

## **Appendix 04**

### **to the Tender Specifications**

**Response time for incidents and for requests for  
enhancements**

**Tender n° EMSA/OP/08/2014**

Priority definition for Maintenance	Time in which EMSA can expect a solution for the reported problem (in hours) <sup>1</sup>	
	Request date: n Request logged by EMSA between 9h00 and 13h00 on day n	Request date: n Request logged by EMSA between 13h00 and 18h00 on day n
1 – <b>Urgent</b> : Business stopped: All services are unavailable.		
2 – <b>Critical</b> : Essential service is not available.		
2 – <b>Standard</b> : A non-essential function or service is unavailable or only a small group of users is affected.		
Enhancements	Time in which the tenderer commits to start work after concluding a new specific contract from EMSA	
3 – <b>Enhancements</b> : Development of new functionalities or extensions to existing functions		

<sup>1</sup> It may be assumed that there will be a specific contract for the maintenance where a number of person days are allocated to EMSA. The tenderer therefore should not consider the time required for concluding a new specific contract.