



**Web-based Tool
For Digitalization of Network Statements and
CIDs**

Specifications – Hosting

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1 Introduction

The Contractor shall keep the servers and the IT landscape in good working order free of defects that the servers are running smoothly and functioning properly in accordance with levels of performance defined in this document. The service management methods are based on the concept of ITIL and are described hereinafter.

2 Scope of Aervices

2.1 Generalities

2.1.1 Fixing Plan

A fixing plan is the commitment in written form made by the Contractor about the finding out of a problem. With this fixing plan the Contractor ensures that the malfunction is detected and proposes a solution scenario. This plan has to be provided in written form and to be sent via email to

- » RNE support

Malfunction does not include the following:

- » The wrong (“bad”) behaviour of third parties which have influence on the system (not fitting reaction time due to support/service level agreements of the particular third party).

Telephone support:

- » Telephone support is required only for internal communication between RNE and the Contractor. This number will not be exposed to third parties.

2.1.2 Communication between RNE and Contractor

The below table describes the types of meetings and their frequencies planned. The location of those meetings shall be defined with the Contractor and will preferably be Vienna (RNE office).

Meeting	Participants	Frequency	Preparation	Report	Mode
Regular maintenance meeting	System manager and Contractor hosting manager	Quarterly, or in addition on event	To be defined between both managers	Contractor hosting manager	Web conference
Steering/Assessment	CIO RNE, System manager, and Contractor hosting manager	Two times per year	Contractor hosting manager	Contractor hosting manager	One meeting at RNE

2.1.3 Working Language

English is the official common language of the RNE community. Documentation and communication in written form has to be in English.

2.1.4 Definition of Office Hours

Office hours are Monday to Friday between 9:00 a.m. and 5:00 p.m. (CET) except for Saturdays, Sundays and statutory holidays in Austria.

2.1.5 Forms and Communication

All kinds of communication forms shall be supported by the used ticketing tool. The involved actors shall use the ticketing tool as much as possible to keep the information structured, up-to-date, trackable and accessible to all involved actors.

2.2 Structuring of Scope of Services

2.2.1 Hosting

The Contractor shall provide:

- » Hosting
- » Operating time 24/7
- » Monitoring and incident management
- » Technical documentation and update(s) within four (4) weeks after a change has been performed
- » Regular reporting on performance issues, incidents and bug fixes/patches

Technical demands for hosting the application have to be provided by the bidder during the tender.

An adequate pre-production (staging) and test environment shall be provided as well.

2.2.2 Monitoring

Capabilities:

The Contractor shall use a state-of-the-art solution to monitor all hosts and infrastructure remotely.

Service and application monitoring:

To monitor single services or ports, the Contractor shall use appropriate agents and solutions to monitor well known services like HTTP and SSH as well as customised services. The monitoring shall be dual homed, one remotely via SNMP and port detection, and one directly on the monitored host. Both solutions shall work together.

Alarming:

The Contractor shall set up several custom defined warning and error levels, which trigger an alarm. It includes email alarming to defined email addresses.

Monitoring summary:

- » A monitoring summary will be sent on a weekly basis including all key facts.
- » A website shall be available for RNE to monitor the different services.
- » The website shall show at least the availability of the hardware and software.

2.3 Service Management Methods

The Contractor has an overarching obligation to keep the servers up and running in accordance with the requirements set out in the SLA. All needed maintenance tasks shall be defined by the Contractor including at least the paragraphs below.

2.3.1 Preventative Maintenance

The Contractor shall perform preventative maintenance and provide know-how and technology for optimised handling for possible maintenance work.

The Contractor shall:

- » Run preventive tests and checks to avoid possible maintenance issues on a regular base
- » Maintain and ensure the business know-how within the team and company
- » Maintain and operate an up-to-date versioning environment
- » Run and handle incoming requests and issues within the agreed response time and set priorities in agreement with the RNE

2.3.2 Corrective Maintenance

The Contractor shall:

- » Provide the necessary efforts to resolve possible maintenance issues
- » Carry out problem analysis with RNE (meeting, video conference or communication by phone or emails)
- » Take measure to avoid recurring problems
- » Provide RNE with various reports and analysis if requested
- » Provide know-how transfer of knowledge if there is a need

2.3.3 Adaptive Actions

The Contractor shall provide the optimal resources and environment (IT engineers, IT architects and project manager) to ensure the implementation of the needed planning and engineering tasks.

