

Technical Requirements **for the Technical support services for EJBCA software product**

1. Purpose of Technical Support Services:

Ensuring the continuous operation of the EJBCA software product, which supports the functioning of all Certification Centers within the Public Services Agency, while enabling the provision of qualified assistance for its operation. The objective is to maintain the uninterrupted operation of the system and the document production process, and to support the ongoing development of EJBCA through regular software updates.

2. Requirements for the Service Provider:

The Service Provider shall have the source code of the EJBCA software installed in the Republic of Moldova and shall be able to update it.

3. Requirements for Support Services:

- Support service type: software support (Enterprise level);
- Software downloads, including patches;
- Online access to technical documentation;
- Access to the assistance portal;
- Private portal project;
- Number of incidents: unlimited;
- Security and critical patch notifications;
- Best practice advice;
- Hotfix and emergency patches;
- Installation with consultations during the process;
- Assistance: remote;
- Product expert advisory and help;
- Raise support case via phone: 8h x 5d (Mon-Fri, non-holidays);
- Raise support case via web and e-mail;
- Guaranteed response time, max: next business day;
- Issue tracking system.

4. Service maintenance plan

Level 1 – L1

Specialists responsible for handling initial requests and resolving the most common issues based on standard cases and predefined procedures.

Level 2 – L2

Experienced specialists who collect diagnostic information (logs, technical specifications) and manage complex requests escalated from Level 1.

Level 3 – L3

Development engineers or technical experts involved in resolving highly complex issues that require in-depth analysis or source-code interventions.

5. Defining Problem Priorities

A — Critical

Incidents with a severe impact on system functionality, such as:

- Complete or partial system shutdown;
- Significant performance reduction;
- Inability to perform standard customization operations.

Intervention:

- Immediate analysis.
- Temporary solution (workaround) within a maximum of **1 working day**
- Within a maximum of **10 working days**, communication of the estimated timeline for delivering the definitive Solution.

B — Major

Incidents with a moderate or limited impact, such as unstable system performance or temporary (total or partial) system downtime.

Intervention:

- Immediate analysis during standard working hours.
- Temporary workaround provided within **3 working days**.
- Communication of the estimated date for the final Solution within a maximum of **20 working days**.

C — Minor

Defects or incidents that do not impact system functionality.

Intervention:

- Request analysis and communication of the final response date within 5 working days.

6. Communication Channels

- Access to the online incident reporting and monitoring system, available 24/7.
- Email support
- Phone support for urgent cases.