

Appendix B to Tender Specifications

Service Requirements

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Definitions and acronyms

Acronym	Description
EMSA	European Maritime Safety Agency
FWC	Framework Contract
ICD	Interface Control Document
MSS	EMSA's Maritime Support Services
N/A	Not Applicable
RPAS	Remotely Piloted Aircraft Systems
RDC	RPAS Exploitation Data Centre
SW	Software
WFS	Web Feature Service
WMS	Web Map Service

1. Structure of the document

Requirements

The RPAS Exploitation Data Centre (**RDC**) **Service Delivery requirements** are described in the following sections and are numbered using the naming convention ***RDC_SRV_REQ_X***.

These requirements define the service to be provided through the implementation of Module 2: Operations.

Template

Ref: <i>RDC_SRV_REQ_X</i>	Rollout Priority: <i>N/A</i>
Description of the requirement	
<i>Guidance on how to demonstrate compliance to requirements in the bid (in italic)</i>	

Some requirements also provide guidance (in *italic*) on how to demonstrate their compliance in the bid.

2. Service Delivery Model

RDC_SRV_REQ_1.	Rollout Priority: N/A
Scope	
The scope consists in providing the RDC product described in <i>Appendix A Product Requirements</i> <u>as a service</u> .	
The contractor will be responsible to host, maintain, monitor, recover the service and a helpdesk for the RDC.	

RDC_SRV_REQ_2.	Rollout Priority: N/A
Approach	
EMSA is looking to procure a service for a flat fee in the terms defined in the tender specifications document and in the Framework Contract.	

3. Hosting and Managing Services

RDC_SRV_REQ_3.	Rollout Priority: N/A
Hosting and Managing	
The setup of the RDC is done through the implementation of Module 1 as defined in the tender specifications.	
Following the setup the contractor will be required to host and manage the RDC (in <i>Appendix A Product Requirements</i>) as a service.	

RDC_SRV_REQ_4.	Rollout Priority: N/A
Provision of Laptops In case of delivering a dedicated client based user interface (refer to <i>Appendix A Product Requirements</i>) the Hosting and Managing Services shall also include the provision of the laptops. These will be provided as a service and will be returned to the contractor at the end of the FWC or before if requested by the contractor after completing the developments of a fully functional HTML5 web interface, or during a period where Module 2: Operations (Time-Based Service) is not active.	

RDC_SRV_REQ_5.	Rollout Priority: N/A
Maintenance of Documentation The RDC documentation defined in <i>Appendix A Product Requirements</i> shall be kept up-to-date, including the ICD and the architecture description.	

4. Support Services

Definition

Support Services are defined as any support from the contractor to a reported INCIDENT (RDC_SRV_REQ_8) or PROBLEM (RDC_SRV_REQ_10) management affecting the service provided by the RDC.

RDC_SRV_REQ_6.	Rollout Priority: N/A
Support Service Schedule Support services, including the helpdesk (refer to RDC_SRV_REQ_7), shall be provided during normal working hours (08.00 to 17.00 Lisbon time) on normal working days (Monday to Friday).	

RDC_SRV_REQ_7.	Rollout Priority: N/A
Helpdesk Service The contractor shall set up a helpdesk service to provide support services as defined in RDC_SRV_REQ_8. For this purpose, the helpdesk service should provide a phone number and an email address. <i>The bidder shall describe in the bid the setup of the offered helpdesk service.</i>	

RDC_SRV_REQ_8.	Rollout Priority: N/A
Incident Management Incident Management should include the resolution of incidents (e.g. internet connectivity, restarting of servers, other workarounds, etc...) and the handling of service requests (e.g. requests for information/support). The key objective is to guarantee that incidents and requests are handled accurately, completely, and in a timely manner ensuring therefore adherence to the agreed service levels. Incident Management ensures the swift recovery of the service in case of incidents.	

Incidents affecting the service should at least be treated within the timeframes defined in RDC_SRV_REQ_9.

The bidder shall provide in his tender a clear approach of the incident management process that includes as a minimum the following activities:

- *Incident detection and recording,*
- *Classification and initial support,*
- *Investigation and diagnosis,*
- *Resolution and recovery,*
- *Incident closure,*
- *Incident ownership, monitoring, tracking and communication.*

RDC_SRV_REQ_9.

Rollout Priority: N/A

Reaction Times and Incident Classification

Incident classification and maximum reaction times are defined in the table below.

