



# **Systems Delivery and Project Portfolio Management (SDPPM)**

**EFCD RFSO**

## **ANNEX C TO APPENDIX A: SUPPORT AND MAINTENANCE REQUIREMENTS**

**Last Updated Date:** 2020-07-02

**Status:** Final

**Version:** 1.3

**RDIMS Document No.:** 45423V1B



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# 1. INTRODUCTION

## 1.1 General

1. This Annex C to the Appendix A SOW describes the detailed support and maintenance requirements. This is in addition to the high-level support and maintenance requirements stated throughout the SOR and its accompanying documents. (I)
2. This Annex describes details concerning the support and maintenance Service Plans that must be offered by the Vendor and all the associated elements of providing a Service Plan such as access to government facilities, software upgrades, software enhancements, Change Requests (CRs) and service until End-Of-Life (EOL). (M)
3. The Vendor must provide a detailed step by step set of instructions for the RCMP/GC/CPMG IT Support staff to complete: (M)
  - a. the full installation of every type of EFCD/SMTP-SPOI; and
  - b. the installation of software updates only.
4. The Vendor's should provide a detailed step by step set of instruction (i.e. installation manual) for the RCMP/GC/CPMG IT Support staff to complete that is clear, accurate and sufficiently detailed to enable RCMP/GC/CPMG IT Support staff to complete. (R)
5. The Vendor must agree that the RCMP/GC/CPMG IT Support staff can perform maintenance and/or upgrades to the EFCDs/SMTP-SPOI Servers and replace user-replaceable or user-serviceable components without affecting the obligation of the Vendor to provide the support and maintenance on the EFCDs/SMTP-SPOI Servers. (M)
6. If any EFCD/SMTP-SPOI Server fails to perform in accordance with the Technical Specifications and functional requirements, and requires remedial support and maintenance three or more times during the Service Plan period, the Vendor must, if requested by the RCMP/GC/CPMG, replace the Product at no cost with another item meeting the specifications of the device. The replacement device must be delivered no later than 15 days after the request is received and include restoring the specific configuration on the replacement device at no charge. (M)

## 1.2 Access to RCMP/GC/CPMG Facilities

1. The Vendor must provide resources that have the required security clearance to RCMP/GC/CPMG facilities, in order to perform all required support and maintenance activities. (M)
2. The RCMP/GC/CPMG is expected to provide the required facilities access to accommodate the Vendor resources completing the required support and maintenance activities. (I)
3. Canada's facilities, equipment, documentation and personnel are not automatically at the disposal of the Vendor. The Vendor is responsible for timely identification of the need for access to the referenced facilities, equipment, documentation and personnel

to ensure effective and efficient support and maintenance that meets the Service Level Agreements (SLA). (I)

### 1.3 EFCD/SMTP-SPOI Server Software Upgrades

1. The Vendor must be responsible for the installation and regression testing of any application software upgrades, or any other changes made by the Vendor, that may be installed during the warranty period or during any period of a service plan. (M)
2. The RCMP Biometric Business Solutions must be provided the opportunity to perform any testing they deem necessary to proposed software upgrades before deployment, as required. (M)
3. Application software upgrades must be installed by the Vendor, or made available for installation by the RCMP/GC/CPMG IT Support staff, based on the RCMP/GC/CPMG recommendation and RCMP Biometric Business Solutions acceptance of that recommendation through the warranty period or during the period of any service plan. (M)
4. The Vendor must be solely responsible to correct any ICD or functionality compliancy issues discovered during the warranty period or during the period of any service plan. (M)
5. The Vendor must provide the RCMP/GC/CPMG with a software upgrade that corrects the ICD non compliancy issue(s) within 15 business days of formal notification of the issue by the RCMP/GC/CPMG. (M)
6. The Vendor must, prior to installation of any software upgrade, provide to the RCMP Biometric Business Solutions and the RCMP/GC/CPMG a copy of their software release notes that identify the new software version numbers, any changes incorporated into the software upgrade, any issues or deficiencies the upgrade has corrected, and any outstanding issues or problems that are still open. (M)
7. The Vendor must guarantee the safety and integrity of the data stored on the EFCD/SMTP-SPOI Server during any upgrade activities. For example, this could be accomplished by creating a full back up of all data and image files before the upgrade process is initiated (M)
8. The Vendor must ensure that after software upgrades to EFCD's, the next DCN and TCN are generated sequentially based on the last DCN and TCN generated prior to the upgrade. (M)
9. The Vendor must ensure that all EFCD/SMTP-SPOI Server software is maintained at a version level that is not older than six (6) months from the latest version level. (M)
10. The Vendor must provide supporting documentation for all software modifications, new versions, and new releases identifying at least the following: (M)
  - a. the problem resolved or enhancement made;
  - b. any new feature(s) added;
  - c. installation instructions; and

- d. keep track of software releases for the purpose of configuration control.

