



Operational support and maintenance – Ferde Toll Collection systems

SSA-V, Appendix 1

Customer requirements specification (requirements for the maintenance services)

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1 Introduction

This appendix describes the Customer's requirements for the maintenance service.

The Toll Collection System (TCS) and the platform are described in Appendix 3. This agreement covers support on the TCS and Customer Service Application as well as the platform they run on. Infrastructure below the OS-level will not be covered by this agreement.

The Maintenance services are described in section 2.2.

After the establishment phase, the Supplier will be responsible for maintenance of the solutions.

1.1 Description of requirement table and types

1.1.1 Customer Requirements

No.: Unique serial number of the requirement
Description: Text describing the requirement
Type of requirement: See table below

Absolute requirements (A)	The requirement is mandatory and must be satisfied. The requirement is to be regarded as a minimum requirement.
Absolute requirements (A) *	The requirement is mandatory and must be satisfied. The requirement is to be regarded as a minimum requirement, where "more is better". Star dictates that the requirement is subject to relative evaluation.
Desired requirements (B)	The requirement SHOULD be satisfied, but it is not an absolute requirement. Responses will still have an impact on the evaluation of the offer.
Info (I)	Not a direct requirement for the delivery, but the supplier should provide supplementary information in its solution description. Answers will have an impact on the evaluation of the offer.

1.1.2 Suppliers' response

Offered: The extent to which the provider can satisfy the requirement (yes, no, partly).

For requirements that are answered with partial, the solution description must be specifically elaborated on what cannot be satisfied.

Solution Description: Supplementary information on how to satisfy the requirement.

Where the supplier e.g., of space considerations do not find it appropriate to put the solution description into the actual requirements table, the description can be added in its own attachment. In this case, a reference to the solution description should be given in the response table, and it should clearly appear in the solution description which requirement is described.

The provider is responsible for describing all necessary solution elements to get a complete solution, even if not all of them are described in the requirements.

2 Requirements

2.1 The Agreement, clause 2.1.2 Cooperation plan

Cooperation requirements are set out in Appendix 6.

2.2 The Agreement, clause 2.2.1 Scope of the maintenance services

- Preventive maintenance, including, but not limited to
 - System monitoring
 - Database tuning and optimization
 - Code optimization
- Standby consultants to support customer IT personnel on short notice:
 - Handling platform errors that are reported by the Customer
 - Handling Toll Collection applications (TCS) application errors that are reported by the Customer
- Advise the Customer on Software Lifecycle Management
- Advise the Customer on preventive maintenance for the Toll Collection applications
- Strategic advice on system and platform roadmap, based on business requirements and technological development
- Development services for limited changes and enhancements to existing Toll Collection applications
- Bug fixing
- Other assistance and advice

2.3 Requirements for Maintenance Services billed as a monthly service charge:

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.3.1	The Supplier shall provide preventive maintenance for the TCS application and processes and advise the Customer on preventive measures for the Customer Service Application on a monthly basis.	Description of service	A
2.3.2	The Supplier shall advise the Customer on Software Lifecycle Management on a quarterly basis.	Description of service	A

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.3.3	<p>The Supplier shall provide monitoring services.</p> <p>The Supplier shall provide system monitoring that includes e.g. service availability, monthly status reporting, diagnosis of malfunctions and improvement suggestions.</p>	Description of service	A
2.3.4	The Supplier shall inform the Customer when any category A error is reported by the monitoring service.	Confirmation	A
2.3.5	<p>The Supplier shall take corrective measures within the time limits set forth in Appendix 5 for <u>any</u> category A errors reported by the monitoring service.</p> <p>If the root cause of the error does not fall under the Suppliers responsibility, the work will be compensated at the agreed upon hourly rates.</p>	Confirmation	A
2.3.6	<p>The Supplier shall perform corrective maintenance on the TCS for any Category B or C error reported and assigned priority by the Customer.</p> <p>If the root cause of the error has not been confirmed as the Suppliers responsibility, the Customer must approve the order before work commences.</p>	Confirmation	A
2.3.7	The Supplier must be able to provide services and advice as described in this section onsite at Ferde's location upon request. Most work can be performed offsite.	Confirmation	A
2.3.8	The Supplier shall plan and facilitate knowledge transfer and involvement of key Customer personnel.	Description of service.	A*

