

**STATEMENT OF REQUIREMENT (SOR)
FOR
SUPPORT & MAINTENANCE (S&M)**

GOTHIC APS

22 May 2018

V3.0

Version Control Sheet:

Changes are to be agreed by the author JFIG J6 DM5a and will be included in the next version of the SoR if approved.

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V1.0	May 2017	JFIG J6 DM5a	First Release
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1 Gothic APS Support & Maintenance SoR Introduction

1.1 Purpose

- 1.1.1 This Statement of Requirement (SoR) defines the JFIG requirement for a contract to undertake Support & Maintenance (S&M) of the Gothic Aeronautical Production System (APS) software at No1 No1 AIDU.

1.2 Scope

- 1.2.1 It is the intent of this SoR to provide guidance to 1Spatial regarding the scope and level of support that is required by JFIG to ensure the Gothic APS continues to be supported and maintained.
- 1.2.2 The contract will cover all software elements that comprise the 1Spatial APS application, including the base software, 3rd party software, developed applications and databases that are currently installed.
- 1.2.3 The S&M period will run for 1 year and 9 months from 1 July 2018 until 31 Mar 2020 with an option for a 3rd year.

1.3 Service Vision

- 1.3.1 Support & Maintenance costs will be predictable, contained and provide value for money. All costs including any software licensing costs must be clearly identified.
- 1.3.2 There will be continuity of operations. There will be no detrimental unplanned, service impact to users or the business as a result of any change. Performance and value for money will be measured against Service Level Agreements (SLAs)

1.4 Service Delivery

- 1.4.1 1Spatial shall plan, organise, direct, control and coordinate its resources necessary to accomplish the requirements in this SOW.
- 1.4.2 1Spatial shall identify to the Authority a principal contact for all matters relating to the contract to whom any matters relating to non-performance can be contactable by the Authority.
- 1.4.3 1Spatial shall identify to the Authority a principal contact for technical issues/lower level detail problems/advice.
- 1.4.4 1Spatial shall notify the Authority when upgrades to base software/operating system or 3rd party software are required.
- 1.4.5 1Spatial shall install any recommended third party Software changes/upgrades and modifications within the contract charges, and within the shortest period after such modifications become available. The agreement of OC 1 AIDU (or his/her nominated deputy) must be obtained before any software modifications are carried out.
- 1.4.6 1Spatial to be contactable at least between 0900 and 1700 M-F. This is also known as Maintenance Cover Time (MCT).

- 1.4.7 1Spatial shall be prepared if the Authority decides to continue to effect a repair, beyond MCT, once remedial maintenance has commenced at no extra cost.
- 1.4.8 1Spatial shall maintain a record on behalf of the Authority of the modification state of all Software covered by the contract. The form of this record shall be suggested by 1Spatial and agreed in the draft contract. The record will remain the property of the Authority.
- 1.4.9 1Spatial shall ensure that the maintenance or modification state of the Software will not restrict the use of the current version of any other software authorised by the Authority.
- 1.4.10 1Spatial shall bear all the costs incurred in despatch and installation of the Software, including those of packaging, carriage and insurance.
- 1.4.11 1Spatial shall hold copies of the relevant manufacturer's product support documentation or obtain it by at least one month after commencement of the contract and shall describe in their proposal how they intend to achieve this.
- 1.4.12 1Spatial shall maintain an on-site maintenance log, and the engineers shall update the log on completion of each maintenance activity. The maintenance logs shall remain the property of the Authority.
- 1.4.13 1Spatial must obtain the permission of OC 1 AIDU (or his or her nominated deputy) before making use of any network and/or communication line analysers on AIDU systems.
- 1.4.14 1Spatial shall confirm that in the event of disaster recovery action due to software failure, assistance in restoring and configuring the software will be provided.
- 1.4.15 1Spatial shall identify and confirm that the diagnostic Software tools available to them are sufficient to provide the Support & Maintenance Service specified. 1Spatial shall demonstrate that their engineers have the requisite knowledge and experience to run these tools, communication traces and to take memory dumps to identify whether a problem lies with hardware or Software.
- 1.4.16 1Spatial shall state the source of the diagnostic Software eg written in house or purchased from a third party and describe anti-virus procedures that they will use to safeguard the Authority's system.
- 1.4.17 1Spatial shall provide written confirmation that they are licensed to use the diagnostic Software on the Authority's system or confirm that appropriate licences will be obtained. Evidence of such licences must be available for scrutiny by the Authority prior to commencement of the contract.
- 1.4.18 1Spatial shall demonstrate their diagnostic tools if required by the Authority.
- 1.4.19 1Spatial shall provide a costed option to be able to support occasional out of hours working at No1 AIDU.

1.5 Task Overview

- 1.5.1 Provide Software Support.
- 1.5.2 Provide product maintenance services to No1 AIDU, any new versions of software or documentation.
- 1.5.3 Provide a Configuration Management process to manage all logged deviations of the Gothic APS.

- 1.5.4 Support Service Level Agreements.
- 1.5.5 Maintenance Service Level Agreements.
- 1.5.6 Maintain a duplicate of the No1 AIDU Gothic environment/system at 1Spatial.
- 1.5.7 Provide Reports of Support Cases at each S&M meeting.

