

Appendix 8

to Tender Specifications

Requirements for the Provision of Services

**STAR Tracking Corrective
Maintenance and Operational
Support**

Introduction

The scope of this document is to define the requirements that the contractor shall provide to EMSA within the scope of the Module 1 of the EMSA/OP/04/2017 Framework Contract (FWC).

It is important to highlight that in order to create the context for understanding the following requirements the tenderer shall take into account also the definitions and requirements provided in the Annexes EMSA Project Delivery and EMSA working Procedures at this tender specifications.

Requirements structure

A requirement comprises a list of functionalities to be implemented, or services to be provided, by the contractor.

Each requirement in the technical specification annexes to this framework contract has an identification based on this structure: REQ-{progressive number}.

Corrective Maintenance

REQ-1	Code Maintenance
<p>The contractor shall maintain the source code of the STAR Tracking system developed for EMSA within the context of the IMDatE project.</p> <p>The code to maintain has been developed mainly in:</p> <p>Java and Javascript</p> <p>The overall number of lines of code per language, including comments and empty lines, is:</p> <p>350 000 lines of code.</p> <p>The software has 67 components.</p> <p>The source code to maintain will be delivered to the contractor after the signature of the contract. The information provided within this tender about the lines of source code could be slightly different when the contract will be signed.</p> <p>The cost to become familiar with the code to maintain shall be included in this module as part of the fixed yearly price. The contractor shall provide the code maintenance services (bug fixing) within 1 month from the signature of the contract.</p>	

REQ-2	STAR Tracking Documentation
<p>The contractor shall maintain and update the following documents to reflect the changes included in the latest delivery:</p> <ul style="list-style-type: none"> - Technical Design Document 	

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<ul style="list-style-type: none"> - Interface Control Document - Operational and Maintenance Manual - Incident Handling Procedures - Installation Manual

REQ-3	Releases and Deployment Management
<p>Requests For Change (see REQ-7) will be grouped in releases.</p> <p>EMSA can request at maximum 3 Standard releases per year, usually one every 3 or 4 months, and a maximum of 10 Emergency releases to fix urgent issues (see REQ-8). Note that the average number of Emergency releases of the STAR Tracking module is 3 per year.</p> <p>Within the scope of releasing a new version of the system, the contractor shall update the documents listed in the requirement REQ-2.</p> <p>The installation of a new release is an incremental installation, either standard or emergency release. The contractor is in charge to draft the “Release Note” for installing a new release.</p> <p>EMSA is in charge to deploy a new release in all the environments (see REQ-5).</p> <p>The contractor shall include in the yearly price of Module 1 on-site support, as indicated in the tender specifications, at EMSA for installation, configuration, testing and commissioning purposes. EMSA will request the service at least 2 weeks in advance, with a minimum of 3 days of on-site support for every request.</p>	

REQ-4	Full Installation
<p>The contractor shall be able to deploy, or support, a full installation of STAR Tracking in any platform compliant with EMSA Technical Landscape. EMSA is in charge to set-up the infrastructure as specified in the Technical Landscape, the contractor shall be able to perform a full installation and configuration of STAR Tracking in order to have the service operationally ready in less than 5 working days.</p> <p>EMSA can request a maximum of 2 full installations per year.</p>	

REQ-5	STAR Tracking environments
<p>The contractor shall support the delivery of the STAR Tracking service in 4 different environments: Test, Pre-Production, Production and Business Continuity Facility (BCF).</p> <p>The configuration of the STAR Tracking system, e.g. the number of data processing nodes, in each environment may be different.</p>	

Operational Support

REQ-6	Issues Management
<p>EMSA is in charge of providing a system for managing issues (the ticketing system currently in use at EMSA is TeamForge).</p> <p>The contractor shall address the issues opened by EMSA through the ticketing system according the</p>	

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Service Level Agreement (SLA) as defined in requirement REQ-8.
Compliance with the SLA will be measured based on the timestamp recorded by the ticketing system.

REQ-7	Type of Issues
<p>The classification of the issues to be addressed is as follows. EMSA and the Contractor will agree on other classifications, if deemed necessary during the course of the FWC.</p> <p><u>Change Management</u></p> <p>A Request For Change (RFC) shall be applied to any change in the system. A RFC can be: (i) a new functionality, (ii) a defect to be fixed or (iii) a change of the system's configuration. Each RFC in the system is described in a Change Request Form. The Change Request Form can be a document (i.e. a Technical Specification), or a ticket in the ticketing system. A defect (ii) and change of the configuration (iii) shall be addressed by the contractor within the context of the information provided of REQ-1. Any new functionality shall be addressed as part of Module 3 and is not included in the yearly price of Module 1.</p> <p><u>Incident Management</u></p> <p>Incident Management shall include the resolution of incidents and the handling of service requests (e.g. requests for information/support, requests for sending specific notifications to end users). 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 specified in REQ-8. The contractor shall be in charge to provide this service. The tenderer shall provide a clear approach of the incident management process that includes as a minimum the following activities:</p> <ul style="list-style-type: none"> • Incident detection and recording, • Classification and initial support, • Investigation and diagnosis, • Resolution and recovery, • Incident closure, • Incident ownership, monitoring, tracking and communication. <p><u>Problem Management</u></p> <p>Problem management shall include the resolution of problems in response to one or more reported incidents with unknown cause. The contractor shall be in charge to provide this service. The tenderer shall provide a clear approach to the problem management process that includes as a minimum the following activities:</p> <ul style="list-style-type: none"> • Problem Analysis, Categorisation, and Prioritisation, • Problem Investigation and Diagnosis, • Provision of the Solution. 	

