

Attachment 7

**LOT 4
Case Study 1**

REQUEST FORM

Request type: Fixed Price (FP)

Title: Hosting and operation of an application

Request Form ID ECHA/2009/39/4-1
Framework Contract N° ECHA/2009/39

To

Contractor: Your company
Contact person: You
Phone n°: Your phone
FAX n°: your FAX

Description of required service

Specifications: see below.

Expected start date: 1/8/2009

Delay for delivery (e.g. in months) : 24 months maximum

Place of delivery: Helsinki

Y/N date : 15/06/2009

Expected offer date (optional) : 30/06/2009

From the Agency

1. CONTEXT/INTRODUCTION

The European Chemicals Agency wishes to subcontract the hosting and operation of a new chemical information application.

The application consists of two parts: administration module and search engine. The administration module updates a live database with new data and the search engine produces results from a static database that is nightly updated from the live database.

Additionally updates to the application are delivered four times per year.

2. DESCRIPTION OF DELIVERABLES

- After 1 month: initial installation and configuration of the application,
- After 2 months: release into production,
- Each week (after production release): exception report in case of any support incidents,
- Each month: report on use, availability and support incidents,
- After 12 months: yearly report, including statistics of use, availability and support incidents,
- After 24 months: final report, including statistics of use, availability and support incidents and information for a potential handover of hosting activities.

3. WORK ENVIRONMENT/CONDITIONS

The application has to be available 24/7 with 98% availability ratio.

A problem or interruption in service must be solved within 1 hour and weekly full backups must be exported offsite.

The application is divided into two sub-applications. The administration module has a small set of defined users and the search engine must be capable of serving 100 simultaneous users.

The tenderer has to provide support in case problems occur in the production application and provide the necessary input for the application developers in order to address the issue.

The search engine must be available on Internet publicly.

Access to the administration module must be available on Internet, but only allowed for authenticated users by means of RSA tokens and client certificates.

All reports must be provided in MS Word and PDF file formats.

The following meetings have to be foreseen at the Agency's premises:

- A project kick-off meeting,
- Quarterly meetings before each application update.

A monthly progress report has to be provided to the Agency by the Contractor.

4. CONTENTS OF THE OFFER

The offer must include a project plan, the roles, profiles and structure of the project team, including the proposed workload of each member of the team.

A technical proposal must as well be included in the offer and it must contain examples on how the availability ratio and problem solving within the given timeframe are handled.