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Specification

For

Oracle Technical Support

And

Software Maintenance

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1. Purpose of this Specification

This document aims to provide the technical and operational outline of the Services.

2. Working with the Council

The Supplier shall deliver the Services specified in this Specification with the Council in a way that embodies the spirit of the partnership.

The Council's Authorised Officer shall provide the overall client management element of the Contract and day-to-day administration in terms of instruction, variation and data collection.

2.1. Reporting and Performance Management

2.1.1. Record and Report Management

The Supplier shall provide and maintain the following records and reports (as amended in the Council's complete discretion from time-to-time):

- A detailed list and statistical data of fault/support calls logged.
- Response times for each call measured against SLA timeframe.
- Resolution times for each call measured against SLA timeframe.
- Reasons if applicable for SLA failure.
- The Supplier shall provide access to a real time reporting portal for incidents which shall be able to be accessed by the Council.
- Supplier Procedures - Instructions for the Council pertaining to fault reporting and escalation procedures.
- Training – User Guides for the Council's staff relating to the use of the implemented solution as appropriate and agreed with the client.

2.1.2. Performance Management

The Supplier shall attend Contract Management meetings at the Council's premises which will take place at regular intervals, but in any case at a minimum of monthly during the implementation phase (first three months) and quarterly thereafter. These frequencies are subject to change at Council's complete discretion.

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2.1.3. Key Performance Indicators

The Supplier shall report data to evidence their performance against the Key Performance Indicators set out in Appendix 2. Reports must be submitted to the Council's Authorised Officer according to the schedule as set out in the "Reporting Frequency" column.

The Council will monitor the performance against and the relevance of, the Key Performance Indicators on an ongoing basis and agree with the Supplier any revisions of these in advance of the commencement of each contractual year.

2.1.4. Data Collection

Additionally, the Contractor shall provide data as requested by the Council's Authorised Officer which will evidence further performance of service delivery. This data may not initially have a target figure, but may form part of the discussions and amendments to the list of Key Performance Indicators.

2.2. Suppliers Quality Assurance

The Supplier shall maintain a robust quality management system that they will use for internal monitoring to ensure that Services are delivered in accordance with this Specification.

2.3. Social Value

The Council is fully committed to implementing the aims of the Social Value Act 2012 and through this procurement, how the economic, social and environmental wellbeing of Thurrock could be improved both during the process and on an ongoing basis.

To this end, the Contractor will implement a range of initiatives to achieve the relevant improvements to include, but not limited to:

- Local employment, training and apprenticeships, creation of volunteer opportunities.
- Environmental sustainability – use of products, working practices and encouraging recycling.
- Commitment to Living Wage.

3. Modules

The Council currently are currently licenced to use Oracle E-Business Suite (EBS) and Oracle Business Intelligence Enterprise Edition (OBIEE) systems on a self-serve basis for the following Programmes:

- Human Resources
- Payroll
- HR Self Service
- iExpenses
- Procurement
- Purchasing
- iSupplier
- Payables
- Receivables
- Cash Management
- General Ledger
- Oracle Business Intelligence Enterprise Edition
- Asset Lifecycle Management
- Service

4. Overall Requirements, Key Objectives and Scope of Work

4.1. Service Overview

The services include full technical support and software maintenance for Oracle EBS, which include the provision of software patches for fixing issues or providing legislative updates to the software.

It is intended that this will include all items currently provided by Oracle under their Licence Support agreements

- The Supplier must perform the Services in accordance with the Service Level Agreement set out in [update with bidder response] of this Specification.
- Support must be available from 8am to 6pm GMT every working day of the year, with 24 hours a day 7 days a week support for major events.
- A major event is defined as an issue which stops the council performing essential activities
  Examples of this are
  Complete loss of service, where the Council are unable to access the solution at all.
  Not being able to pay employee salaries to meet payroll deadlines
- The contractor shall provide access to an online service request management tool for the tracking reporting and communication of incidents. Live user access and licences shall be provided to the Council in order to access this tool.

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4.2. Non-Functional Requirements

Suppliers will be expected to meet the Council's key requirement as shown below:

- Provide an account manager to manage the ongoing Support and Maintenance Services.
- Notify the Council, as soon as practicable, about new technology and software, including, but not limited to any patches, software or firmware updates to ensure system optimisation and compatibility.

