

Maintenance Agreement

Agreement governing the maintenance and servicing of software and equipment

The Norwegian Government's Standard
Terms and Conditions for IT Procurement
SSA-V

Tender for delivery of an Automatic Blister
Cutting and Packaging Machine for the
Hospital Pharmacies Enterprise – South
Eastern Norway

Appendix 5: Service level with standardised
price reductions

Customer: Sykehusapotekene HF

Contractor: <Contractor name>

Case number: 2019/0010



This appendix should not be filled out by the Contractor upon submission of proposal.



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1. Introduction

This appendix describes the service level with standardised price reductions.

2. The Agreement, clause 2.2.4 User support

Response time and correctional work time is set in table 1 in chapter 6 in this appendix, "V Appendix 5 Service level with standardised price reductions".

3. The Agreement, clause 2.2.5 Defect management (error handling)

In accordance with clause 2.2.5 of the Agreement.

4. The Agreement, clause 2.2.6 Installation of patches, etc.

In accordance with clause 2.2.6 of the Agreement.

5. The Agreement, clause 2.2.7 New versions

In accordance with clause 2.2.7 of the Agreement.

6. The Agreement, clause 11.4.3 Standardised damages and hourly liquidated damages

Response time, correctional work time and consequences is set in table 1 below.

Definition of errors are according to the Agreement, clause 2.2.5



Table 1. Response times, correction work and consequences

Level	Category	Response time production hours (08:00-16:00) Monday – Friday	Correction Work started and consequences
A and B	Critical and serious errors	Immediately	<p>Tracing and debugging shall immediately be started. The system should be in operation as quickly as possible and the Contractor shall provide feedback on estimated time for repair as soon as possible and continuously until repair is completed.</p> <p>If the fault is not confirmed corrected by the Customer or circumvented within four (4) working days after being notified, a daily penalty fine equal to 1% of this Agreement's yearly maintenance fee is to be paid. If the error is not corrected or circumvented within seven (7) working days after being notified or more, the daily fine shall increase to a total of 5% of this Agreement's yearly maintenance fee.</p>
C	Less serious errors	1 day	Within a reasonable time as agreed between the parties.