

8 Grocery Price Monitoring Web Site Implementation and Hosting

8.1 General

8.1.1 Getronics Australia shall implement and host the Grocery Price monitoring web site.

8.1.2 The Grocery Price monitoring web site shall be initially implemented into Getronics Australia's environment and under its hosting arrangements.

8.1.2.1 The ACCC is expected to transition the Grocery Price monitoring web site into the ACCC's environment once it has developed the required hosting and support environment.

8.2 Implementation Readiness Review

8.2.1 Getronics Australia shall participate in an implementation readiness review (IRR).

8.2.1.1 The purpose of the IRR is to ensure that project systems are ready for deployment for Go Live and that the system implementation and hosting plan is complete and acceptable.

8.2.2 During the IRR the ACCC shall determine if the Grocery Price monitoring web site is ready for Go Live based on the following criteria:

8.2.2.1 all severity 1 defects for the Grocery Price monitoring web site have been rectified;

8.2.2.2 any outstanding severity 2 and 3 defects for Grocery Price monitoring web site that are not considered by the ACCC to be a significant impediment to the system operation or normal business operations;

8.2.2.3 demonstrated compliance with the product baseline;

8.2.2.4 successful completion and sign-off of UAT (preliminary and acceptance);

8.2.2.5 ACCC acceptance of the following documentation:

8.2.2.5.1 Grocery Price monitoring web site SDP; and

8.2.2.5.2 FPS.

8.2.2.6 Grocery Price monitoring application installer and instructions for use of installer.

8.2.3 System acceptance shall be based on the results of the IRR.

8.3 System Implementation

8.3.1 Getronics Australia shall develop a deployment package for the Grocery Price monitoring web site.

8.3.2 Getronics Australia shall deliver the deployment package for the Grocery Price monitoring web site to the ACCC.

8.3.3 Getronics Australia shall establish the procedures for data backup of all Grocery Price monitoring web site.

8.3.4 Getronics Australia shall establish processes and procedures for managing Grocery Price monitoring web site using best practice processes.

8.3.5 Getronics Australia shall prepare and deliver for agreement by the ACCC a system implementation plan (Stage Plan) for the Grocery Price monitoring web site.

8.3.6 The Stage Plan unless otherwise agreed by the ACCC, shall include:

8.3.6.1 implementation pre-requisites and preparation requirements: to include hardware, software and networking requirements;

8.3.6.2 implementation plan; and

8.3.6.3 implementation schedule.



9 Grocery Price Monitoring Web Site Operations

9.1 General

- 9.1.1 The Grocery Price monitoring web site's availability is described in Appendix A – Service Level Agreement (SLA).
- 9.1.2 Getronics Australia shall meet the Grocery Price monitoring web site availability requirements for each of the System's components, subject to SLA's and agreed service limitations.
- 9.1.3 The indicative availability models for the Grocery Price monitoring web site components are shown in Figure 7 below.

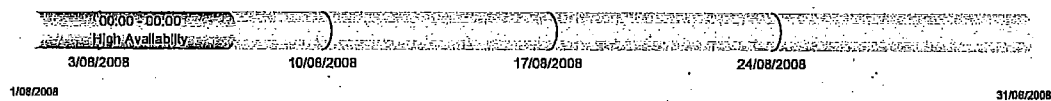


Figure 7. Diagram showing the Grocery Price monitoring web site availability models for the major components of the system

- 9.1.4 The Grocery Price monitoring web site shall provide production failover to a second site, with fail over of less than 5 minutes during the highly available periods.
- 9.1.5 Getronic's solution shall provide two active sites.
 - 9.1.5.1 *There needs to be at least two sites so if one has a power outage or communications failure the second site can be brought into operation.*
- 9.1.6 The Grocery Price monitoring web site shall provide the ability to change Grocery Price monitoring web site's public access capacity with short notice.
- 9.1.7 The system shall be able to increase capacity at short notice when demand is seen to be rapidly increasing.
- 9.1.8 The unused capacity shall be released or reallocated as needed.
 - 9.1.8.1 *That is, adding/removing web servers to the web site.*
- 9.1.9 Getronics Australia shall have experience with highly available web systems needing ITIL 2.0 or CMMI Level 3 process maturity level.
- 9.1.10 A highly available site shall have staff who are experienced with running highly available environments.
- 9.1.11 Getronics Australia shall submit an SOP as part of its delivery.

