Measures and Support Division.

11. Services procured by SMEs assisted through this Initiative from a Registered Service Provider shall be in line with the respective Guidance Notes for this Initiative.

12. The final e-commerce product shall include acknowledgement to support from EU Funds in line with the respective Guidance Notes for this Initiative.

13. Services shall only be provided to beneficiary Undertakings external to the registered Service Provider. That is to say, the beneficiary and the Service Provider are to be autonomous and unrelated to each other. The report shall include a signed declaration as available on the respective section of the Measures and Support Division's websites.

14. On project completion, the Service Provider shall provide the assisted Undertaking with an authenticated report, issued in duplicate, outlining the level of service provided, from a technical perspective and its resultant output in line with the respective Guidance Notes for this Initiative.

15. The Measures and Support Division shall not be liable for any payments to the Service Provider for participating and registering under this Initiative.

16. The Measures and Support Division shall not be liable for any unhonoured payments due by enterprises to Service Providers with respect to any services rendered.

17. A Service Provider found to be in breach with the provisions of these guidelines will be de-registered and shall be informed in writing accordingly.

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[2] This requirement does not necessitate certified quality standards, however the Service Provider has to have a documented methodology in place that offers assurance through checks and balances that the services and the emanating output meets the specific standards that at least meet the minimum requirements outlined in these guidelines.

18. A Service Provider no longer wishing to be considered to provide services under this Initiative shall use the *Deregister as Service Provider* function to notify the Measures and Support Division.
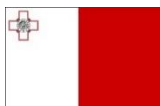
Annex I: Information on how to register to become a Service Provider Registered to provide services under this Initiative

1. This document should be viewed in conjunction with the Service Provider Guidelines, which outline the requirements needed for a Service Provider to be considered for registration.

2. The authorized representative of a service provider is to submit an application using their e-ID details. This will allow access to the online registration portal wherein the required details of the Service Provider can be filled in and all necessary documentation uploaded. Only in instances where it is not possible for an authorized representative to register for an e-ID is an application to be submitted by filling in a signed copy of the application form, available for download in Microsoft Word format.

3. All the details related to the Service Provider have to be filled in. The application section allows for a minimum of 1 Lead Expert to be filled in and a maximum of 2. For any Lead Expert added to the application, all the details must be filled in. The application includes sections on the applicant's software development methodology and 3 reference projects (websites) designed by the applicant, which must be filled in full. The boxes next to the declaration fields also need to be ticked.

4. Most of the details of the authorized representative are automatically transposed from their e-ID information, apart from the telephone number and designation which must be filled in.

5. Once an application has been submitted, an automated email shall be sent out to the authorized representative's email address, informing them that an application has been submitted and providing them with a link to print a copy thereof. It is only once the IB has approved a submission that an applicant is added to the list of Registered Service Providers. The IB reserves the right to request the applicant for further information or additional documentation.

6. Once an application has been approved, the Registered Service Provider may wish to add or remove an existing Lead Expert, or change any details relating to an existing Lead Expert. This is to be done via the **Amend Lead Expert Details** button.
    a. If an authorized representative wishes to change or remove an existing Lead Expert, they are to select the Lead Expert to be amended from the Lead Expert table, then click the **Deactivate Lead Expert** or **Amend Lead Expert** button accordingly. The required details of the Service Provider are then to be filled in and all necessary documentation uploaded, followed by clicking the Save button.
    b. If an authorized representative wishes to add to the existing complement of Lead Experts, they are to click the **Add Lead Expert** button accordingly. The required details of the new Lead Expert are then to be filled in and all necessary documentation uploaded.
    In each case, the Lead Expert table will only be updated once the submission has been approved by the IB.

7. If a Registered Service Provider wishes to be removed from the list, they are to enter the **Deregister as Service Provider** section and click the deregister button accordingly.