2 Tasks

2.1 Software Support

- 2.1.1 1Spatial shall provide support desk service for logging and managing service requests for assistance with the licensed software. To include suspected defects and application support. Support Desk to be contactable by email and phone.
- 2.1.2 A unique reference number will be allocated to each new log and priority assigned as initially suggested by the customer until a review has taken place. Any disagreements over priority levels will be mediated by the Gothic Project Board.
- 2.1.3 1Spatial shall provide responses to the customer in line with the Support SLA.

2.2 Product Maintenance

- 2.2.1 1Spatial shall provide maintenance services to the Customer including any new versions of software.
- 2.2.2 1Spatial shall provide responses in line with the Maintenance SLA.

2.3 Third Party Product Integration

- 2.3.1 1Spatial shall provide documentation for integration of required 3rd party applications.

2.4 Support Service Level Agreements

- 2.4.1 1Spatial shall support the response and resolution time targets for Support Cases as indicated in Table 1 below.
- 2.4.2 Severity P4 or P5 will be fixed as an emergency patch to the baseline to restore production operations.
- 2.4.3 Severity P1 to P3 will be incorporated into the baseline in line with the next Maintenance or New Software release as agreed with the Customer.

Severity Category	Definition	Response Target	Resolution Target
P5	Total system failure causing loss of data or stopping production	15 mins	4 hours
P4	Software failure but no loss or corruption of data	30 mins	8 hours
P3	Failure of certain functions within the application but not causing immediate problem to customer	60 mins	80 hours
P2	Assistance required in operation of application because of unexpected behaviour of the application	60 mins	80 hours

P1	Documentation errors, standard operational queries	60 mins	80 hours
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Table 1

2.5 Maintenance Service Level Agreements

2.5.1 1Spatial shall support the following target response and resolution times for Software Maintenance Services as indicated in Table 2 below.

Severity Category	Definition	Initial Response Target	Resolution Target
P5	Major fault resulting in loss or corruption of data or stopped production. Fix using patch or Maintenance Release	4 hours	1 Day
P4	High priority problem – Fix provided in Patch or Maintenance Release.	1 Day	2 Weeks
P3	Medium priority modification – work-around provided. Fix provided in Maintenance Release	2 Weeks	Next Planned Maintenance Release
P2	Low priority problem – problem easily worked around. Fix provided in Maintenance Release	2 Weeks	Next Planned Maintenance Release
P1	Documentation change	2 Weeks	Next Planned Maintenance Release

Table 2

2.6 Release Management

- 2.6.1 1Spatial shall be responsible for ensuring that service and application updates and patches shall be rigorously tested and validated prior to their introduction into the No1 AIDU test environment.
- 2.6.2 1Spatial shall be responsible for ensuring appropriate admin/install documentation accompanies any software release or patch.
- 2.6.3 1Spatial shall keep an up-to-date list of all software and versions which are installed on Gothic APS and will be made available to No1 AIDU if requested.

2.7 On Site Support

- 2.7.1 1Spatial shall provide a costed option for on-site technical support. This will be managed on a call-off basis based on 1Spatial Support Engineer day rate to carry out the following non-core No1 AIDU activities:

- 2.7.1.1 Housekeeping of Oracle database and Oracle Fusion Middleware infrastructure.

- 2.7.1.2 Conduct on-site reviews coinciding with AIRAC production cycle, of the support cases and latest developments.
- 2.7.1.3 Troubleshoot issues and open cases.
- 2.7.1.4 Analyse any performance bottlenecks and identify efficiencies.
- 2.7.1.5 On-site training and other activities as required.

2.8 Engineering Support Days

- 2.8.1 1Spatial shall provide a costed option for Engineering Support days to cover for changes in design arising from operational use of the system. These will be managed on a call-off basis based on 1Spatial Engineer banding rates on a time and materials basis and will include but not be limited to:
 - 2.7.1.1 Solutions for minor enhancement requests.
 - 2.7.1.2 Assistance with complex deployment activities.

2.9 Reports

- 2.9.1 1Spatial shall supply a report in tabular form of the status of support cases on a monthly basis at the beginning of each calendar month. This is to be updated and presented at each S&M meeting.
- 2.9.2 The Authority and 1Spatial shall review reports and either may propose and agree to amend the content and structure of the monthly reports at any agreed point.
- 2.9.3 The reports will include resources used in support of the On-Site Support and Engineering Support Days.

2.10 Meetings

- 2.10.1 S&M meetings will be held on a regular basis (usually every 4-6 weeks) and where practicable will be held in conjunction with a Project Board. Meetings will generally be held at No1 AIDU but may be held at 1Spatial or RAF Wyton/DGC if appropriate.
- 2.10.2 Meetings will normally be face to face but can be held by telecom/vtc if appropriate. S&M meetings will be chaired and secretarial support provided by the JFIG J6 Deliver.
- 2.10.3 The Gothic Project Board (project stakeholders – JFIG, No1 AIDU and 1Spatial) shall monitor the SLAs for Support and Maintenance to ensure that timeframes are being met as laid out in Tables 1 and 2.

2.11 Assumptions

- 2.11.1 No1 AIDU production window is 0800-1700 Monday to Friday. Gothic APS is to be supported and maintained to allow this window to be met

2.12 GFX

2.12.1 A VPN will be available for 1Spatial support staff to use for diagnosing issues and patching software.

3 Deliverables

3.1 Introduction

3.1.1 This section defines the deliverables.

3.1.2 The target date for completion of deliverables is defined within the table below.

Serial	CDRL Title	SOR para	Due Date / Frequency	Format
1	Support & Maintenance Status Report	2.9	Monthly	