



IDM UID 9SPCCW
VERSION CREATED ON / VERSION / STATUS 26 Oct 2023 / 1.0 / Approved
EXTERNAL REFERENCE / VERSION

Technical Specifications (In-Cash Procurement)

**TECS_2023-10_CFT - Applications & Engineering
database development global support**

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Developed code review must not be rejected twice (monitored through Crucible code review tool)

Code delivered must respect the Coding Rules and coding processes

Production deployment targets 0 regressions on 70% of the deployments (yearly)

QA Sign off must be delivered at least 1 day before deployment

Regressions or Blocker tickets (deployment showstopper) must be resolved in less than 2 working days by Tech Leads

No missing or partially completed release note 1 week after the released date.

11.3 Meeting Schedule

Weekly performance and Service review will be done with IO CRO and Contractor representative in addition to a monthly Governance board to follow the chapter 11.2 KPIs.

11.4 CAD design requirements

This contract does not imply CAD activities

11.5 Team Attrition

In case of turnover of personnel, if not requested by IO, the Contractor shall ensure **2 months of training** of the new joiner. The knowledge transfer overlap period with the departing resource **must be of at least 1 month with a knowledge transfer plan prepared and agreed with IO CRO.**

11.6 Specific requirements and conditions

At any time of a task order lifecycle, in case of request by the IO, the contractor shall be able to provide the current number of the days worked by its team. Moreover, the contractor shall ensure the service continuity all along the task order validity.

IO will monitor the quantity and quality of the services provided by the contractor.

IO request **Daily** work logging using WORKLOG tool respecting the time logging process and tickets assignments.

The contractor is required to work in close collaboration with all current and future IO Subcontractors.

For the execution of the services the contractor must deploy in a reasonable time the Contractor's Execution Team as proposed in the technical offer and agreed by IO (in terms of number of people and profiles).

The spoken and written language of all communications between the contractor and the IO will

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