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Film and Publication Board

High Level Specifications

The FPB have deployed a number of applications to enable specific business processes in order to deliver effectively on its strategic objectives. Amongst the deployed applications is the Online Content Regulation (OCR) system that is used for the submission of media content (Games, videos, etc) by registered distributors for classification. To ensure that the OCR system is operational and responsive, we would like to appoint the services of an experienced service provider for a period of six months to provide maintenance and support services which includes and not limited to the following:

- Provisioning of day-to-day incident support services: bug fixing, data defects, system configurations and database administration.
- Ensure optimal application performance through:
  - Elimination of content submission bottlenecks.
  - Content encrypted and securely stored.
  - Ability for content to be played back for classification purposes.
- Development, testing, training and deployment of requested minor applications enhancement in line with change management process.
- Prepare test plans, test cases and facilitate user acceptance testing for all developed minor enhancements.
- Ensure availability of operational application interfaces and integration points.
- Ensure prompt response to request for information and or user authorisation/administration in compliance with internal authorisation process.
- Ensure prompt implementation of patches, updates and resolution of identified security and or vulnerabilities.
- Ensure proactive corrective and preventative maintenance in line with approved maintenance schedule.
- Perform system monitoring functions and ensure that early warning alerts are responded to proactively including conduction of root cause analysis, capacity management and regular applications health checks.
- Provide database administration services.
- Ensure system documentation(s) are updated and approved.

Application	Description	Technology	Integration Points
Online Content Regulation (OCR).	System that enables: • Enables registered distributors to submit media content for classification • Encrypt Submitted content • Enables Classifiers to View uploaded content • and also display classification decisions.	Dev: C# and MVC DBA: SQL Application Software:	• Electronic Management and Reporting System. • FPB Online • Financial System • FPB Mobile App