Questions/Answers

within Tender NEG/13/2013

for the Maintenance services for the MSS HP Dashboard

Question 1 (dated Thursday 21/03/2012 17 h 52)

Please herewith find the answers to your questions

1. **The support services will be provided in a 8*5 or 24*7?**

   *The support services are requested to be available 8*5.*

2. **Can the support be done using a remote access like VPN, on a support incident?**

   VPN access to Production Environment is not possible due to EMSA ICT policies. It is preferable to resolve the incident at EMSA premises. In exceptional cases, and when possible (infrastructure plus one person available to follow the complete intervention at the MSS), a Team View session can be arranged.

3. **Is there an active support contract with HP in case we need to open a service request?**

   Yes, there is HP technical support available as per licenses maintenance.

4. **Portlets/Widgets that are being used in MSS HP Dashboard are the ones provided by BAC (customized) or custom ones were developed?**

   Both cases, mostly the ones provided by BAC customized.

5. **How will be made the accounting? In Hours or Days?**

   The accounting will be done in man/days.

6. **About the response times, how this can be related to a service if no contract is active? What you refer in the tender is a request of support in an incident basis!**

   We would like to clarify that the "response time" is the time between the request for Service and the effective Service delivery for the correction.

7. **The payment of the service should be done at the end of the duration contract? Or will be paid has consumed?**

   The payment is done at the end of contract. Only man/days consumed will be paid.

8. **We appreciate a quick answer if possible, and know if is possible to make a visit to EMSA site to see the application?**

   In accordance with the Invitation to tender no site visits were envisaged.

9. **Usually we negotiate a support contract, with SLA, and response time but is paid at beginning and is valid for one year.**

   As specified above, only man/days consumed will be paid at the end of the contract.

Question 2 (dated Tuesday 26/03/2012 18 h 35)

Please herewith find the answers to your questions

1. **When you say "React within 1 hour", do you assume the person responsible to assist EMSA must be in EMSA's installations within 1 hour or an email could be sent (within 1 hour) to acknowledge the incident?**

   An email and a telephone call confirming should be sent within 1 hour to acknowledge the incident.

2. **When you say "Restore the service within 4 hours", do you assume the resolution of the incident must be accomplished on EMSA's installations or could be done through a VPN access?**

   VPN access to Production Environment is not possible due to EMSA ICT policies. It is preferable to resolve the incident at EMSA premises. In exceptional cases, and when possible (infrastructure plus one person available to follow the complete intervention at the MSS), a Team View session can be arranged.

3. **The response and resolution time of the MSS HP assistance are based on a 8x5 schedule (working days, from 9h to 18h)?**

   Yes