## **1.4 Support And Maintenance Information For End User**

1. Unless otherwise indicated, the Vendor must include the following information with each EFCD/SMTP-SPOI Server when it is delivered: (M)
  - a. the toll-free number to be used for support and maintenance;
  - b. the warranty/Service Plan period and applicable dates for each device in accordance with the call-up/RVD;
  - c. the information that will be required by the call center to provide any support and maintenance;
  - d. the information above attached to each device in the form of an information sticker.

## 2. SERVICE PLANS

### 2.1 General

1. The Vendor must provide a variety of service plans to ensure the requirements of specific RCMP/GC/CPMG departments/agencies are satisfied until the EOL of the workstation/server that supports the device which include at least the following (M):
  - a. Extended Support and Maintenance Service plan which will be purchased with the initial callup/RVD or prior to the expiry of any warranty or maintenance agreement;
  - b. Software Only Maintenance Service Plan which will be purchased with the initial callup/RVD or prior to the expiry of any warranty or maintenance agreement; and
  - c. Time and Materials Support and Maintenance using the Task Authorization process.
2. The Service Plans only start after the expiration of the one (1) year warranty period that must be included with any EFCD/SMTP-SPOI Server purchases. (M)
3. The Service Plans must include options for all components, and Types Of Transactions (TOTs). (M)
4. The Service Plans are used to create a pricing schedule for all support and maintenance Service Plans that will form part of the Vendor's NMSO. (I)
5. The goods provided under the Service Plans as part of the support and maintenance must be consigned to the destination specified in each call-up and delivered Delivery Duty Paid (DDP). The Vendor is responsible for all delivery charges, administration, costs and risks of transport and customs clearance, brokerage fees, including the payment of customs duties and taxes. (M)
6. The Vendor should provide pricing that is competitive for all Service Plans. (R)
7. The Vendor must provide on-line use of the Vendor's software diagnostic routines, support tools, as and when requested, if available. (M)
8. The Vendor should provide their software diagnostic routines and support tools that would be beneficial to the RCMP/GC/CPMG departments/agencies to enable the efficient and effective identification and resolution of issues as part of a support plan at no additional cost. (R)

#### 2.1.1 DSB VA

1. Any new service pack or new version of the OS and/or software included in an upgrade through a warranty or support and maintenance Service Plan must successfully pass a RCMP DSB VA, unless agreed to with the RCMP/GC/CPMG department/agency in writing. (M)
2. The Vendor shall be responsible for completing any required changes resulting from the VA at no cost to Canada. (M)

## **2.2 Extended Support and Maintenance Service Plan**

1. The Extended Support and Maintenance Service Plans must include the following options for the following types of Service Plans: (M)
  - a. full support and maintenance for a Standalone Kiosk Livescan;
  - b. Desktop Livescan support and maintenance for all TOTs;
  - c. Desktop Livescan support and maintenance for MAP only TOT;
  - d. Mobile Livescan support and maintenance for all TOTs;
  - e. Mobile Livescan support and maintenance for MAP only TOT;
  - f. FBI certified printer support and maintenance;
  - g. Non-FBI certified printer support and maintenance;
  - h. Camera support and maintenance;
  - i. SMTP-SPOI Server support and maintenance for MAP only TOT; and
  - j. 2D/Magnetic stripe reader support and maintenance.
2. The Extended Support and Maintenance Service plans must be provided per year for five (5) years, with per year costing, starting after the one (1) year warranty period. (M)

## **2.3 Software Only Maintenance Service Plan (All TOTs)**

1. The Software Only Maintenance (SOM) Service Plan is for software only, where the software updates are completed by qualified and trained RCMP/GC/CPMG IT Support staff. (M)
2. The SOM Service Plan must include phone support and software support for all devices included in the SOM Service Plan. Phone support is defined as having access to the vendor's helpdesk support centre for 1st level support relative to the software during regular business hours as well as whatever additional Vendor support is required to resolve issues that cannot be resolved by the 1st level support staff. (M)
3. The SOM Service Plan must include a pricing breakdown as detailed in Appendix B pricing tables. (M)

