



# ***E-vote 2011***

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**SSA-V Appendix 2**

**Contractor Solution Specification**

**Project: E-vote 2011**

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## 1. Introduction

This document contains the Contractor's proposal for Services to be delivered under the Maintenance and Support agreement for the E-vote 2011 solution.

The Contractor delivers maintenance and support services according to the Government standard terms and conditions for IT procurement, SSA-V, as defined in the Agreement and Appendices.

The services covered by the agreement are delivered by the Contractor based on international and well proven standards, methodology and process for IT service management and delivery; ITIL v3.

The Customer has specified that the maintenance agreement is optional, and may be established during the contract period for the development project. Requirements that are related to the progress and plan for establishment and operation of the support maintenance / support organization are not specified.

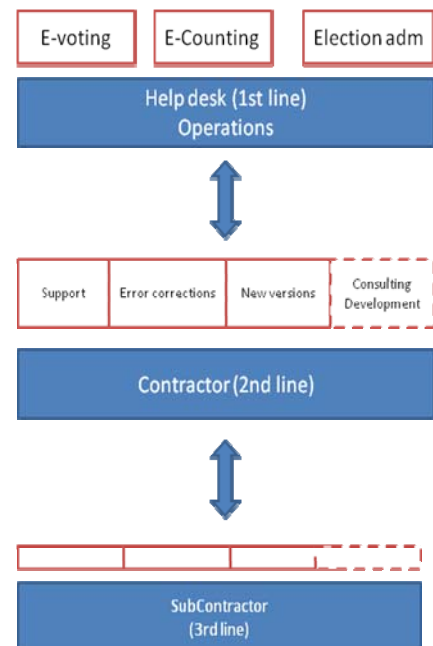
Services for support and maintenance will depend on close and good cooperation and collaboration with the organization responsible for system and network operation. Systems administration, monitoring, installation, deployment of fixes and new versions of software are examples of areas where it is important to specify responsibility, work processes and communication interfaces between operations and maintenance.

The Customer has specified requirements for response time for support requests and error correction lead times in between and during the election periods. The users of the support organizations are not specified, besides that the Contractor contact point will represent 2nd line. There are no present requirements or basis information for estimating the number of support inquiries and incidents in the different periods.

The Contractor has therefore, in order to be able to calculate and present a price model proposal, assumed a basic sizing and staffing model for the support and maintenance organization.

On this basis, the Contractor proposes a solution for maintenance and support based on the existing organization for application management in the Computas – Acando organisation.

The Contractors proposed solution will include a single point of contact for 2<sup>nd</sup> line system support and incidents, as well as error corrections and new versions. A set of consulting and development services can also be made available at the Customers request.



**Figure 1. 2nd line support**



## 1.1. IT Service Management framework

The Contractors support and maintenance organization is structured according to principles, roles and responsibilities outlined and specified in the IT Service Management framework ITIL v3. The Contractor uses the “open sourced” ITIL methods on [www.itframeworks.org](http://www.itframeworks.org) as the methodology in our application management services. The community handling [www.itframeworks.org](http://www.itframeworks.org) was initiated by Freecode, a close partner of the Contractor.

