

Appendix G: System Performance Requirements

System Response Times

Activity	Maximum Response Time
Transactions	1 second
Transactions with validation	3 seconds
External database queries	5 seconds

Ongoing System Performance

The following specifications describe the performance requirements for the Proposer's System following the SECC's formal acceptance of the System and throughout the life of the Contract between the SECC and the Proposer:

1. During the warranty and contract periods, the hardware and software components of the System must remain fully operational and available for use by meeting the required System response times and availability.
2. The initial System hardware and software configuration should provide for all current and future volumes as described in this RFP.
3. The hardware and software provided should meet the capacity expectations stated in the RFP and continue to meet functional, reliability, and performance requirements of this RFP for a period of five (5) years from Final Acceptance.
4. The System must accommodate all volumes and other applicable sizing parameters specified in the RFP.
5. The System must function effectively from all workstations, both fixed and wireless.
6. All files and tables can be updated on-line without adversely affecting System Performance.
7. Necessary back-ups can be done online without adversely affecting System operations and without lockouts for updates.
8. The System can complete queries to interfaced databases without adversely affecting any System Component and without tying up or locking up the workstations.

9. In the event that the System or any System Component fails to meet any requirements of this RFP after acceptance and during the warranty period the Proposer must take appropriate steps to correct the problem and bring the System or System Component back into compliance with the performance and reliability requirements at no cost to the SECC.

System Reliability

The proposed system should be able to respond immediately, seamlessly and automatically to an unexpected hardware or software failure. Parallel processing is not required, but the Systems must continue processes without server failure should any one component fail within the systems.

System Availability

The following specification defines both System availability and the method by which it is calculated, as it is used in other sections of this RFP:

1. The System will be considered available for use only when each of the following conditions is met:
 - Installed hardware and software have power applied and are operating correctly based on manufacturer specifications.
 - All functions and interfaces necessary for the processing and management of calls for service and the management resource are operating correctly.
 - All functions necessary for creating, editing or searching for a record maintained by the Systems are operating correctly.
2. System availability will be expressed as a percentage of the maximum expected availability over a given period. The System must be available 7 days per week, 24 hours per day.
3. Scheduled down time for System upgrades will not be construed as Hours System Unavailable.
4. The percentage availability for any period will be calculated as follows:

$$\frac{(\text{Total Hours in Period} - \text{Hours System Unavailable}) \times 100}{\text{Total Hours in Period}}$$