## **2.4 Time and Materials Service Plan (All TOTs)**

1. The Time and Materials (T&M) Service Plan is for work to be completed by the Vendor for software and/or hardware support for sites which do not have an active support and maintenance Service Plan. (I)
2. T&M must be authorized and signed-off by the client prior to a technician being dispatched, using the Task Authorization Process for the NMSO. (M)

3. The T&M signed authorization form must itemize the estimated number of hours the work is expected to take, the hardware expected to be replaced and the travel expenses to be incurred. (M)
4. T&M is defined as having access to purchase parts listed at the prices detailed in the NMSO and have those parts replaced using the Time and Materials maintenance option.(I)
5. The T&M Service Plan must include the hourly rates for the Vendor technician level capable of fully supporting the EFCDs/SMTP-SPOI Servers based on working hours between 8am and 5pm, or specific timeframe agreed to with the RCMP/GC/CPMG. (M)

## 2.5 Support And Maintenance Parts

1. The Vendor must provide parts for all EFCD/SMTP-SPOI Server parts. (M)
2. The Vendor must provide pricing for at least the following parts: (M)
  - a. Scanner block for rolled, plains, palms and ID Flats;
  - b. Scanner block for rolled, plains and ID Flats;
  - c. Scanner block for ID Flats only;
  - d. Flatbed scanner;
  - e. Camera;
  - f. 2D/Magnetic stripe reader;
  - g. Ruggedized kiosk chassis;
  - h. Touch screen monitor;
  - i. Cardscan monitor;
  - j. Workstation;
  - k. Laptop;
  - l. Keyboard;
  - m. mouse (scroll, wired, wireless);
  - n. Foot pedal.
3. The Vendor should provide pricing that is competitive for all EFCD/SMTP-SPOI parts. (R)

## 2.6 Vendor Provided Support

1. In general any OS and/or software upgrade completed by the Vendor must not negatively affect the functionality, security, availability, maintainability, scalability, manageability, configurability or the quality of the EFCDs/SMTP-SPOI Servers. (M)



2. All the Vendor completed patches, OS changes and/or upgrades to the EFCDs/SMTP-SPOI Servers must be completed based on the frequency and timing stated in the SOR and its accompanying documents, unless otherwise agreed to by the RCMP/GC/CPMG in writing. (M)
3. Additionally, the component replacements/upgrades/reuse must allow the Vendor's EFCDs/SMTP-SPOI Servers to fully support all requirements as stated throughout the SOR and its accompanying documents. That is, any replacements/upgrades/reuse committed to by the Vendor becomes the full responsibility of the Vendor to provide a fully operational EFCD/SMTP-SPOI solution, unless agreed to with the RCMP/GC/CPMG in writing. (M)
4. The Vendor must provide the most effective and efficient upgrade method that allows all EFCDs/SMTP-SPOI Servers to be maintained in a manner that provides an acceptable level of risk as agreed to by the RCMP/GC/CPMG, if an RCMP/GC/CPMGs approved automated software update solution is not employed (e.g. SCCM). (M)
5. If the Vendor is providing an Anti-Virus (AV) solution, the Vendor must keep the AV DAT files and policies up-to-date on all EFCDs/SMTP-SPOI Servers being supported by the Vendor; that are not supported by the RCMP/GC/CPMG. As well, the method of updates must be approved by the RCMP/GC/CPMG. (M)

### **3. SOFTWARE UPGRADE, DEFECT AND END-OF-LIFE**

#### **3.1 General**

1. The RCMP/GC/CPMG wants to ensure the most cost effective and efficient approach is used to maximize the value that the RCMP/GC/CPMG obtains from the EFCDs/SMTP-SPOI Servers. Consequently, the RCMP/GC/CPMG has very specific software upgrade, defect and Service Plan requirements until EOL for the EFCDs/SMTP-SPOI Servers. (I)