2.4 Operation Management

2.4.1 Incident Management

The Contractor shall:

- » Check, analyse and provide first level support regarding hosting issues
- » Manage and coordinate the open issues and inform the defined relevant parties
- » Comply with the procedure defined in point 2.1.1 'Fixing Plan'
- » Check permanently if the production and test environments are up and running
- » Carry out first analysis in case of incident and inform RNE
- » Manage incoming requests within the agreed response time
- » Log any events which are defined in this context and provide a quarterly report
- » Use RNE ticket tool (OTRS)

2.4.2 Problem Management

The Contractor shall prevent and reduce incidents by analysing issues and apply proper preventive actions.

Tasks and obligations:

- » Analyse, classify and record fixed issues
- » Analyse and report trends
- » Propose preventive actions quarterly and report during the regular maintenance meeting

2.4.3 Change Management

The Contractor shall:

- » Accept, prepare and register change requests (change request form (CR) and ticketing tool have to be used)
- » Assess change requests and provide a time frame for the implementation
- » Plan changes in accordance with the release management plan
- » Finalise change requests after implementation was successfully
- » Provide updated documentation after every change

2.4.4 Release Management

The Contractor shall inform RNE in time, 6 months in advance, in case any software or hardware, operated by the Contractor, is running out of maintenance. Together with RNE, and the other software suppliers, the Contractor shall start change management actions to keep the software up to date.

The Contractor and RNE shall develop a roadmap for the next 18 months and update this roadmap twice a year during the Steering/Assessment meeting.

2.4.5 Quality Management

The Contractor shall:

- » Provide key performance indicator reports (hardware and software performance) to RNE at the regular maintenance meeting

2.5 Managed Services – Deliver IT Services

The Contractor shall provide:

- » Service Level Agreement (SLA) Management
- » Helpdesk including a state-of-the-art tracking system
- » Use RNE ticket tool (OTRS) to track requests by RNE

The Contractor's helpdesk shall provide:

- » Single point of contact (24/7)
- » Support for authorised persons
- » Centralised call centre for incidents, change requests or anomalies

- » Centralised email and URL address (tracking system) for reporting demands
- » Recording of all issues
- » Resolution of known and referenced issues
- » Managing and dispatching the issues to the competent and responsible unit for hardware and software
- » Tracking of the event, follow-up and closing of the issues/events

2.6 Miscellaneous

The Contractor shall agree that:

- » Operating system upgrades to new versions are handled on demand (agreed with the responsible parties of the given application).
- » Third party's (vendors) software provided by the Contractor to RNE are warranted under the vendor's terms and conditions.

2.7 System Availability

Operating time:

24 hours per day except the downtime needed to assure the system availability.

Maximum down time:

The general Service Level for this system is 98,5%. The maximal down time is 1,5% and is measured per quarter. The maximal down time does not include the planned maintenance time needed to assure the system availability.

System unavailability:

Planned maintenance activities resulting in system unavailability shall be announced two weeks in advance and has to be performed on a Tuesday between 16:00 p.m. and 17:00 p.m. (CET) or a different maintenance window to be defined by RNE – for a max. of 60 minutes.

Availability RNE helpdesk:

RNE helpdesk is available between 9:00 a.m. and 4:00 p.m. (CET), except for Saturdays, Sundays and statutory holidays in Austria.

2.8 Incident Response Time

The Contractor`s helpdesk shall cover failures concerning internet access, firewall, OS (operating system) and hardware failures.

Operation Time	Reaction Time		Fixing Plan	
	Alert	Warning	Alert	Warning
7:00 a.m. - 8:00 p.m. (CET), Mon - Fri except on Austrian statutory holidays (24/5)	1 h	4 h	4 h	the following business day
8:00 p.m. - 7:00 a.m. (CET), Mon - Fri except for on Austrian statutory holidays (24/5)	4 h	the following business day	4 h	the following business day
Weekend (Sat, Sun) / Holiday extension (24/7)	4 h	the following business day	4 h	the following business day

2.9 Backup and Recovery of Lost Data

The Contractor shall secure that the backup procedure is working and sufficient to recover the complete system and the data. The backup and restore procedure shall be documented and reported once a year during the Steering/Assessment meeting.

Recovery shall be done in cooperation between RNE and the service operation provider. Recovery has to be tested once a year (after agreed procedure and timeline).