



Request for Proposal

CPE Procurement

SSA-V, Appendix 1

Customer Requirements Specification

Version	Initials	Date	Comments/amendments
1.0	KIV		First draft
1.1	KIV		Updated numbering of requirements
1.2	DIK	18.10.2019	Part of the Tender documents

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1. SCOPE OF THE AGREEMENT (SECTION 1.1 OF THE AGREEMENT)

1.1 Background

The main purpose of the service and maintenance is to achieve the following goals:

- Ensure the agreed availability on the CP,
- Reduce the financial consequences in case of downtime and CPE failures,
- Reduce the financial consequences in case of damages caused by third parties.

2. SPECIFICATION OF SERVICE AND MAINTENANCE

2.1 Proactive and preventive maintenance

The purpose of this Chapter is to get an overview of maintenance actions that prevent unexpected downtime in the Charging Point Equipment solution. The Customer expects support and service delivering high quality and continuous service where services are maintained and repaired before issues impacting the agreed availability.

ID	Description
V R1	<p>Preventive / proactive maintenance of the CPE</p> <p>The Contractor should provide for preventive/ corrective service and maintenance of the CPE delivered to the Customer, consisting of at least the following elements:</p> <ul style="list-style-type: none"> • Monitoring: Malfunctions in the solution should automatically and effectively be reported to the maintenance organisation and corrective maintenance started upon such reports. • Preventive maintenance: The Contractor should perform preventive maintenance such as periodic cleaning of camera equipment, maintaining software, etc in order to reduce the risk of downtime and CPE failures. • Corrective maintenance: The Contractor should perform corrective maintenance in order to restore correct operation of the CPE in case of downtime and CPE failures.
V R2	<p>Proactive monitoring</p> <p>The Contractor should proactively monitor the Charging Point Equipment solution, so that they help to uncover bugs or capacity, performance or stability problems at an early stage.</p>
V R3	<p>Periodical preventive on-site inspections</p> <p>The Contractor should perform at least 4 on-site inspections (prior to quarterly meetings) of the CP in accordance with current checklist (as provided by the Customer) for inspection of the CP.</p>
V R4	<p>Preventing deteriorating of the solution</p> <p>The Contractor should performs proactive maintenance will ensure that the Charging Point Equipment does not deteriorate over time.</p>
V R5	<p>Maintenance of the requirements</p> <p>The Contractor should ensure that the requirements in SSA-V Appendix 1 should be maintained and ensured met after major and minor changes to the solution.</p>

2.2 Additional service and maintenance requirements

This Chapter specifies additional service and maintenance requirements. The Customer expects a solution delivering high quality and continuous service where services are maintained and repaired before issues negatively impact operational work.

ID	Description
V R6	<p>Life Cycle Management</p> <p>The Contractor should assist the Customer with Life Cycle Management keeping the Charging Point Equipment solution up to date. The Contractor should keep an up-to-date documentation of the CPE and overview of the various components included and their warranty status.</p>
V R7	<p>Operational tools</p> <p>The Contractor should provide necessary support and maintenance tools as a part of the offered support and maintenance services.</p>
V R8	<p>User Support</p> <p>The Contractor should deliver user support. Further requirements are specified in SSA-V Appendix 5 and Appendix 6.</p>
V R9	<p>Spare service parts availability</p> <p>Service parts management is a main component of a complete service management process that Contractor shall use to ensure that right spare part and resources are at the right place (where the broken part is) at the right time. Spare parts, are extra parts that are available and in proximity to CPE for which they might be used. Service parts management shall ensure defined availability.</p>
V R10	<p>Standing approval ("stående vedtak") for road closing</p> <p>The Contractor should obtain and at all times have a valid a standing approval for road closing. The approval should be documented prior to completion of the establishing phase. The duration of such approval is decided by the Norwegian Public Roads Administration, renewal should be discussed in periodical meetings.</p>
V R11	<p>Security requirements</p> <p>Maintenance and support should comply with security requirements in Annex 5.</p>

2.3 Personal data

ID	Description
V R12	<p>Data processor agreement</p> <p>The contractor shall sign a Data processor agreement with the Customer (SSA-V Appendix 12, Data Processing Agreement). The description of data processing, with requirements and obligations is described on: https://www.datatilsynet.no/English/</p>

3. OPTIONS

ID	Description
V R13	Additional components The Contractor shall provide additional components with agreed fixed discount, cf. Appendix 07 Annex 01.

4. LIST OF ANNEXES TO APPENDIX 1

Annexes	Attached
Annex 1 – N/A	
Annex 2 – N/A	
Annex 3 – AutoPASS Definitions and abbreviations	X
Annex 4 – N/A	
Annex 5 – 4.5 Security Architecture for AutoPASS	X
Annex 6 – N/A	
Annex 7 – N/A	
Annex 8 – N/A	