- 9.1.12 The SOP unless otherwise agreed by the ACCC, shall include:
- 9.1.12.1 **document introduction:** to include a description of the SOP, its scope, constraints, definitions and abbreviations, references or reference documents.
 - 9.1.12.2 **system hosting requirements:** to include hardware, software and networking operations requirements.
 - 9.1.12.3 **roles and responsibilities:** to include the roles and responsibilities for the operation of Grocery Price monitoring web site.
 - 9.1.12.4 **monitoring:** to include a monitoring plan showing what is to be monitored, how it's to be monitored and the alert parameters.
 - 9.1.12.5 **disaster recovery and business continuity:** to include disaster recovery and practice plan.
 - 9.1.12.6 **change and patch management process.**
 - 9.1.12.7 **scheduled outages:** this includes the defined scheduled outages and process for agreeing outages.
 - 9.1.12.8 **implementation and change verification testing.**

9.2 System Hosting

- 9.2.1 Getronics Australia shall host the Grocery Price monitoring web site.
- 9.2.2 Getronics Australia shall host the Grocery Price monitoring web site for 3 months.
- 9.2.3 Getronics Australia shall provide optional extensions for hosting the Grocery Price monitoring web site for up to a maximum of two years on 30 days prior written notice by the ACCC.
- 9.2.4 Getronics Australia's hosting arrangements shall include the provision of the host environment including:
 - 9.2.4.1 hardware,
 - 9.2.4.2 software,
 - 9.2.4.3 power supplies, and
 - 9.2.4.4 air conditioning;
 - 9.2.4.5 scalable capacity;
 - 9.2.4.6 required communications links;

9.2.4.7 *backup and redundancy;*

9.2.4.8 *system restore including proof of restore; and*

9.2.4.9 *audit and QR access.*

9.2.5 The Grocery Price monitoring web site's server rooms shall be fitted with both dual power supplies and Uninterruptible Power Supply (UPS).

9.2.6 The Grocery Price monitoring web site shall use dual Internet providers using separate networks and physically distinct tails / paths.

9.2.6.1 *Dual internet suppliers allows for a loss of a network.*

9.2.7 The Grocery Price monitoring web site shall provide disk storage redundancy.

9.2.7.1 *Examples of disk storage redundancy include RAID and SAN. RAID/SAN systems protect against localised disk failure.*

9.2.8 Getronics Australia shall provide backup and restore functions to recover both the database and all server configurations.

9.2.9 The backup facilities shall be able to back up the database without outage.

9.2.10 The backup system shall be able to backup the server configurations.

9.2.11 Getronics Australia shall provide an environment, utilising the anti-virus solution provided by the ACCC.

9.2.12 Getronics Australia shall utilise the anti-virus solution provided by the ACCC to perform virus checking of the Grocery Price monitoring web site.

9.2.13 Getronics Australia shall ensure that virus checking of the system does not impact System performance.

9.2.14 Getronics Australia shall be responsible for any remediation work to the Host Environment only required in the event of a virus problem.

9.2.15 The Contactor shall be responsible for providing a protected internet connection.

9.2.16 Getronics Australia shall be responsible for providing the firewall protection for Grocery Price monitoring web site.

10 Grocery Price Monitoring Web Site Support and Maintenance

10.1 General

- 10.1.1 Getronics Australia shall provide support and maintenance for 3 months for the Grocery Price monitoring web site.
- 10.1.2 Getronics Australia shall provide optional extensions for support and maintenance of the Grocery Price monitoring web site for up to a maximum of two years.
- 10.1.2.1 *The ACCC will use its Infocentre to provide general Level 1 support to the public.*
- 10.1.3 Getronics Australia's support and maintenance arrangements shall include:
- 10.1.3.1 *applications support to the Grocery Price monitoring web site;*
- 10.1.3.1.1 Applications support includes all components.
- 10.1.3.2 *vendor support to System hardware and software;*
- 10.1.3.2.1 Vendor support required for commercial hardware and software where supplied by Getronics Australia.
- 10.1.3.3 *database(s) support to the Grocery Price monitoring web sites;*
- 10.1.3.3.1 Database administration needs to be done to ensure the smooth operation of the system and to track down performance issues such as poorly performing reports.
-
- 10.1.3.4 *internal 24x7 network monitoring and alert processes;*
- 10.1.3.4.1 The system needs to be on 24x7 monitoring internally to watch for unexpected increases and to respond to system and software failures.
- 10.1.3.5 *regular maintenance of the firewall facilities without impact on the Grocery Price monitoring web site's performance;*
- 10.1.3.6 *warranty support; and*
- 10.1.3.7 *Level 3 technical support to the Grocery Price monitoring web site.*
- 10.1.3.7.1 Technical support will be required to fix problems with the data upload and general site access issues, for application failures, upload failures, report failures, email failures etc
- 10.1.4 Getronics Australia shall provide Level 3 support to the ACCC to assist with problems including but not limited to the following:

