

**SOFTWARE ACQUISITION CHANNEL AND RELATED SERVICES FOR
THE AGENCY FOR THE COOPERATION OF ENERGY REGULATORS**

Framework Contract

TECHNICAL SPECIFICATIONS

OPEN CALL FOR TENDERS

ACER/OP/ADMIN/22/2012

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1. Introduction

This document contains detailed technical specifications for the requested software acquisition channel (SACHA) and related services and describes the following:

- the technical specifications for activities and outcomes;
- the service level requirements and the reports to be provided to verify the fulfillment of the service level requirements.

2. Technical specifications

The purpose of this Contract is to establish an acquisition channel for:

- The supply (license ordering and delivery, including subscription based licenses) of a wide range of computer software products with associated maintenance and services, in line with the current product categorization (“corporate category”, “channel category”; for the definition of these categories please refer to section 2.1) with associated maintenance, including corrective maintenance upgrades and updates to new versions and releases.
- The takeover of the on-going maintenance and support agreements for all software products under maintenance via the previous Agency’s software contracts, to ensure the transparency and continuity of services.
- The provision of informatics services which are related to the software products in the scope of the contract. These services consist of:
 - off-site support services (via telephone, web or email),
 - help-desk services.
- Comprehensive license management services, which will consist of the documentation and reports as described in section 2.2 of these technical specifications. Reports and documentation could be accessible through an on-line (web-based) system by enabling the Agency an access to it, or by reports and documentation to be sent to the Agency by e-mail.

2.1 Definition of categories

2.1.1 Corporate category

The corporate category contains:

- software products which are already in use by the Agency;
- software products which are already identified to be acquired through the framework Contract;
- software products which are related or are within the same scope of the products already in use by the Agency and are very likely to be acquired through the framework Contract.

The composition of the “corporate category” is listed in Annex II. Tenderers shall provide a quote for every product in that category, namely:

- final price (including any possible discount) in EUR (the corresponding product volume is indicated in the category composition) and
- annual maintenance cost.

IMPORTANT:

- The product version which the tenderer has to quote is the current version in English language, available on the market at the time of submitting the offer.
- It is important to pay attention to the type of price requested (new acquisition or maintenance renewal of existing licenses), as indicated in column "type" in Annex II.

The value of the corporate category is calculated in the context of the financial evaluation, based on the tenderer's input (price, maintenance) and the indicated product volumes.

2.1.3 Channel category

The channel category contains all software products listed in the catalogue, including their related yearly maintenance and support services which the tenderer is able to provide and do not belong to the corporate category

2.1.4 Out of list category

The "out of list" category contains software products that in principle do not belong to the Contractor's catalogue, thus they do not belong either to the "corporate category" or the "channel category". For these products, the Contractor should make the best effort to find the requested software product or associated service available on the market.

2.2 Description of the documentation and reports

2.2.1 Purchase/delivery report

This report will contain at minimum the following items, applicable to the reporting period:

- Product description
- Ordered quantities
- Signature date
- Estimated delivery date
- Actual delivery date
- Price
- Product number
- Publisher/ editor

2.2.2 Contract execution report

This report will contain a yearly overview of the level of consumption of the framework Contract, based on the following model:

- Expenditure (on license acquisition, maintenance) for corporate category products, channel category products and "out of the list" category products (if any), over the last reporting period.
- Expenditure on services (technical consultancy, off site, help desk support, – if any used) over the last reporting period.
- Total expenditure since entry into force of the Contract (cumulated), and the total number of order forms processed.

2.2.3 Service Level Agreement (SLA) compliance report

This report will contain following information:

| Parameter | Comment |
|---|--|
| Percentage of orders where performance metrics are met. | Service level metrics for quotation and delivery are described in section 3.3 |
| Percentage of orders where performance metrics were not met | Justification for not meeting service level metrics for quotation and delivery |
| Total number of orders over a reporting period X | |

2.2.4 Proactive maintenance alert report

The Contractor shall proactively and systematically notify (by email) the Agency whenever maintenance on **purchased products** requires renewal, allowing the Agency sufficient reaction time (no less than 3 months) to avoid maintenance interruption.

This report will contain, at minimum, the following information:

| ISV | Product name | Maintenance expiry | Alert date |
|-----|--------------|--------------------|------------|
| | | | |
| | | | |

2.2.5 Software inventory report

Tenderers should be able to maintain and report a software inventory of all the licenses and maintenance used by the Agency. The inventory of the current Agency's software products will be made available to the selected Contractor within ten (10) working days after the signature of the Contract. The selected Contractor will have to take over this inventory and keep it up to date.

The software inventory report should contain at minimum the information for the licenses and maintenance used by the Agency, purchase prices, quantities, dates of delivery, maintenance duration, start and expiration dates, etc.

The software inventory report must be supplied in such a format that it can be processed (add/change) by the Agency's staff (preferably in a spreadsheet format).

The report shall contain granular filters, allowing the Agency to limit the inventory view obtained as deemed appropriate: filter by vendor/ISV, by product, by period, etc.

3. Service level requirements

It is mandatory for the Contractor to accept the service level requirements as described in this section. These service level requirements will be the basis for the Service Level Agreement (SLA), which will be annexed to the framework Contract.

For the purpose of the Contract and the SLA as an integral part of it, contact persons of the Contractor and the Agency will need to be provided, clearly identified with their names, e-mail addresses, and telephone numbers. The selected Contractor shall provide at least one contact person as the account and service manager, who shall act as an interface for all contractual, technical and operational matters. The Agency shall provide at least one contact person as the administrative and service manager, who will be the interface for all technical and operational matters.

Any changes to the SLA will be agreed by both, the Contractor and the Agency, and will form a part of the framework Contract by means of an amendment.

3.1 SLA validity and review process

The initial review period for the SLA is one year, starting with the signature of the framework Contract. Reviews will be held every year thereafter. At the end of each review, an analysis will be made of the performance of the Contract.

3.2 Contract performance management

Contract performance meeting(s) may be organised by the Agency (by conference call, video conference etc.). During these meetings, the SLA compliance report will be reviewed in detail and measures will be taken to correct and solve any problems. The Contractor is responsible for drafting the minutes of these meetings.

The Agency shall receive a report of these reviews within five (5) working days following the each meeting, specifying the issues and decisions made, as well as the action(s) undertaken by the Contractor.

3.3 Performance metrics

The following metrics shall apply:

| Performance metrics | Target |
|---|---------------|
| Processing a request for accurate and comprehensive quote in due time | 90% |
| Processing a request for signature of an order form in due time | 90% |
| Respect of delivery lead time indicated in an order form | 90% |
| Proactive maintenance alert report | 100% |
| Delivery of accurate and comprehensive reports in due time | 90% |