4.3. Functional Requirements

4.3.1. General

- The provider must:

    o Follow a clear path to transition from Oracle to the new service.
    o Follow excellent information and security standards and practices and be ISO27001 accredited.
    o Follow a robust business continuity and disaster recovery policy to ensure continuity of supply of the Oracle support and maintenance service, planning for various types of disaster.
    o Proactively monitor legislative changes, and create software updates within set deadlines.
    o Provide mandatory and emergency patching support at the direction of the Council or representatives.
    o All patches provided must be approved by the Council before requesting they be installed in any environment.
    o Support must be available from 8am to 6pm GMT every working day of the year, with 24 hours a day 7 days a week support for major events.
    o Review the IT infrastructure including any system architecture diagrams, including the Production instance and all supporting instances, and all interfaces to and from other systems.
    o Run tools to retrieve the system configuration and confirm where the system has been customised.
    o Review the Oracle modules currently in use by the council to ensure they have a full understanding of the Councils suite of Oracle products.
    o An Audit and Review the Councils Oracle licenses to understand these and how they have been deployed.
    o Maintain inventory of Oracle licenses.
    o Discuss any plans for, IT hardware refreshes, IT software upgrades and modules that are not used or which are to be retired.
    o Prepare and share monthly reports with the Council, the full content of the monthly reports shall be agreed by the parties upon commencement of the Contract.

o   Conduct On-site quarterly meeting between the Account Manager and Thurrock Delivery Manager.

4.3.2. Support

- The provider must:
    - o   Review any open incidents currently with Oracle and transfer them to the new support desk and solve as required.
    - o   Solve issues which we are unable to solve ourselves in the same way that Oracle would.
    - o   Provide an online customer portal so that customers can track progress on any incident, which must include a management information dashboard.
    - o   Adhere to the agreed Service Level Agreement for all incidents.
    - o   Support to be available 8am to 6pm GMT every working day of year with exceptional 24 X 7 supports for major events.
    - o   Support the Council to fully test any solutions or upgrades in development environments through to the production environment.
    - o   Proactively monitor the Oracle E-Business Suite health and advise on Critical Patch Updates as required.

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4.3.3. Maintenance

- The Provider must:
    - Create an archive of all patches available for our product prior to go live, so that if they are available if required after transition.
    - Work with the Council to use our internal change control system when making changes to our system.
    - Obtain the Councils approval before applying changes to production environment, following and clear and agreed promotion path.
    - Provide software upgrades where changes to the software are required to bring it in line with new or changed legislation, ensuring that they are fully tested and applied to the production in time to meet any statutory deadlines.
    - Provide mandatory and emergency patching support as required.
    - Provide software patches to improve the functionality of Oracle as appropriate.
    - Work with our DBA support provider to migrate any change requests and related solutions based on the associated installation specification.
    - All patches must be approved by the Council before application in all environments.
    - Software enhancements and patches must be developed in line with standard industry "best practice". This should include the creation of Functional and Technical specifications (MD050 and MD070 or their equivalents) and clearly identify any changes made in the code using comments and version control.

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4.4. Project Implementation Stages

Post award, the new agreement will cover the following key implementation stages to be carried out by the successful supplier:

- Review the IT infrastructure including any system architecture diagrams, including the Production instance and all supporting instances, and all interfaces to and from other systems.
- Run tools to retrieve the system configuration and confirm where the system has been customised.
- Review the Councils Oracle licenses to understand these and how they have been deployed.
- Review the Oracle modules currently in use by the council to ensure they have a full understanding of the Councils suite of Oracle products.
- Review any open incidents currently with Oracle and transfer them to the new support desk.
- Provide a roadmap for updating the software for any known legislative changes which are soon to be required.
- Assist the Council in any steps required to transition from Oracle support to the new support service.
- Provide access to an online service support portal for Council employees or partners as agreed prior to go-live.
- Transition to a business as usual state

4.5. Third-party Sub-contracting

Should the Supplier elect to utilise sub-contractors, this must be done in accordance with the Contract and will not be at the degradation of service responsiveness and performance, or performance against the Service Level Agreement. The Supplier will remain solely responsible for providing a single-point-of-contact for all support issues whether they are for software or hardware, supplied direct or via a third-party. The Supplier will be held responsible for all failures in performance or liabilities as a result of a third-party's actions or inactions in accordance with the Contract.

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4.6. Service/Support and SLAs

4.6.1. Hours Required

The Council requires support to be available from 08:00 to 18:00 Monday to Friday (excluding Public Holidays), and exceptional 24 hours a day 7 days a week support for major events. Suppliers should confirm their ability to cover these hours and highlight any areas of concern. Suppliers should also provide their standard helpdesk hours, together with numbers of appropriate qualified and experienced staff.