#### **3.2 Software Updates, Defect Corrections, Change Requests**

1. All RCMP/GC/CPMG devices under warranty or under a support and maintenance Service Plan must be entitled to receive notifications of and having access to software updates and defect (aka bug) fixes available/provided to all NMSO sites that are using the Vendor's solution at no additional charge. (M)
2. All software enhancements completed through a Change Request (CR) with a Task Authorization by the Vendor must be available for all NMSO sites that are using the Vendor's solution at no additional charge beyond Task Authorization, for all RCMP/GC/CPMG sites under warranty or under a support and maintenance Service Plan. That is, Canada will only pay once for a software enhancement (i.e. CR) and then once approved, the new version of the software must be made available for all other RCMP/GC/CPMG departments/agencies that are under warranty or under a support and maintenance Service Plan. (M)
3. The Vendor must be responsible for the regression testing of any critical operating system or software upgrades that may be periodically installed during the warranty period or during any period of extended maintenance, (M)
4. Any COTS product updates that are included in the Vendor's EFCD must be included in the RCMP/GC/CPMG EFCD software provided through this NMSO at no additional cost based on RCMP's approval. (M)
5. The Vendor must be responsible for the installation and regression testing of any application software upgrades that may be installed during the warranty period or during any period of extended service plan. (M)
6. The RCMP must be provided the opportunity to perform any testing they deem necessary to proposed software upgrades before deployment. (M)
7. The Vendor must be solely responsible to correct any ICD 1.7.8 Rev 1.6 or ICD 2.1.1 Rev 3.0 (IMM) functionality compliance issues discovered during the warranty period or during the period of any extended service plan. (M)
8. The Vendor must provide the RCMP or GC Department with a software upgrade that corrects the NPS-NIST-ICD non compliance issue(s) within 15 business days of formal notification of the issue by the RCMP or GC Department, unless otherwise agreed to be the RCMP and the Contract Authority. (M)

9. The Vendor must, prior to installation of any software upgrade, provide to the RCMP and the GC Department a copy of their software release notes that identify the new software version numbers, any changes incorporated into the software upgrade, any issues or deficiencies the upgrade has corrected, and any outstanding issues or problems that are still open. (M)
10. The Vendor must guarantee the safety and integrity of the data stored on the EFCD/SMTP Server during any upgrade activities. (M)
11. The Vendor must ensure that after software upgrade to EFCD's, the next TCN is generated sequentially based on the last TCN generated prior to the upgrade. (M)
12. The Vendor must ensure that all EFCD/SMTP Server software is maintained at a version level that is not older than six (6) months from the latest version level unless otherwise agreed to be the RCMP and the Contract Authority. (M)

### **3.3 Extended Service Plan Upgrades Until End-Of-Life**

1. The RCMP/GC/CPMG want to ensure EFCDs/SMTP-SPOI Servers are supported by the Vendor until the EOL for the device, even if it extends beyond the NMSO expiry date. This allows a device to be replaced as part of an evergreening process when required without forcing the RCMP/GC/CPMG to replace the device or the device's software before EOL. (I)
2. The Vendor must be responsible for supporting the EFCDs/SMTP-SPOI Servers until the EOL for the device under warranty or under a support and maintenance Service Plan. (M)
3. When the RCMP/GC/CPMG department/agency purchases an Extended Service Plan or SOM Service Plan, the Vendor must continue to provide software upgrades for as long as the Service Plan is in effect, even it is extends beyond the NMSO expiry date. (M)
4. When the RCMP/GC/CPMG department/agency purchases a Service Plan, the Vendor must continue to provide software enhancements, through Change Requests / Task Authorizations for as long as the Service Plan is in effect, even if it extends beyond the NMSO expiry date, at the same rates that applied under the Service Plan. (M)

#### **3.3.1 SERVICE UNTIL EOL**

1. It is critical to RCMP/GC/CPMG operations that EFCDs/SMTP-SPOIs procured through the NMSO resulting from this solicitation be able to maintain the devices until their EOL. (I)
2. To ensure the EFCDs/SMTP-SPOIs procured through the NMSO resulting from this solicitation can be effectively supported and maintained until EOL, the Vendor must agree to the following support and maintenance agreement for five (5) years after the end of the NMSO: (M)
  - a. the Vendor must provide support and maintenance, based on the same terms, conditions and pricing of the NMSO;

- b. complete Change Requests (CRs), as required, through negotiated Task Authorizations based on the same resource pricing list as agreed to in the NMSO;
- c. subject only to yearly PSPC cost adjustments based on Government of Canada policy; and
- d. with support and maintenance costs paid yearly through this five (5) period after the NMSO expires.