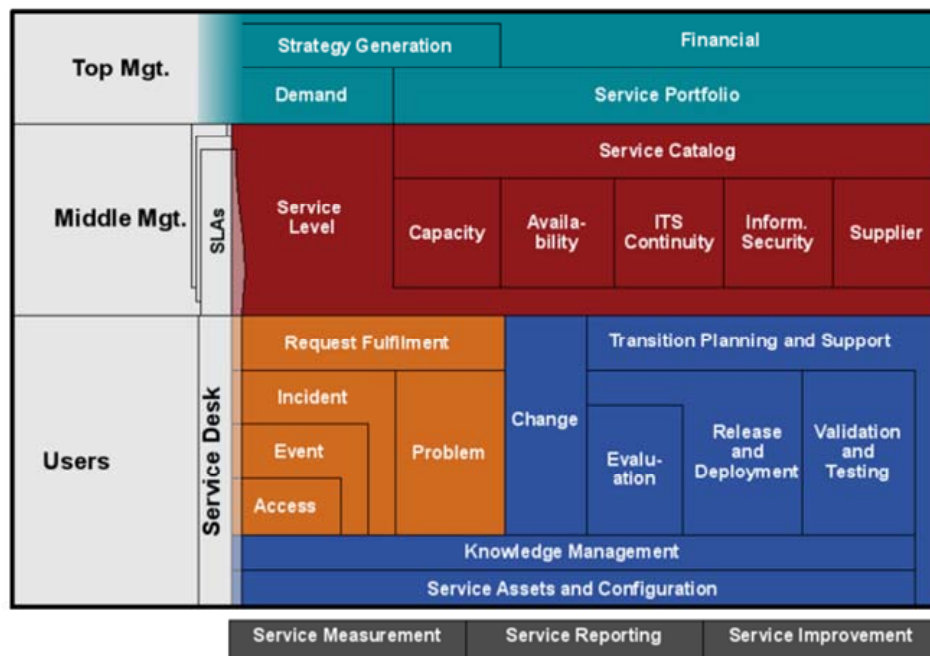
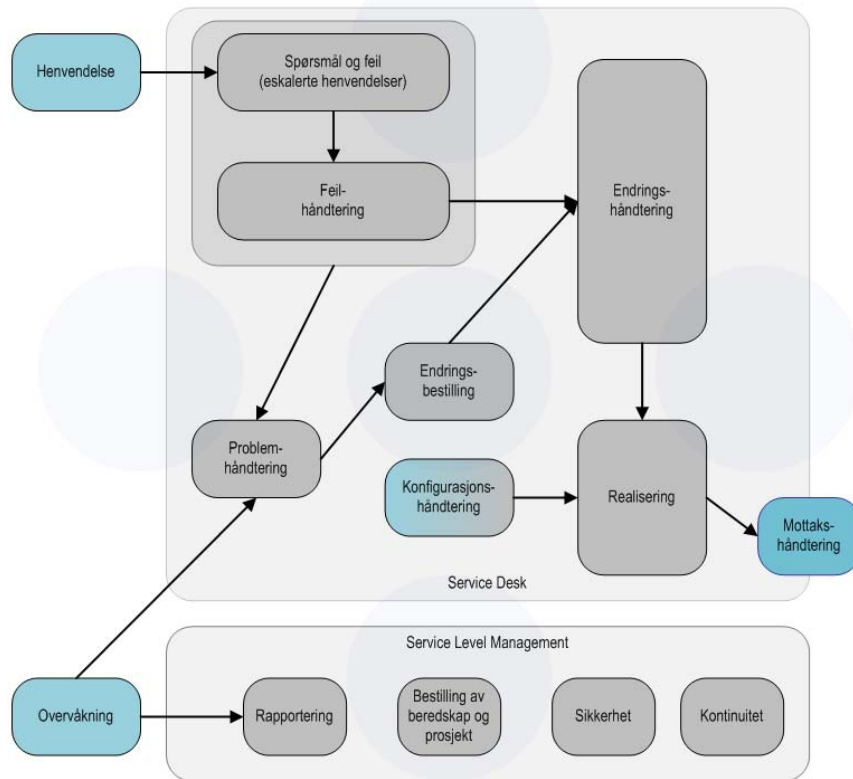


Figure 2. ITIL process map



## 1.2. Service Desk and Service Level Management



**Figure 3. Service Desk and Service Level Management**

The above process map is a top level outline of incident management, problem management, configuration management and service level management processes as delivered through the Contractors Service Desk, managed by the Service Level Management.

The following ITIL v3 roles can be made available, subject to discussions between the Contractor and the Customer, under the support and maintenance agreement, in order to fulfil needs and requirement for the E-vote organization.

<b>Roles</b>	<b>Responsibility</b>
Service Level Manager	Responsible for Service Level and Service Strategy planning.
Supplier Manager	Responsible of supplier management.
Change Manager	Responsible of change management activities.
Release & Deployment Manager	Responsible of release and deployment.
Service Desk Manager	Head of service desk.
Incident Manager	Responsible for managing incidents.
Problem Manager	Responsible for managing problems.
Service Desk staff	Technical staff.
Technical Management staff	Technical staff.
Application Management	
IT Operations Management	It operations manager.