4.6.2. Patch Provision

The Supplier shall provide the following Periodic Maintenance/Patching Services:

Interval	Services
Ad Hoc	As requested
Weekly	Mandatory and emergency patching.
Monthly	Mandatory and emergency patching and content updates
Quarterly	Critical Patch Updates.
Bi-Annual	Technology Stack Updates. Applications patch sets that do not affect functionality. Assessment Recommendations, Recommended Patch Collections.
Annual	End of year Payroll and Roll Up Patches
Every 12 -18 Months	Minor Releases. Patch Set Updates Recommendations.

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Fault response time will commence when the call has been logged to the Supplier either by email, telephone, remote monitoring or portal.

The Supplier shall perform the Services in accordance with the following response and resolution times:

Each incident raised will be allocated an Impact (High, Medium or Low) and Urgency (High, Medium or Low).

These priorities are agreed with the person raising the issue;

As a guide the definitions of the incident impact and urgency categories are:

Impact

Category	Description
High (H)	- A large number of users are affected and/or not able to do their job. - The financial impact of the Incident is (for example) likely to exceed £10,000. - The damage to the reputation of the Council is likely to be high
Medium (M)	- A moderate number of users are affected and/or not able to do their job properly. - The financial impact of the Incident is (for example) likely to exceed 1,000 but will not be more than £10,000. - The damage to the reputation of the Council is likely to be moderate.
Low (L)	- A minimal number of users are affected and/or able to deliver an acceptable service but this requires extra effort. - The financial impact of the Incident is (for example) likely to be less than £1,000. - The damage to the reputation of the Council is likely to be minimal.

Urgency

Category	Description
High	- The damage caused by the Incident increases rapidly. - Work that cannot be completed by staff is highly time sensitive. - A minor Incident can be prevented from becoming a major Incident by acting immediately. - Several essential users are affected.
Medium	- The damage caused by the Incident increases considerably over time. - A single essential users are affected
Low	- The damage caused by the Incident only marginally increases over time. - Work that cannot be completed by staff is not time sensitive.

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The combination of Impact and Urgency defines the Priority as follows:

Impact	Urgency	Priority
High	High	1
High	Medium	2
Medium	High	2
Medium	Medium	3
Medium	Low	4
Low	Medium	4
Low	Low	5

The response and resolution times for incidents and patching are as follows:

Priority	Target Response Time	Target Resolution Time
1	15 Minutes	2 Hours
2	1 Hour	4 Hours
3	4 Hours	8 Hours
4	8 Hours	16 Hours
5	3 Days	5 Days

4.6.4. Supplier Escalation Procedures

Suppliers shall provide the Services according to the escalation procedures as submitted in the Supplier's tender response.

4.6.5. Reporting

Suppliers should be able to provide the Council with regular performance reports. Information should include, but not be limited to:

- A detailed list of fault/support calls logged.
- Response times for each call measured against SLA timeframe.
- Resolution times for each call measured against SLA timeframe.
- Reasons if applicable for SLA failure.

The Supplier must be able to commit to providing these reports on a monthly basis and presenting them at a quarterly service meeting.

4.6.6. Service Credits

Suppliers shall provide the Council with rebates and service credits in accordance with the Supplier's tender response.

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4.7. Account Management

The Council is seeking a Supplier who will provide a consistent, structured Account Management approach. The Supplier should provide one Account Manager (and one deputy) as the sole point of contact for the contract. The Council envisage his/her duties would be:

- Act as first point of contact for all enquiries and issues.
- Respond to sales enquiries and review support arrangements.
- Manage any potential future developments, variations or changes.
- Attend required meetings with the Council.

5. Service Charge Pricing

As submitted in the Supplier tender response.

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Appendix 2 - Key Performance Indicators

Key Performance

Category	Detail	Performance Measure	Target	Reporting Frequency
Account Management Availability		No. of times Account Manager or line management cover has been unavailable/not responded within agreed timescale. If unavailable, the Account Manager should respond to the Council within 1 hour of receiving a telephone call/email requesting assistance.	100%	Quarterly
Support	Resolution of services requests within agreed SLA criteria	Percentage of service requests resolved within SLA	97%	Monthly
Support	Average time from call incident being logged to resolution of fault.	Average time between the occurrence of an incident and its resolution	80% (subject to further discussion) i.e. Priority 1 is 4 hours, average resolution 3 hours 12 minutes.	Monthly
Patching	Production of patches when required	All patches provided for application to environments for the Council ICT to test supported by Supplier	97%	Quarterly