

## **ATTACHMENT 005 – VA MAP MAINTENANCE DEFINITIONS**

Corrective Maintenance: The Contractor shall identify defects resulting from architecture, design, networking, and coding, physical or logical errors;

Adaptive Maintenance: The Contractor shall modify the architecture or software in support of changes to the environment such as operating system, network, cloud service, deployment, security, and database or hardware configurations. Adaptive maintenance shall ensure that server-based COTS products will not be more than 6 months behind the most current release.

Perfective Maintenance: The Contractor shall accommodate new or changes user requirements or new and existing technical capabilities within the context of existing functionality such as adding new exception flows to an existing user case, modifying a user interface for increased usability or changes to improve system performance. This includes but is not limited to:

- Updating cloud infrastructure and software to accommodate new or changed user requirements within the context of existing functionality
- Enhancements to performance
- Incorporating new functionality provided by the cloud service provider

Preventative Maintenance: The Contractor shall perform activities aimed at increasing the systems maintainability, supportability or reliability or to address new security threats.