### 1.3. Scope of the agreement

**Key assumptions and preconditions for the agreement that will need to be specified in detail and priced before the Agreement is established.**

- The establishment of the maintenance agreement shall be organized as a project in cooperation between the Contractor and the Customer, cf SSA-V chapter 2.1. The project shall be described in Appendix 4 and priced in Appendix 7
- The capacity requirements in terms of number of incidents such as support requests, error / change requests must be specified
- Requirements related to documentation of service deliverables need to be specified
- The detailed technical platform, including platform for operation, operation, test and development, needs to be specified in Appendix 3. Please refer to the development contract for this.
- Administrative Procedures, including specification of users who are authorized to request the services available are to be specified in Appendix 6
- The procedures for notification of errors need to be specified in Appendix 6.
- Response times and error correction times need to be aligned with severity and urgency of the matter at hand (Appendix 5).
- Requirements and responsibilities for software installation patches need to be specified in Appendix 5/6.
- Requirements and responsibilities for installation of new versions of the software need to be specified
- Requirements for measurement and service level reporting need to be specified
- Procedures for change requests and change orders need to be specified

The Contractor proposes that this agreement is developed further during the implementation of the solution and during the pilot election in 2011. The contract should be re-negotiated after each election based on open book principle to establish a correct price for the services.



## 2. Specification of Support services

All support services are offered and priced separately for the following components of the solution

- E-voting
- E-counting
- Election administration

### 2.1. Telephone and email support

The Agreement includes 2<sup>nd</sup> line support by telephone and email within the Service Period. Customer's personnel/functions that may contact the Contractor for User Support and Contractors personnel/functions that may be contacted for User Supports is stated in Appendix 6.

A separate email account will be available for automatic receipt of support notifications.

Web pages with relevant information (FAQ) can be made available (optionally)

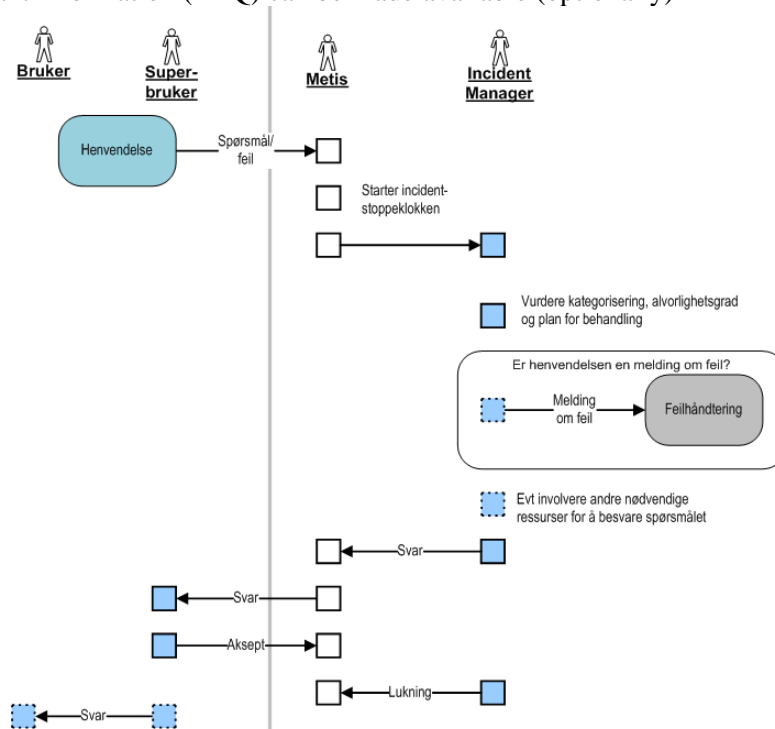


Figure 4. Suggested process for user support incidents

### 2.2. On-site support

On- site support is available for the following competence categories

- Project management
- Test management
- Consulting
- Training
- System development



- Technical experts

On-site support is subject to additional compensation. Compensation is based on the hourly rates specified in Appendix 7, and follows the procedures for Change Orders.

### **3. Specification of the Maintenance Services**

#### **3.1. Requirements to quality system**

The quality of the Maintenance Services are warranted within the quality system and the quality standards agreed below, and is furthermore based on the assumption that the Customer fulfils its own responsibilities as stated in appendix 6.

The Contractors quality system and quality standards is based on the Contractor existing system which corresponds to NS-ISO 9001

#### **3.2. Maintenance period**

Maintenance shall be carried out during the Service Period with working hours from 08:00 to 16:00 on regular work days (Monday-Friday) except on December 24<sup>th</sup> and 31<sup>st</sup>. The Service Period may be extended on a case-by-case basis or permanently. Service level for extended maintenance period during the election period is specified in appendix 5. Price for extended maintenance period during the election is quoted in appendix 7. Other extensions are subject to additional compensation and upon further agreement between the parties. Calculations of time in the Maintenance Contract shall be based on the Service Period.

