

## **Appendix F: Acceptance Test Requirements**

### **Acceptance Tests**

SECC requires three types of acceptance tests: functional, performance and reliability. Acceptance tests will be conducted first on each System Component (e.g. CAD, Mobile, RMS, Field Reporting and JMS) independently. Upon acceptance of all System Components, a final set of Functional, Performance and Reliability Acceptance Tests will be performed on the integrated System to ensure that all Components work together as intended and at the contracted performance levels. Errors will be classified and attended to according to the following Error Severity Level designations:

- Level 1 Error — System or System Component cannot be turned live. Issue affects multiple users, critical operations and/or database functionality. Once problem is resolved, a new acceptance test period will begin. System will not be accepted until problem is resolved and system operates for 30 consecutive days without a Level 1 or Level 2 Error.
- Level 2 Error — System or System Component may be turned live, but a Component does not work properly. Productive use of the affected application or module is compromised and a procedural workaround is not available. System will not be accepted until problem is resolved and system operates for 30 consecutive days without a Level 1 or Level 2 Error.
- Level 3 Error — System or System Component may be turned live, but a Component does not work properly. Productive use of the affected application or component is not significantly impacted and a procedural work-around is available. If error is not fixed within the 30 day acceptance test period, System Acceptance will be delayed until a mutually established time.
- Level 4 Error — System or System Component may be turned live, but contains minor errors that do not impact productive use of the affected application or module. System or System Component will be accepted. The problem will be added to a punch list and final payment will not be made until problem is resolved.

In the event a Level 1 Error is corrected by the Proposer, then subsequently fails on two (2) additional occasions within the test period, SECC has the right to be refunded all previous payments under the Contract.

### **Functional Acceptance Testing Requirements**

SECC will confirm all System functionality prior to System Acceptance. Each specific System function agreed to as part of the final Contract should be tested and tracked from original documentation (e.g. proposal to Contract to ATP) by the Proposer.

The Proposer is required to document that the final System design, Acceptance Test Plan, and System Documentation includes each RFP requirement.

During the Functional Acceptance Test the Proposer will demonstrate the operation of each proposed or required feature, function, and interface in a live environment based on the test plan that will be approved by SECC prior to contract signing.

Should any feature, function, or interface fail, the problem will be attended to by the Proposer per the Error Severity Level as described below.

### **Performance Testing Requirements**

The purpose of the Performance Test is to demonstrate and document, as necessary, the performance requirements as stated in [Appendix G](#).

The Performance Test will be conducted at the successful implementation of each System Component and again when all System Components have been successfully implemented.

To pass the Performance Test, the proposed System or System Component must, for 30 consecutive calendar days, perform successfully, in accordance with the performance requirements stated in this RFP.

Should any System Component fail to meet the performance criteria for any reason, the problem will be corrected by the Proposer and the Acceptance Period will restart upon correction.

A second component of the performance test will be to demonstrate the capability of the System or System Component to handle peak volumes. For this purpose a Stress Test will be designed and applied by the Proposer to simulate full capacity utilization of the Communications Center.

### **Reliability Testing Requirements**

The purpose of the Reliability Test, as part of the overall System acceptance requirements, is to demonstrate the operational capability and reliability of the System and System Components.

The Reliability Test will be conducted at the successful implementation of each System Component and again when all System Components have been successfully implemented for the designated period.

In order to complete the Reliability Test successfully the following must occur:

- All Systems and System Components must demonstrate full availability for 30 consecutive days.

- Should any System or System Component fail three times during the testing phase, the Proposer will replace the failing System or System component, without charge to SECC.
- System and System Component performance will continue to meet the Functional requirements of the Contract, as tested or verified by SECC personnel at any time.
- System and System Component performance will continue to meet the Performance requirements of the Contract, as tested or verified by SECC personnel at any time.

In the event that the System or any System Component falls below the required availability mark, the Reliability Test will be stopped. At this time the Proposer should correct any deficiencies in preparation for a retest. If the deficiencies are of such severity that the retest cannot be initiated within 15 days of the initial failure, the Proposer should prepare a Correction Plan that details the reason for the failure and proposed correction.

The Proposer will have three opportunities to complete the Reliability Test over a period of 90 days. If the Proposer fails to successfully complete the test in this time period, then, at SECC's option:

- The Contract between the Proposer and SECC may be terminated as specified in the Contract.
- The Proposer will upgrade the System with whatever resources are necessary to bring the System into compliance, at no cost to SECC.

### **Final System Acceptance**

SECC will notify the Proposer of the successful completion of each test.

Upon acceptance of all System Components, a final set of Functional, Performance and Reliability Acceptance Tests will be performed on the integrated System to ensure that all Components work together as intended and at the contracted performance levels. Upon successful completion of the Final System Acceptance Tests and achievement of all milestones as specified in the Contract and SECC will issue a notice of Final Acceptance.