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REQ-8	Service Level Agreement															
<p>The following definitions are to be taken into consideration:</p> <ul style="list-style-type: none">Time to acknowledge – the time the contractor is informed of the problem until the contractor provides an initial investigation and analysis of the issue;Time to solve – the time the contractor is informed of the issue until the moment the issue is solved and the service is available again to the end user.Type of incident priorities:<ul style="list-style-type: none">Urgent – Business stopped. Essential services are unavailable;Critical - Critical Business Impact. The service can be provided with limited, but not essential, functionalities;Standard – Business Impact. A non-essential functionalities or service are not available. <p>For the execution of the issues defined in this contract (see REQ-7), the contractor should meet the service level as defined in Table 1 - SLA.</p> <table><tr><th>Priority of the issues</th><th>Time to acknowledge and provide a preliminary analysis</th><th>Resolution time</th></tr><tr><td>Critical</td><td>2 working hours</td><td>1 working days</td></tr><tr><td>Urgent</td><td>4 working hours</td><td>5 working days</td></tr><tr><td>Standard</td><td>2 working days</td><td>15 working days</td></tr><tr><td>Low</td><td>5 working days</td><td>30 working days</td></tr></table> <p>Table 1 - SLA</p> <p>EMSA is responsible to classify the issues (priority, issues type, etc.).</p> <p>In case the contractor disagrees with the EMSA's classification, the contractor can propose a different classification within the acknowledge time. In case of conflict EMSA has the rights to take the final decision.</p> <p>This SLA is applicable to the STAR Tracking Pre-Production and Production environments only.</p> <p>For all the types of issues REQ-7 the Service Level Agreement reported in this requirement is applicable.</p>		Priority of the issues	Time to acknowledge and provide a preliminary analysis	Resolution time	Critical	2 working hours	1 working days	Urgent	4 working hours	5 working days	Standard	2 working days	15 working days	Low	5 working days	30 working days
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REQ-9	Number of issues to be solved
<p>The contractor shall provide operational support according the SLA specified in the requirements REQ-8 for maximum of 10 Urgent issues per year, 20 Critical issues per year, 100 Standard issues per year.</p> <p>As an example from 1st October 2014 to 31st March 2015 the following issues has been addressed spread in all the STAR Tracking environments (see REQ-5).</p>	

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Incidents and problem

4 Urgent issues, 29 Critical issues, 34 standard issues.

Request For Change (only defect and configuration, not new functionalities)

0 Urgent issues, 46 Critical issues, 79 standard issues

REQ-10

Configuration Management

EMSA is responsible to configure all the STAR Tracking environments.

If requested by EMSA the contractor may perform the changes in any of the STAR Tracking environments. However, in principle the contractor could be tasked to configure only test environment.

REQ-11

Pro-active analysis

The contractor shall issue a bi-weekly report by e-mail to the EMSA STAR Tracking Project Manager summarizing possible issues and propose solutions.

This task shall be performed, but not limited, on the grounds of an analysis of the STAR Tracking application logs files, system features status (as for example CPU consumption, hardisk consumption, etc.) and a test that the contractor shall perform on the system. Any test needs prior authorization by the EMSA Project Manager.

REQ-12

Monthly Report

Each month, within the first 7 days, the contractor shall provide a report to EMSA assessing the status of open issues.

The report shall at least contain the following information:

- Total number of open tickets per issue types;
- Number of tickets open in the last month per issue types;
- Number of tickets closed in the last month per issue types;
- Number of tickets that are not compliant with the requirement REQ-8;
- Status of the issues identified within the context of requirement REQ-11.

REQ-13

Bi-annual report and meeting

The contractor shall draft a bi-annual report.

The report shall contain:

- Brief description of the Activities performed;
- Summary of the major incidents/problems occurred;
- Lessons learned
- Proposals to Improve the Service
- KPI (to be defined)

The report shall be submitted within 14 calendar days from the end of the six-months.

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Bi-annual (twice a year) meetings shall take place at EMSA premises. If requested by the contractor and accepted by EMSA the meeting can be held by a phone or video conference.

Maintenance will be invoiced every six months following the acceptance by EMSA of the report provided by the contractor at the end of each six-months indicating all maintenance performed during the six-months and a supporting invoice.

The contractor shall provide 2 weeks before the bi-annual progress meeting updated versions of the documents described within REQ-2.