- 10.1.4.1 file upload;
 - 10.1.4.2 public access to the web system; and
 - 10.1.4.3 browser compatibility, limited to the agreed browsers of IE6+, Firefox, and Safari.
- 10.1.5 The indicative support structure for the Grocery Price monitoring web site is shown in Figure 8 below.

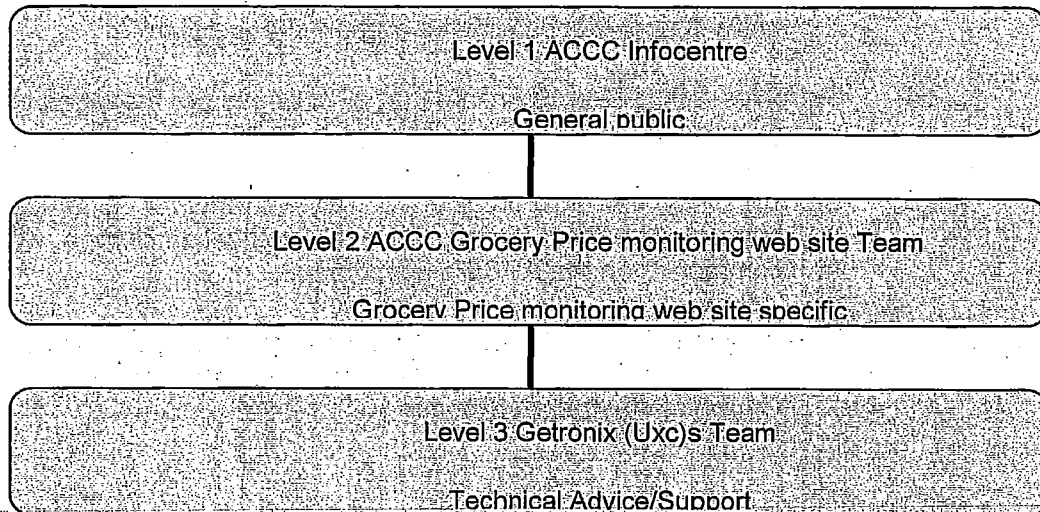


Figure 8. Diagram showing the Grocery Price monitoring web site support structure

- 10.1.6 Getronics Australia shall provide support for the Grocery Price monitoring web site in accordance with the Service Level Agreement at Appendix A.

10.2 Warranty

- 10.2.1 Getronics Australia shall provide a 60 day warranty for Getronics produced contract material.
- 10.2.2 Getronics Australia shall rectify all defects, as defined in the Contract, found during the 60 day warranty, at Getronics Australia's expense.
- 10.2.3 Getronics Australia shall not be held responsible for issues outside Getronics control or third party related issues. Under these circumstances the ACCC will seek assistance from Getronics Australia under a time and materials arrangement.

10.3 Post Warranty Software Changes

- 10.3.1 Upon receipt of a completed change request, Getronics Australia shall produce an estimate of the time and cost to complete the change(s) specified.
- 10.3.2 The estimation shall include a change plan for the work to be performed.
- 10.3.3 Getronics Australia shall implement application changes, which are approved and authorised by the ACCC, on a time and materials basis in accordance with the agreed change plan.
- 10.3.4 Getronics Australia shall ensure that all changes are managed in accordance with the Grocery Price monitoring web site Project SDP.
- 10.3.5 Getronics Australia shall provide a 60 day warranty for Getronics generated contract material for each application change, which shall commence on the ACCC's acceptance.
- 10.3.6 Defects and side-effects caused by Getronics developed contract material, found during the 60 day warranty shall be rectified at Getronics Australia's expense.



Appendices:

A: Grocery Price Monitoring Web Site Service Level Agreement

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Introduction

1.1 Purpose of the Service Level Agreement

1.1.1 This is a Service Level Agreement (SLA) Agreement between the Australian Competition and Consumer Commission (ACCC) and Getronics Australia (Getronics) for the provision of Grocery price monitoring web site System Services to the ACCC.