Type of Incident	Time to acknowledge	Time to solve
Urgent	3 working hours	1 working day
Critical	2 working days	7 working days
N/A	1 working week	20 working days

Table 1 - Incident Classification and Reaction Times

The following definitions are to be taken into consideration:

- Time to acknowledge – the time the contractor is informed of the incident until the contractor provides an initial investigation and analysis;
- Time to solve – the time the contractor is informed of the incident until the moment the incident is solved and the service is available again to the end user.
- Type of incident:
 - Urgent – Business stopped: Essential services are unavailable;
 - Critical - Critical Business Impact: The service can be provided with limited, but not essential, functionalities;
 - N/A – Business Impact: A non-essential function or service is not available.

The contractor could propose shorter reaction times if necessary to meet the availability requirements in RDC_SRV_REQ_27.

RDC_SRV_REQ_10.

Rollout Priority: N/A

Problem Management

Problem management should include the resolution of problems in response to one or more reported incidents with unknown cause. An appropriate solution needs to be provided for that allows for rapidly and effectively detection and resolving the underlying causes of incidents.

Problem resolution time should be agreed on a case by case basis with EMSA.

The bidder shall provide in his tender a clear approach to the problem management process that includes as a minimum the following activities:

- *Problem Analysis, Categorisation, and Prioritisation,*
- *Problem Investigation and Diagnosis,*
- *Provision of the Solution.*

RDC_SRV_REQ_11.	Rollout Priority: N/A
Service Monitoring	
The contractor should actively monitor the service's health and should react when needed to recover the service, while keeping EMSA's Maritime Support Services (MSS) informed. In case the service's health is degraded an incident should be triggered.	

RDC_SRV_REQ_12.	Rollout Priority: N/A
User Contact Point	
The MSS will be the contact point to the Users. The helpdesk shall be ready to support the MSS where needed. The MSS may request the helpdesk to support a particular user directly.	

RDC_SRV_REQ_13.	Rollout Priority: N/A
Support to Laptops	
In case of delivering a dedicated client based user interface (refer to <i>Appendix A Product Requirements</i>) the support services shall also include any issue referring to the use of the laptops. Remote support will be acceptable but if needed the contractor shall replace the laptop within 72hours.	

RDC_SRV_REQ_14.	Rollout Priority: N/A
User Account Management	
This service shall include user account management (create users, edit, troubleshoot access, etc...) for the User Interfaces as described in <i>Appendix A Product Requirements</i> . The creation/update of users should be dealt within 1 working days. <i>The bidder shall also describe the account management mechanisms of its system.</i>	

RDC_SRV_REQ_15.	Rollout Priority: N/A
Reporting	
The contractor shall provide a monthly report with statistics, availability and the list of the most relevant issues affecting the service. The report template shall be agreed with EMSA.	

5. Configuration Services

RDC_SRV_REQ_16.	Rollout Priority: N/A
Definition <p>The contractor will be required to configure in the RDC new RPAS and/or new sensors in line with the ICD defined in <i>Appendix A Product Requirements</i>.</p> <p>It is expected that an indicative maximum of 10 (average 5) new RPAS will be configured per year of operational service.</p>	

RDC_SRV_REQ_17.	Rollout Priority: N/A
Template for Configuration Request <p>The template for the configuration request defined in RDC_SRV_REQ_16 shall be agreed between EMSA and the contractor.</p>	

RDC_SRV_REQ_18.	Rollout Priority: N/A
Reaction Period <p>The contractor shall configure the RDC in the 15 working days following the reception of a configuration request, as long as the new RPAS and/or sensors follow the ICD defined in <i>Appendix A Product Requirements</i>. Concurrent requests will extend this period accordingly.</p> <p>The contractor may be granted an extended period if duly justified and accepted by EMSA.</p>	

RDC_SRV_REQ_19.	Rollout Priority: N/A
Configuration Report <p>The contractor shall provide a configuration report for every configuration request.</p>	

6. Maintenance Services

RDC_SRV_REQ_20.	Rollout Priority: N/A
Definition <p>Maintenance Services are defined as the general maintenance of the RDC Product defined in <i>Appendix A Product Requirements</i>, including any hotfix, patch, minor or major version update to any RDC software, resulting from a defect, error or bug in the RDC impacting the service in terms of appearance, operation, functionality or performance.</p>	

RDC_SRV_REQ_21.	Rollout Priority: N/A
Corrective maintenance <p>The contractor shall apply corrective maintenance on the RDC product which is the reactive modification of a software product or system configuration to correct discovered problems.</p>	

RDC_SRV_REQ_22.	Rollout Priority: N/A
Preventive maintenance The contractor shall apply preventive maintenance on the RDC product which is the modification of a software product to detect and correct latent faults in the software product before they become effective faults. The system has to be updated to the most recent versions of the underlying SW implemented.	

