

Phase 2: Go-live support and Maintenance services

Scope of Services and Technical Requirements

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1. Maintenance Services

The objective of “Phase 2: Go-live support and Maintenance services” is the provision of assistance and support during the go-live of the system as well as corrective maintenance services for EMSA’s Access Management platform.

Services can be provided remotely and shall address corrective maintenance of the Access Management platform to address with corrective and supporting actions, all issues found in the Access Management platform. Contractor shall provide all necessary instruction and scripts needed to apply corrections or any other actions in order to allow EMSA to execute them on top of the different environments.

Within their offer, Bidders shall provide evidences of their understanding of the Access Management platform, experience in similar platforms and describe as detailed as possible how the maintenance services will be provided.

1.1. Maintenance Categories included in the services to be provided

For all EMSA environments (TEST, PRE-PRODUCTION and PRODUCTION), services under this maintenance contract shall cover the following categories:

1. **Corrective Maintenance:** refers to reactive modifications of the Access Management solution that may be required to be performed by the Contractor in order to correct problems encountered during normal operations. All occurrences (Incidents/Defects or Findings) found during normal operation and usage of the Access Management platform shall be addressed in order to provide a final corrective measure or temporary workaround.
Errors covered by the warranty of the Access Management implementation project are not included and shall not be addressed within the scope of this contract. From the corrective maintenance are excluded occurrences which are found after investigation by the contractor to originate from other sources than the Access Management implementation, such as EMSA applications, Oracle underlying platform or the EMSA infrastructure.
2. **Assistance:** It refers to any issue or help that EMSA will need during the go-live period and until the end of the contract. Contractor will investigate it and propose for a solution if any. Results of these investigations shall be analysed and decided if its implementation is considered within the Maintenance Services or if will result on a Change Request for Enhancement.
3. **Updates of the documentation and procedures:** keep the Access Management project documentation updated as well as any other technical procedure (e.g. manual and automatic build and deployment procedures, tests scripts, ...)

1.2. Working Procedures

All issues shall be addressed strictly following the procedure described below:

1. All issues will be reported in Project Lifecycle Management Site (based on JIRA).
2. The Contractor and EMSA will evaluate the issue.
3. If the issue falls in one of the maintenance categories, the Contractor will start the process of the analysis.
4. In case of a need for a release, the Contractor will prepare it along with the documentation and deliver them to EMSA.
5. In case of assistance, the Contractor will investigate it and propose for a solution, in order to support EMSA on it.
6. EMSA will review and will accept or request for more support.
7. EMSA will close the Project Lifecycle Management Site issues or in case of enhancement will open a new issue to be addressed out of maintenance scope.

It must be noted that all defined procedures used during “Phase 1: Upgrade Access Management platform” shall continue to be applied in Phase 2.

1.3. PRODUCTION SLA for Incidents/Defects

Service levels for PRODUCTION corrective maintenance (Incidents/Defects) are as follows:

Priority	Acknowledge Time	Solve time
Highest	3 working hours during working days (Mon-Fri)	1 working day
High	2 working days (Mon-Fri)	7 working days
Medium	1 working week (Mon-Fri)	4 working weeks

The **Acknowledge Time** is the response time during which the contractor is informed of the incident and provides an acknowledgement with initial investigation and analysis.

The **Resolution Time** is the response time, from the moment the incident is assigned to the contractor until the moment the contractor provides a solution or workaround permitting to restore the service. The time required and elapsed for a third party to provide any contribution to the solution is excluded from the resolution time counter, such as wait time for feedback or information requested by the contractor from EMSA or Oracle support.

Occurrences (Incidents/Defects or Findings) considered as blocking causing unavailability of all services (no service being provided) will have Priority = Highest.

Occurrences (Incidents/Defects or Findings) significantly impacting the one or more components causing a partial loss of the service provided or foreseen to be blocking during the next 2 days will have Priority = High.

Occurrences (Incidents/Defects or Findings) significantly impacting the one or more components with reduction of service provided (e.g. affecting performance) or foreseen to be blocking during the next week will have Priority = Medium.

The maintenance and above reaction times shall be provided for incidents/defects reported for the PRODUCTION environment during normal working hours (08.00 to 17.00 Lisbon time) on normal working days (Monday to Friday).

For all other Priorities, the resolution time will be agreed between EMSA and the contractor.

2. Reporting

The contractor shall produce 1 Service Reports summarizing the work executed during this project phase.

The content of the Service Report shall be proposed in advance by the contractor and agreed with EMSA at the Kick-Off meeting

3. Deliverables

Contractor is responsible for preparing the Agenda and the minutes of the meetings.

All documentation shall be provided in MS Office format.

The working language, the working documents and all deliverables must be in English.

All deliverables provided by the contractor shall be subject to formal acceptance by EMSA.

4. Project Planning: Meetings, Reports and Milestones

The contractor must comply with the milestones established in the Tender Specification.

Meetings will be held in Web Conferencing between the Contractor's and EMSA's premises.

On-site meetings at EMSA's premises in Lisbon, Portugal, could be performed upon agreement between EMSA and the contractor at extra cost not included in this agreement.

Meetings foreseen:

Meetings
Kick-off meeting
Monthly follow-up meeting
Technical meetings (whenever necessary)
Final meeting

5. Licensing Policy

All commercial products, versions and licences to be used in the project must be clearly identified, listed and quoted for all required environments. The proposed products and solutions will have to be covered by the available budget for this specific contract, except for:

- Oracle Database
- Oracle Weblogic Application Server
- Oracle Access Management

Nevertheless, if it is the case, the contractor must indicate, the number of such licences needed for all required environments.

EMSA reserves the right to buy the proposed licences from the contractor or from other sources.

Maintenance and Support services for products where EMSA owns licences will be contracted by EMSA and fall outside the scope of the present contract.