#### **3.3. Error Rectification**

##### **3.3.1. Categorizing and reporting Errors**

The Customer shall report Errors during the Service Period directly into the Contractor bug tracing system as described in Appendix 6. The Customer shall categorize the Errors according to categorisation in the general provisions and appendix 5.



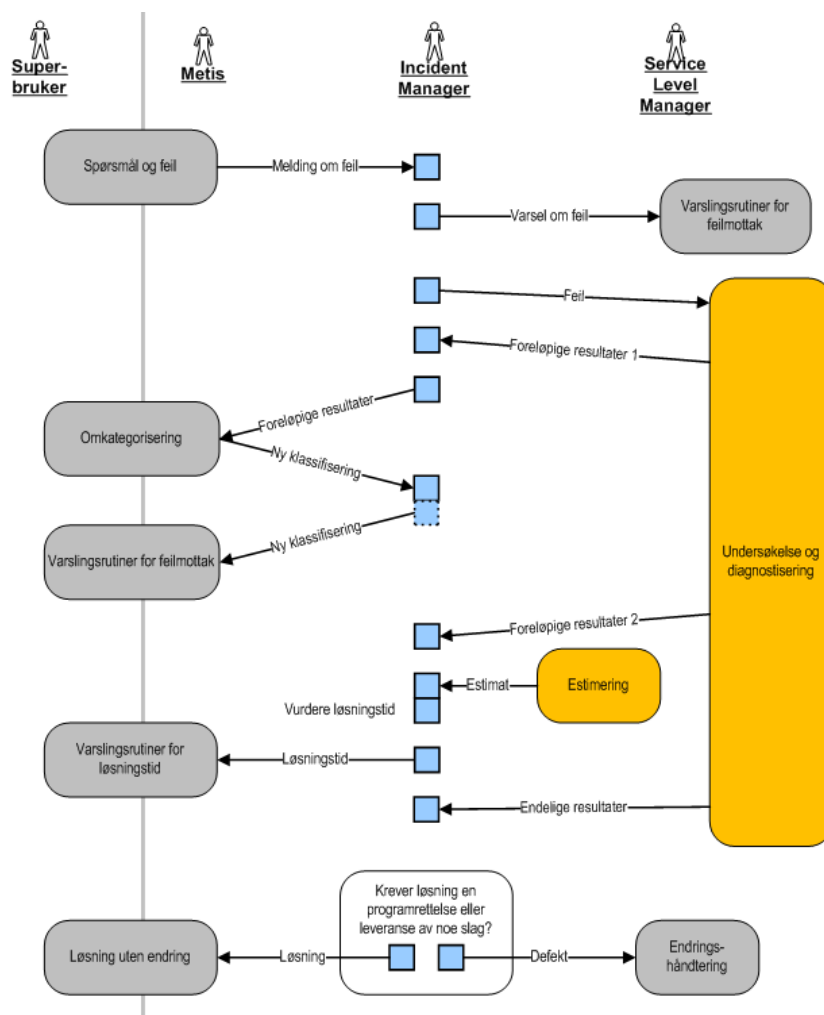


Figure 3. Process for error receipt and handling



**Figur 4. A Web form is available for incidents reporting**

### 3.3.2. Response time

Error identification and Error Repair shall be initiated within deadlines specified in appendix 5. The contractor maintains an event log for each incident and error report.

### 2.5.2 Error identification and Error Repair

Error identification and Error Repair shall be carried out without undue delay, prioritized based on the categorization defined in Appendix 5. The Contractor is obligated to carry out work to identify the cause of the Error until a party responsible for the Error is identified. Compensation for additional work may be claimed by the Contractor if it can be documented that another party is responsible for the Error, or the Error is due to circumstances that are not covered by the Maintenance Services.

The Contractor shall try to find a work-around if Errors are limiting the Customer's continued use of the system. The Customer shall inform the Contractor of any measures taken in relation to the installation or use of the Software and the relevant error situation.

The Contractor is obligated to carry out the Maintenance Services based on the categorization stated by the Customer. The Contractor may claim compensation for additional work if it at a later stage, but without undue delay, can be documented that the Customer has invoked the wrong error category.

The Contractor may assist the Customer in reproducing an Error if necessary. Such assistance may be regarded as additional work that the Supplier shall be compensated for

Work that may be claimed to be additional work or work leading to additional costs according to the provisions above shall be documented and compensated based on the hourly rates specified in Appendix 7, and follow the procedures for Change Orders.



### 3.4. Obligations related to Error Repair

The Contractor shall aim to correct all reported errors within time limits specified in Appendix 5.