1.1.2 The purpose of this SLA is to establish the basis of the delivery of the Services between ACCC and Getronics. The Agreement provides both parties with a clear understanding of:

- a. mutual and exclusive responsibilities to each other;
- b. the services to be provided by each;
- c. the progress towards an agreed basis for pricing;
- d. the agreed performance standards;
- e. a framework for managing performance including dispute resolution; and
- f. exclusions to SLAs.

1.2 Related Documents

1.2.1 The following documents have been referred to during the development of the SLA:

	Title	Version
A	<i>Grocery Price Monitoring Website Statement of Work</i>	1.0

Table 5 – Related Documents

1.3 Abbreviations

Serial	Abbreviation	Meaning
1	ACCC	Australian Competition and Consumer Commission
2	AEDST	Australian Eastern Daylight Savings Time
3	AEST	Australian Eastern Standard Time
4	CD ROM	Compact Disk Read Only Memory
5	CPU	Central Processing Unit
6	DBA	Database Administration
7	DMZ	Demilitarized Zone
8	DR & BC	Disaster Recovery and Business Continuity
9	DSD	Defence Signals Directorate
10	DVD	Digital Video Disc (also Digital Versatile Disc)
11	ISP	Internet Service Provider

Serial	Abbreviation	Meaning
12	ITIL	IT Infrastructure Library
13	LAN	Local Area Network
14	LDAP	Lightweight Directory Access Protocol
15	MAC	Moves, Adds and Changes
16	MFD	Multi-function Devices
17	MS	Microsoft
18	OS	Operating System
19	PABX	Private Automatic Branch Exchange
20	RAS	Remote Access System
21	SLA	Service Level Agreement
22	SOW	Statement of Work
23	TRACKIT	The Reporting and Corporate Knowledge Information Tool
24	VLAN	Virtual Local Area Network
25	VCU	Video Conferencing Unit
26	WAN	Wide Area Network

Table 6 - Abbreviations

1.4 Definitions

1.4.1 The following Definition apply to this SLA:

- a. **Availability:**
 - 1) High: refers to the period following the release of new data for the website. This is period is the first week of that new data release; and
 - 2) Normal Availability: refers to the remaining weeks of the month outside of the first week following the release of new data.
- b. **Support Hours:**
 - 1) **Web site.** The public web site and emails shall operate 24 hours x 7 days per week as follows:
 - a) Support will be provided on a 24 by 7 basis for the first month; and
 - b) Support will be provided during business hours only during months 2 and thereafter.
- c. **Support levels:**
 - 2) **Level 1.** Level 1 support provides immediate support (whether over the phone, via email or in person) and is aimed at providing immediate assistance to the. Typical assistance may include providing assistance or advice on application error messages and slow connections. Where Level 1 calls cannot be resolved they are referred to Level 2. The ACCC's

Infocentre will provide the Level 1 support for all Grocery Price Monitoring Web Site issues;

- 3) **Level 2.** Level 2 support is provided by highly experienced technical personnel including but not limited to system developers. Typical assistance may result in changes to the application's code or configuration or development of a specific work around. Getronics shall supply Level 2 Support

d. **Severity Levels:**

- 4) **Critical.** The fault/defect impacts on the Grocery Price Monitoring Web Site System's ability to function. There is no effective workaround. Multiple users are impacted. High profile or urgent resolution required; severe business impact;
- 5) **Major.** The fault/defect impacts on part of the Grocery Price Monitoring Web Site System's ability to function. There is an effective workaround. Multiple users may be impacted. Prompt resolution required; moderate business impact; and
- 6) **Minor.** The fault/defect impacts on a user or possible multiple users. Normal business operations by Grocery Price Monitoring Web Site System are possible; low business impact.

e. **Business Critical.** When a Business Critical component of the Grocery Price Monitoring Web Site system or service fails, there is an impact to the core functionality of the Grocery Price Monitoring Web Site System;

f. **Non-Business Critical.** A Non-Business Critical failure of the Grocery Price Monitoring Web Site System usually does not prevent the core functionality of the Grocery Price Monitoring Web Site System or the ACCC from continuing its operations in the short term;

g. **Base Fee.** Means base fee or other amount specified in respect to a Service, specified as the 'Base Fee' in the Price Schedule or a relevant Additional Services Official Order or as otherwise specifically agreed in writing by the ACCC Contract Authority,

h. **Adjustment not used**

i. **Performance Measure.** Means a measure or metric (whether quantitative or qualitative) used in respect of a Minimum Performance Requirement or other relevant obligation or requirement relating to the performance of Getronics;

j. **Performance Objective.** Means in respect of a Service or other obligation of Getronics pursuant to this contract, the expected standard of performance (in excess of the Minimum Performance Requirement) specified as such in a relevant schedule to this contract, certified Key Contract Document or Additional Services

