

Operation documents	Operation modes for the recurrent activities of the service, like data extractions or data corrections.
Status reports	Following the Service Desk model, produce a report that summarizes the main activities carried out during the month (incidents, problems, requests, improvements, issues, risks, etc.)
Health reports	Status and information on activities performed in order to increase the efficiency of the service and to keep or reduce the maintainability effort, e.g. by automating recurrent manual tasks.
Service support issues	Collection of all the issues solved by the Service Desk, containing the impact analysis, effort and scripts applied.
Meeting minutes	Notes of the audio, video or face to face meetings with ECHA and other involved stakeholders, as well as any other meeting on which the contractor participates, not covered under other reports.

Table 11: Service support deliverables (WP 6.3)

4.6.3.3. Pricing

ECHA expects to select the level of Maintenance and Service requests that is relevant in view of the projected activities over a period of 12 months and to be contracted yearly on a fixed price basis.

The expected level of activity is defined:

- Either at FWC666 level (covering all the products in scope of the lot), or at a lower level, e.g. distinguishing the Industry channel and the Data platform
- On yearly basis, using for each month in the year, one of the load as expected:
 - Low volume
 - Medium volume
 - High volume
 - Peak period

The contractor is expected to be flexible, i.e. in case the expected volumes for a month are not met or exceeded, ECHA services must not cease. The contractor will maintain and monitor the monthly loads in a flexible way compensating and balancing the capacity required to run the service, from one month to another. Reviews of the planned loads can be performed and balanced off on a yearly basis. More specifically, the total volume of service contracted can be reviewed and adjusted when the real activity deviates by more than 10% (upwards or downwards) from the estimated load volumes on a yearly basis. In such cases the price per 100 tickets as in the Price Catalogue will apply for tickets exceeding 10% deviation (i.e. added or detracted (n times) from the contract value according to the real activity).

4.7. Grow (WP 7)

The following table describes the work packages covered under this work package. The contractor shall have an adequate organisation, expected staffing, methodology, inputs and outputs to successfully engage in the tasks and services to be provided.

This Work Package refers to activities in scope of Lot 2

Work Packages (WP)		LOT 1	LOT 2
WP 7	Grow	Contribute	Responsible