Any penalties to be applied if the deadline is not met are agreed in appendix 5. Time is measured from the Contractor is notified of the Error until the Error is made available for installation in the Customer's technical environment, referred to as Time for Error Repair.

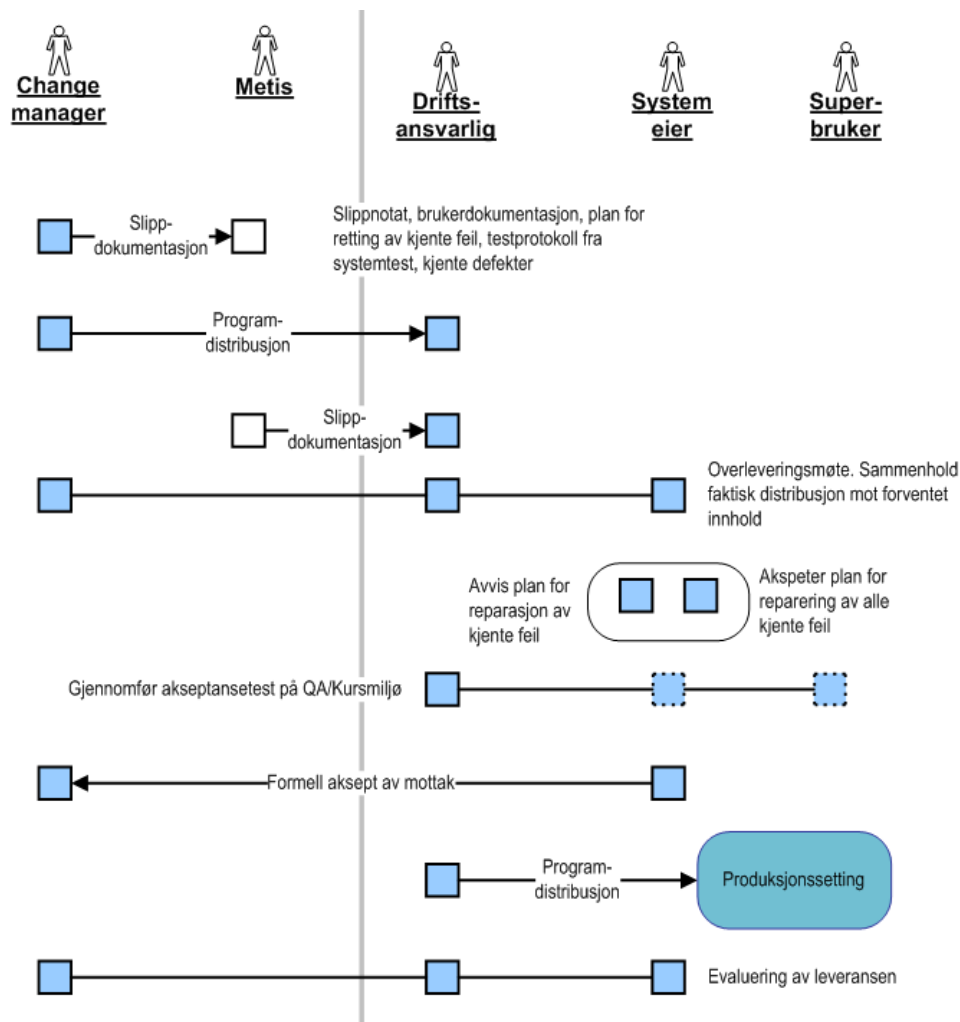
### 3.5. Maintaining qualifications

The Contractor shall maintain necessary qualifications and availability of resources to be able to perform Error Repair, User Support and to make adaptations to the Software, including the assignment of key personnel as described in Appendix 6.

### 3.6. Delivery of new versions of the Software and documentation

New versions of standard software shall be offered every year.

New versions will be governed according to the release management process in ITIL v3.



Figur 5. Process for release of new versions of the software



#### **4. Software development methodology, tools and infrastructure**

The Maintenance and Support agreement will include compensation for installation and operation the infrastructure and tools necessary for error corrections, development, test and release of new versions of the E-voting, E-Counting and Election administration system.

Refer to SSA-U Appendix 3 for description of the technical platform, development infrastructure and tools for software development environment.

The scope of this delivery will have some dependencies to standard software products such as operating system, database management system and application servers.

These dependencies will be addressed during the planning processes for the periodic releases of the system. This is also covered by the ITIL processes for Change Management and Release Management, which is implemented by the Application Management service organisation of the Contractor.