

# **Appendix 13**

## **to Tender Specifications**

# **Corrective Maintenance and Operational Support – Technical Specification**

## 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/17/2015 FWC.

It is important to highlight that in order to create the context for understanding the following requirements the tendered 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 software developed for EMSA within the context of the CSNDC project.</p> <p>The code to maintain has been developed mainly in: Java, PHP and JavaServer Page (JSP). The overall number of lines of code per language, including comments and empty lines, is: Java 103173 lines of code, PHP 447519 lines of code, JSP and JSPX 16572 lines of code.</p> <p>The source code is organized in 47 Package Manager (RPM), and 7 Web application Archive (WAR). The total number of RPMs is 155, in addition to the 47 RPMs there are COTS and auxiliary RPMs.</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 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. The contractor shall provide the code maintenance services (bug fixing) within 2 months from the signature of the contract.</p>	

REQ-2	CSNDC Documentation
<p>The contractor is in charge to edit, maintain and update the following documents:</p> <ul style="list-style-type: none"> <li>- Technical Design Document</li> <li>- External Interface Control Document</li> <li>- Operational and Maintenance Manual</li> <li>- Incident Handling Procedures</li> <li>- Installation Manual</li> </ul>	

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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 an unlimited number of emergency releases to fix urgent issues (see REQ-8).</p> <p>If requested by EMSA, 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 release in all the CSNDC environments (see REQ-5). If requested by EMSA the contractor can also be in charge to deploy releases in CSNDC test environment and the price shall be included in this contract’s module.</p>	

REQ-4	Full Installation
<p>The contractor shall be able to deploy a full installation of CSNDC 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 CSNDC in order to have the service operationally ready in less than 5 working days.</p> <p>EMSA can request maximum 2 full installations per year.</p>	

REQ-5	CSNDC environments
<p>The contractor shall support the delivery of the CSNDC service in 5 different environments: Training, Test, Pre-Production, Production and Business Continuity Facilities (BCF).</p>	

## Operational Support

REQ-6	Issues Management
<p>EMSA is in charge to provide a system for managing issues (the ticketing system currently in use in EMSA is TeamForge).</p> <p>The contractor shall be in charge to address the issues opened by EMSA through the ticketing system according the Service Level Agreement (SLA) as defined within requirement REQ-8.</p> <p>The compliance with the SLA will be measured based on the timestamp recorded by the ticketing system.</p>	

REQ-7	Type of Issues
<p>The issues to be addressed are classified as following. If on the course of the contract other classifications are necessary the contractor will be informed.</p>	

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### Change Management

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, therefore the contractor shall be in charge to address an unlimited number of defects. A new functionality shall be addressed by the contractor on the grounds of **Error! Reference source not found..**

### Incident Management

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.

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:

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

### Problem Management

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:

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

REQ-8	Service Level Agreement
<p>The following definitions are to be taken into consideration:</p> <ul style="list-style-type: none"> <li>• Time to acknowledge – the time the contractor is informed of the problem until the contractor provides an initial investigation and analysis of the issue;</li> <li>• 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.</li> </ul>	

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- Type of incident priorities:
  - 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.

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.

Priority of the issues	Time to acknowledge and provide a preliminary analysis	Time to Solve
Urgent	3 working hours	1 working days
Critical	2 working days	7 working days
Standard	5 working days	20 working days

Table 1 - SLA

EMSA is responsible to classify the issues (priority, issues type, etc.).

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.

This SLA is applicable to all the CSNDC environments.

For all the types of issues REQ-7 the Service Level Agreement reported in this requirement is applicable.

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 an unlimited number of issues. However as example from 1<sup>st</sup> October 2014 to 31<sup>st</sup> March 2015 the following issues has been addressed spread in all the CSNDC environments (see REQ-5).</p> <p><u>Incidents and problem</u> 4 Urgent issues, 29 Critical issues, 34 standard issues.</p> <p><u>Request For Change (only defect and configuration, not new functionalities)</u> 0 Urgent issues, 46 Critical issues, 79 standard issues</p>	

REQ-10	Configuration Management
<p>EMSA is responsible to configure all the CSNDC's environments.</p> <p>If requested by EMSA the contractor is in charge to perform the changes in any of the CSNDC's environments. However, in principle the contractor could be tasked to configure only test</p>	

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environment.	
<b>REQ-11</b>	<b>Pro-active analysis</b>
<p>Weekly the contractor shall issue a report to the EMSA CSNDC's Project Manager summarizing possible problem and propose solutions.</p> <p>This task shall be performed, but not limited, on the grounds of an analysis of the CSNDC's application logs files, system features status (as for example CPU consumption, hardisk consumption, etc.) and a test that the contract shall perform against the system. The tests shall be authorized by the CSNDC's Project Manager.</p>	
<b>REQ-12</b>	<b>Monthly Report</b>
<p>Each month, within the first 7 days, the contractor shall provide a report to EMSA assessing the status of issues open.</p> <p>The report shall at least contain the following information:</p> <ul style="list-style-type: none"> <li>- Total number of open tickets per issue types;</li> <li>- Number of tickets open in the last month per issue types;</li> <li>- Number of tickets closed in the last month per issue types;</li> <li>- Number of tickets that are not compliant with the requirement REQ-8;</li> <li>- Status of the issues identified within the context of requirement REQ-11.</li> </ul>	
<b>REQ-13</b>	<b>Bi-annual report and meeting</b>
<p>The contractor shall draft the bi-annual report, the report shall contain:</p> <ul style="list-style-type: none"> <li>- Monthly progress reports;</li> <li>- Summary of the major incidents/problems occurred;</li> </ul> <p>The report shall be submitted within 14 calendar days from the end of the six-months.</p> <p>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.</p> <p>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.</p> <p>The contractor shall provide 2 weeks before the bi-annual progress meeting updated versions of the following documents described within REQ-2.</p>	