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.3.9	<p>The vendor shall establish a plan for data recovery scenarios during the establishment phase. This must include a full disaster recovery plan.</p> <p>The disaster recovery plan must be approved by the Customer before the establishment phase is concluded.</p>	Confirmation	A

2.4 Requirements for Maintenance Services billed hourly:

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.4.1	<p>On request from the Customer, the Supplier shall handle system and Appian framework errors that are reported by the Customer.</p> <p>Orders for corrective operational measures shall be assigned a priority by the Customer.</p>	Confirmation	A
2.4.2	The Supplier shall offer operational support services for the system and Appian framework.	Confirmation	A
2.4.3	The Supplier shall perform preventive maintenance on the Customer Service Application on request from the Customer.	Confirmation	A
2.4.4	Corrective maintenance tasks ordered by the Customer shall be initiated within the time limits defined for each category as defined in Appendix 5 section 1.3.2 "Response times".	Confirmation	A
2.4.5	The Supplier shall provide estimates on scope of work based on requests by customer, prior to commencing work, except where the Customer has assigned the highest priority.	Confirmation	A
2.4.6	The supplier shall evaluate potential impact on requests made by the Customer, prior to commencing.	Confirmation	A

2.5 Requirements for the establishment phase

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.5.1	<p>The supplier shall take over liability according to the requirements and instructions described in this Maintenance Agreement.</p> <p>Establishing the services is carried out as part of the project for the establishment of the maintenance service</p>	<p>The Supplier shall describe the plan for the establishment project in Appendix 4, including description of activities.</p> <p>All sections marked with "< Supplier's response >" should be completed.</p>	A*
2.5.2	The establishment phase should not exceed 6 months.	Appendix 4	B
2.5.3	The establishment project shall be priced as a fixed price service in Appendix 7A.	Appendix 7A	A

2.6 Service requests and error reporting to the Supplier

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.6.1	The Customers Jira installation will be used for service requests, including manual service outage reports, and priority assignment.	Confirmation	A
2.6.2	<p>The Supplier shall take corrective measures within the time limits set forth in Appendix 5 for <u>any</u> errors reported in Jira.</p> <p>If the root cause of the error has not been confirmed as the Suppliers responsibility, the Customer must approve the order before work commences.</p>	Confirmation	A
2.6.3	The results of corrective measures and service requests must be logged in the Customers Jira system.	Confirmation	A
2.6.4	<p>The Supplier must describe how they will ensure timely response to request entered in the Customers Jira system.</p> <p>This description should include description of integrations required by the Supplier.</p>	Description	A*

2.7 Service level agreement

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.7.1	The supplier shall propose effective penalties for breach of the SLA in Appendix 5, section 1.3.3.	Appendix 5	A*

2.8 The Agreement, clause 2.2.3 Updating of documentation

Requirements related to documentation are described here.

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.8.1	The supplier shall provide the Customer with documentation in advance of any planned or required changes.	Confirmation	A
2.8.2	The Supplier shall update documentation on the Customer's Confluence server to ensure updated and consistent documentation	Confirmation	A
2.8.3	Service and support requests will be raised and documented in the Customer's Jira application.	Confirmation	A

2.9 The Agreement, clause 2.2.4 User support

The Agreement does not include end user support.

2.10 The Agreement, clause 2.2.7 New versions

The Supplier is not responsible for supplying the Customer with new versions of software.

