



Linux Support Services for the ARC

The ARC is looking for a support partner to support its Linux/Unix server environment. The Support contact will be based on a 24 months SLA agreement.

Detail Specifications:

- Linux systems support on the ARC's +/- 10 Linux / Unix servers
- Third level support on the listed systems. This includes remote administration and maintenance of the listed systems.
- Remote escalation support in the event of local resources not being able to assist.
- In the event of upgrades, providing scoping and configuration support including version advice and assistance.
- Third line support in the event of ARC staff not being able to solve system related problems.
- Systems include:
 - Operating systems: HPUNIX, Centos, Ubuntu and SLES
 - Database: MySQL
 - Other support required: Java, Fortran, Apache, PHP (XAMP/LAMP).
 - Database: Oracle
 - Virtual Platform: VMWare
- Most support call will be provided remotely, but in some cases support will be required to be attend onsite.
- Work hours will apply as of 8am to 5pm.
- The SLA will be based on monthly hours allocated for this support (12 hours per month is current used on average).
- Monthly hour will be rolled forward if not used.
- The SLA will be based on a Priority response and resolution time. This will be finalised with the successful bidder to decide which services falls in each Priority.

Priority	Response time	Resolution (*)
1 - Critical	1 hour	6 hours
2 - High	2 hours	10 hours
3 - Medium	2 hours	16 hours
4 - Low	2 hours	24 hours

- Target performance measurements will be based on resolution times and not response time
- System performance and support reporting on a monthly bases will be required to ensure capacity and performance management.