

Technical Specifications

Attached to the Invitation to tender

Invitation to tender No. EMSA/NEG/24/2019 for Provision of EODC – Preventive, corrective and evolutive maintenance of the current EODC

The EODC system supports the planning and billing of the received satellite images in EMSA. The current contract that ensures the corrective and evolutive maintenance of the system will end in May 2019. It is foreseen that the EODC system will be decommissioned in November 2019. The objective of the EMSA/NEG/24/2019 is to ensure the Preventive, corrective and evolutive maintenance of the EODC system until its decommissioning.

The scope of the current procedure is to be:

- Support the troubleshooting and implement the correction of any bugs found in production;
- Incorporate new satellites in the EODC system;
- Change the alert mechanism to filter the report sending by satellite;
- Integrate the EODC System with the ORCHESTRA system.

On the part of EMSA, *Software* maintenance shall involve:

- (1) preparing and sending the Contractor all documents and additional information at its disposal which the Contractor might reasonably request in order to detect and correct errors;
- (2) testing and accepting, when it is reasonable to do so, *New versions* or *New releases* of *Software*, as proposed by the Contractor. One year after the date of such an acceptance, the Contractor is no longer required to provide maintenance for previous versions or releases of *Software* and any dependent *Products*;
- (3) installing any preventive corrections provided by the Contractor as long as it is agreed that such corrections are necessary.

On the part of the Contractor, *Software* maintenance shall involve:

- (1) diagnosing errors or faults encountered by the Contractor or EMSA in the content of the *Software* and making any necessary corrections; the Contractor shall effect corrections only if the error can be reproduced or if EMSA provides the Contractor with sufficient information from which the error can be diagnosed;
- (2) providing EMSA with successive *Software* versions and releases and the relevant reference *Documentation*; installing *New releases* and *New versions* free of charge on the existing *hardware* at EMSA's request; where necessary, adapting *Products* and/or information Systems that were using the previous version of the *Software*, free of charge;
- (3) effecting all the *Software* corrections (including patches) needed to ensure that the *Systems* operate as specified in the *Documentation* within thirty (30) *Normal working days* of receipt

- (4) of a notification by a *Means of communication* from EMSA giving details of a problem; rewriting the *Software* where necessary so as to correct all known problems or faults diagnosed by the Contractor;
- (5) providing telephone support for EMSA during *Normal working hours* to advise it on the use of *Software*;
- (6) providing "hot-line" support to resolve urgent problems and *System* failures.

The Contractor undertakes to provide EMSA, upon request, with any remote maintenance service, which it operates or intends to set up. All terminal connection, utilisation and communication charges shall be borne by the Contractor.

Responsibility for diagnosis

The Contractor has sole responsibility for diagnosing and determining the origin of failures affecting all or part of the *System* or *Products*. As part of this obligation, the Contractor shall, in the event of a diagnosis error, reimburse any costs incurred by EMSA as a result of needless corrective action carried out by another supplier.

Technical modifications by the Contractor

The Contractor may propose modifications on its own initiative. It will implement them, with EMSA's consent, at times agreed by both Parties. These modifications may not entail any additional cost to EMSA or cause any deterioration in performance or loss of function.

Equipment

Test equipment, tools, documents, programs and files kept on EMSA's premises for maintenance purposes shall remain the property of the Contractor and shall be insured by the Contractor.

Magnitude of effort

In the below table it is described the magnitude of effort for the "support the troubleshooting and implement the correction of any bugs" task in the past two years:

Year	Number of Issues	Number of releases
2017	20	3
2018	58	3

It is also possible to find in the document TDDTechnical_Design_Document_v7.2.2_GMV the complete technical description of the application.