Official Order or otherwise agreed in writing between the parties;
and

- k. **Minimum Performance Requirement.** Means in respect of a Service or other obligation of Getronics pursuant to this contract, the minimum standard of performance specified (no matter how named or referred to) in a relevant schedule to this contract, certified Key Contract Document or Additional Services Official Order or otherwise agreed in writing between the parties.
- l. **Business Hours.** Means 08:00 to 17:00 hours each Business Day.

1.5 SLA Structure

1.5.1 The SLA has the following structure:

- a. Service Delivery; and
- b. Supporting Annexes (Annexes A – C).

2 Service Delivery

2.1 General

2.1.1 The objective of this agreement to ensure high quality and timely delivery of the support services to the Grocery Price Monitoring Web Site System. The SLA is based on the maintenance of ACCC's Grocery Price Monitoring Web Site systems and services and the pro-active, effective and timely resolution of incidents and problems.

2.1.2 Service Delivery shall involve:

- a. the identification of the incident or problem as either Business Critical or Non-Business Critical;
- b. the assessment of the severity of the incident or problem; and
- c. the availability of Contractor on-call for the first month and additional support personnel.

2.1.3 The measurement of the effectiveness and timeliness of the response by Getronics to incidents and problems shall involve a combination of measurement processes including:

- a. qualitative measurement through independent monitoring of the Grocery Price Monitoring Web Site System, public feedback, and quality reviews; and
- b. quantitative measurement through captured via the independent monitoring of the Grocery Price Monitoring Web Site System.

2.1.4 The availability of Getronics' on-call and additional support personnel will affect the ability of the ACCC to resume normal business operations in the event of an incident or problem. Where Contractor support personnel are not readily available, Getronics will be required to source suitable personnel to complete Grocery Price Monitoring Web Site System Service Requests.

2.2 Severity Levels

2.2.1 The Severity Levels reflect the ACCC's priorities for the Grocery Price Monitoring Web Site System. There are three Severity Levels:

- a. Severity Level 1: Critical;
- b. Severity Level 2: Major; and
- c. Severity Level 3: Minor.

2.2.2 The classification of the affected system or services and the Severity Levels provide the basis for the application of the response times for resolution.

2.2.3 The Severity Levels and their full definitions are at Annex A.

2.3 Performance Objectives and Minimum Performance Standards

2.3.1 The Performance Objectives and Minimum Performance Standards provide specific guidance for Getronics on the support levels and availability for the Grocery Price Monitoring Web Site System as required by the ACCC.

2.3.2 The SLA defines both the Performance Objectives and Minimum Performance Standards using percentage of availability for either or both of:

- a. percentage availability during business hours per week; or
- b. percentage availability during business hours per month.

2.3.3 The percentage availability targets and measures represent the total allowance for the stated time period and are not an indication of the total per incident unavailability.

2.4 Grocery Price Monitoring Web Site System Availability Levels

2.4.1 Public Web Site. The public web site and emails shall operate 24 hours x 7 days per week as follows:

Weeks per month	Availability	Estimated Down time per year during the period
1	High 99.99	12 minutes
Remaining	Normal 99.9	404 minutes

However, Getronics shall only be required to provide support and SLA's will only be measured during business hours.

2.4.2 Getronics shall meet the Minimum Performance Standards for Grocery Price Monitoring Web Site Systems.

2.4.3 The Grocery Price Monitoring Web Site System Availability Levels are described at Annex B.

2.5 Service Resolution Requirements

- 2.5.1 The Service Resolution Requirements describe the Severity Response Time for an incident or problem depending on its Severity and whether the Grocery Price Monitoring Web Site System incident or problem is Business Critical or Non-Business Critical.**
- 2.5.2 Getronics shall meet the Grocery Price Monitoring Web Site Service Resolution Requirements at Annex C.**

