

FIRST / PLANCK Software License Support and Service

Software License

The software items proposed by TOS, which could be used for payload EGSEs are:

- 1 The SCOS-2000 system
- 2 The PROBA EGSE system comprised of
 - 2.1 The Router: SCOS gateway, TM & TC modules
 - 2.2 The Automation Tool: based on TCL/TK and SCOS interfaces
 - 2.3 The DataBase: based on ORACLE used for SCOE and Spacecraft data
- 3 The Integral DB; based on MS-Access used for Integral
- 4 The Winfops/Mois system: based on MS-Access used to prepare procedures

Per ESA convention for operational software, any ESA member state body (e.g. from the FIRST / PLANCK community) is entitled to apply for a software license for any of the above items, free of charge.

The request for a license has to be addressed to Mr. Steve Wicks (Head of the Contract Division, swicks@esoc.esa.de) at ESOC.

The request should contain:

The identification of the requesting organisation

The list of software items required

The type of license could be:

- Documentation only (password to FTP server will be given)
- Trial version for a limited duration to be specified (includes documentation)
- The system run-time version (includes documentation)
- The source code (includes also run-time and documentation)

The purpose of utilisation

A license contract addressing the above points will be sent to the requester for signature. This license is non-exclusive (e.g. other bodies can also request it), and ESA retains the ownership (e.g. it can't be sold to a third party).

After signature the requester will receive the requested software and in case some underlying COTS are necessary, their reference will be given (product id., vendor) and, if applicable, as a reference to ESOC contract with the vendor authorising the deployment of COTS (part of an ESA system, used for an ESA project) at preferential conditions.

Support and Service

In all cases it is assumed that the customer will procure the necessary hardware and COTS license himself.

TOS proposes chargeable Support and Services. These are:

Support:

This addresses the initial phase when the customer is first exposed to the delivered software. It could be:

- Just an installation,
- An installation with teaching how to do it,
- A course on the design of the software and how it can be best used,
- Consultancy to advise the customers how he can meet his specific requirements.

Service:

It assumes that the TOS software is untouched by the customer. This addresses a maintenance phase of a duration tbd (and which can be extended) for this software. It includes:

- A helpdesk service to get rapidly advises on utilisation problems,
- Submission of Software Problem Reports (SPR's) which will be fixed in further releases,
- Discussion, planning of Change ReQuests (CRQ's) implementations,
- Receive systematically software updates and getting them installed,
- Member of the software user group.

The requests for Support and/or Services have to be addressed to Mr. Dave Andrews (Head of TOS-PX, dandrews@esoc.esa.de) at ESOC.

The request should contain:

The identification of the requesting body

The definition of which support and/or service is required for which software

An offer will be made to the customer, which after negotiation will result eventually in a contract between TOS and the customer. The contract could be of Fixed Unit Time (FUP, e.g. labour) or Firm Fixed Price (FFP) nature depending on the type of request. All possible combinations can be envisaged and have to be discussed on a case by case basis.

The cost figures indicated in the presentation on 18.04.2000 are indicative and will have to be adapted to the specific request.