RDC_SRV_REQ_23.	Rollout Priority: N/A
Issuing of Defects EMSA will communicate defects in the RDC product to the contractor (using a collaborative tool provided by EMSA). The contractor is also responsible to actively identify any defects on the RDC.	

RDC_SRV_REQ_24.	Rollout Priority: N/A
Reaction Times and Defect Classification Reaction times and defect classification follow the approach defined in RDC_SRV_REQ_9.	

RDC_SRV_REQ_25.	Rollout Priority: N/A
Prior Notice The contractor shall give to EMSA at least 10 working days prior written notice of any planned intervention in the RDC. The notice should at least include the duration and the services impacted. EMSA will reserve the right to delay an intervention in case it substantially impacts the operations.	

RDC_SRV_REQ_26.	Rollout Priority: N/A
Reporting The contractor shall provide a monthly report with the list of interventions, the list of open defects and other relevant information. The report template shall be agreed with EMSA.	

7. Service Level

RDC_SRV_REQ_27.	Rollout Priority: N/A
Availability – During Flight Operations The following service availability during flight operations shall be met: <ul style="list-style-type: none"> 97% availability during flight operations over any 24h period Excludes planned maintenances carried out in the terms defined in RDC_SRV_REQ_25. Service downtime for the purpose of this availability requirement is defined by the sum of the duration of Urgent and Critical incidents (refer to RDC_SRV_REQ_9) during flight operations.	

Service Availability (in %) is calculated by the service downtime during *flight operations over the last 24 hours* divided by 24 hours.

Note: incident outside flight hours are not considered in the calculation of the availability under this requirement.

RDC_SRV_REQ_28.

Rollout Priority: N/A

Availability

The following service availability shall be met (at any given period during and outside flight operations):

- 95% availability over any 30 day period
- Excludes planned maintenances carried out in the terms defined in RDC_SRV_REQ_25.

Service downtime for the purpose of this availability requirement is calculated by the sum of the duration of Urgent and Critical incidents (refer to RDC_SRV_REQ_9).

Service Availability (in %) is calculated by the service downtime over the last 30 days divided by 30 days.

RDC_SRV_REQ_29.

Rollout Priority: N/A

Product Performance

Meet performance requirements in *Appendix A Product Requirements*.

RDC_SRV_REQ_30.

Rollout Priority: N/A

Incident Management Performance

The contractor's helpdesk shall handle incidents within the time defined in RDC_SRV_REQ_9.

RDC_SRV_REQ_31.

Rollout Priority: N/A

Laptop Support Performance

In case of delivering a dedicated client based user interface (refer to *Appendix A Product Requirements*) the contractor's helpdesk shall always respond within the time limits defined in RDC_SRV_REQ_13.

RDC_SRV_REQ_32.

Rollout Priority: N/A

User Account Management Performance

The contractor's helpdesk shall always respond to user management requests within the time limits defined in RDC_SRV_REQ_14.

RDC_SRV_REQ_33.

Rollout Priority: N/A

RPAS Configuration Performance

The contractor always configures new RPAS/sensors within the time period defined in RDC_SRV_REQ_18.

RDC_SRV_REQ_34.	Rollout Priority: N/A
Maintenance Performance	
The contractor meets the reaction times defined in RDC_SRV_REQ_24.	

RDC_SRV_REQ_35.	Rollout Priority: N/A
Maintenance Prior Notice Performance	
EMSA is always informed of planned maintenance within the time period defined in RDC_SRV_REQ_25.	

RDC_SRV_REQ_36.	Rollout Priority: N/A
Service Level Reporting	
The contractor shall provide a monthly report showing the results of the compliance to the service level during the period.	

RDC_SRV_REQ_37.	Rollout Priority: N/A
Reporting Performance	
Monthly reports relating to the Support Service (refer to §4), Maintenance Services (refer to §6) and Service Level (refer to §7) shall be delivered until the 8th of every month. These reports could be combined into a single report.	