2.6 Base Fee Adjustments

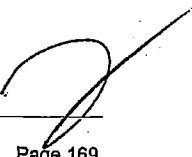
- 2.6.1 The Base Fee is the standard monthly fee charged by Getronics for the Grocery Price Monitoring Web Site System..**
- 2.6.2 No Base fee adjustment will apply.**

2.7 Service Outages

- 2.7.1 The ACCC shall work with Getronics to establish a regular maintenance window to facilitate responsive and pro-active service management of the Grocery Price Monitoring Web Site System.**
- 2.7.2 The maintenance window is available during Normal Availability times as required.**
- 2.7.3 Getronics shall advise the ACCC of its requirements for a maintenance window.**

2.8 Service Level Planning Data

- 2.8.1 The general planning data used for the SLA is based on the following assumptions:**
 - 2.8.1.1 For the first month of support (24 by 7):**
 - a. hours per day: 24;
 - b. average days per month: 30.5; and
 - c. days per year: 365.
 - 2.8.1.2 For the second and subsequent months of support (business hours):**
 - a. hours per day: 8;
 - b. average days per month: 20; and
 - c. days per year: 250



2.9 Exclusions from SLAs

2.9.1 The following exclusions apply to the SLAs:

- a. any calls related to the production environment (eg OS software, hardware etc) which are not within the scope of any maintenance or warranty contract and associated SLA's that the ACCC has with the relevant vendor;
- b. in respect of Cybertrust, as per their standard SLA's for hosting;
- c. any calls related to defects that are actually change requests/out of scope requirements; and
- d. operator training.

Annex A - Severity Levels

Severity	Short Description	Long Description	Examples	ACCC Business Environment	Parties Affected
1	Critical	The fault impacts on the ACCC's Grocery Price Monitoring Web Site systems ability to function. There is no effective workaround. Severe business impact	All Grocery Price Monitoring Web Site functions impaired during high availability period Degradation of performance of the public web site during high availability periods		Multiple parties affected Public web site issue during High Availability period.
2	Major	The fault impacts on part of the ACCC's ability to function. There is an effective workaround. Multiple users may be impacted. Prompt resolution required. Moderate business impact	All Grocery Price Monitoring Web Site functions impaired during normal availability Upload facility affected during high availability periods. Loss of web site statistics during high	Business Critical Non-Business Critical	Multiple parties affected Public web site, Normal Availability period Only the upload facility affected. during Normal Availability

Severity	Short Description	Long Description	Examples	ACCC Business Environment	Parties Affected
			availability periods		
3	Minor	The fault impacts on a member of public or ACCC user or possibly multiple users. Low business impact	Response time slow or browser errors.	Business Critical	One or more public users
				Non-Business Critical	One or more ACCC users



Annex B - ACCC System Availability Levels

Service	Performance Measure	Performance Objective	Minimum Performance Standard	
ACCC Grocery Price Monitoring Web Site System				
Public web site	External monitoring of the web site, covering availability, response time by function	All web pages complete in 5 seconds or less.	All web pages complete in 15 seconds or less	
Upload facility	IIS logs and user reporting	All uploads to complete within 5 minutes.	All uploads to complete within 15 minutes	

2

Annex C – Service Resolution Requirements

Activity	Severity 1	Severity 2	Severity 3	Severity 4
Definition	Affecting Multiple, critical client services	Affecting a critical client service	No major impact to critical client services	No impact to critical client services
Incident Logged (Report)	On receipt of call	On Receipt of call	Within 30 minutes	Within 4 hours
Action Initiated (Response)	Immediate	2 hours	8 hours	24 hours
Progress Updates	Every 15-30 Minutes	Every 30-60 minutes	Daily	Daily
Incident Fixed (Resolved/Completed)	2 hours	4 hours	5 days	10 days
Service Level	95% resolved within 2 hours of Incident Logged	95% resolved within 4 hours of Incident Logged	95% resolved within 2 days of Incident Logged	95% resolved within 4 days of Incident Logged

Note: Hours means Business Hours

Schedule 5

DRAFT KEY PROJECT DOCUMENTS

Schedule 5

Draft Key Project Documents

Part 1 - Draft Solution Design

As agreed between the parties

Part 2 - Draft Development and Implementation Project Plan

As agreed between the parties



Schedule 6

STANDARD DOCUMENT SCHEDULE



Schedule 6

STANDARD DOCUMENT SCHEDULE

Part 1 - STATUTORY DECLARATION BY SUBCONTRACTOR

Not required