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.10.1	The Supplier must offer installations service and support for installing updates to the Appian framework and related TCS components as an hourly service.	Confirmation	A
2.10.2	The Supplier shall keep track on relevant updates to the solution and evaluate potential impact on the TCS.	Confirmation	A

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.10.3	The Supplier shall provide proactive advice on any updates to the solution on an ongoing basis.	Confirmation	A
2.10.4	The Supplier shall describe their processes for test/QA and deployment of new software versions.	Description of service	A
2.10.5	If specific deadlines shall apply for upgrading to new versions of generally used software included in the Customer's technical platform, these shall be specified in Appendix 5, section 1.2.1.	Appendix 5	A

2.11 The Agreement, clause 2.2.8 Further development

The Customer may order the further development of software that is covered by the maintenance agreement within the framework that is described here. This includes the development of additional functionality that is moderate in scope.

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.11.1	The supplier shall provide advice on enhancements and improvements on the Solution.	Describe process and approach	A
2.11.2	The supplier shall provide enhancements and improvements on the Solution in cooperation with the Customer.	Confirmation	A
2.11.3	The Supplier shall describe their preferred development methodology and project management routines for development projects.	Describe methodology and routines in detail in Appendix 2.	A*
2.11.4	The Supplier shall describe their processes for test/QA and deployment of development.	Description of process	A*
2.11.5	The Supplier shall provide estimates on scope of work based on requests by customer, prior to commencing development work.	Confirmation	A

2.12 The Agreement, clause 9.1 General external legal requirements and measures

Pay and working conditions, documentation, and sanctions shall be in accordance with the regulations on salary and working conditions of 8 February 2008 No. 112.

If the Supplier is located outside Norway, documentation pertaining to employees working in Norway must be submitted to the Norwegian Tax Administration.

2.13 The Agreement, clause 9.3 Personal data

The Contractor will process personal data on behalf of the Customer in connection with implementing the deliverables.

The supplier and any subcontractors shall sign and follow the customer's data processing agreements/information security agreement. The vendor's employees will sign individual confidentiality statements.

Supplier and any subcontractors and all supplier and subcontractor employees who process data on behalf of customer must either:

- a) be located in an EEA country or in a country pre-approved by the European Commission for the transfer of Personal data. For suppliers or subcontractors located in the United States, supplier and any subcontractors must have joined the Privacy Shield to fulfill the claim.
- b) sign standard contractual clauses (SSC) for the transfer of personal data to third countries pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council. The person signing the SSC must be authorized to sign on behalf of the supplier / subcontractor.

Customers' Requirements			
No.	Description	Documentation	Requirement type
2.13.1	The Supplier shall provide the Customer with all documentation necessary to complete risk assessment of the Supplier and any subcontractors.	Confirmation	A
2.13.2	Processing of personal data shall at all times be in accordance with EU and Norwegian regulations.	Confirmation	A

3 Requirements for the Team and Consultants

3.1 Consultant's personal characteristics (all roles)

Customers' Requirements			
No.	Description	Documentation	Requirement type
3.1.1	Proactive: The consultant should be proactive and quickly report and follow up on findings made through client tasks.	Confirmation	A
3.1.2	Planning and organizing: The consultant should be able to plan and coordinate their own work tasks that may affect others.	Confirmation	A
3.1.3	Assessment and decision-making skills: The consultant should be able to see different options/solutions, assess these against each other and make informed decisions within their area of expertise, and have the ability to prioritize.	Confirmation	A
3.1.4	Communication and cooperation: The Consultant shall have good written and oral presentation skills, be able to cooperation with the Customer, take initiative, be reliable and responsible, and be service minded.	Confirmation	A
3.1.5	Flexibility and restructuring: The Consultant shall demonstrate a willingness to adopt new routines and tasks within their field of expertise.	Confirmation	A
3.1.6	Work effort and results: The Consultant shall have the ability to follow up plans and deadlines independently, have the ability to work independently, quality conscious and effective within the work area. The Consultant shall remain professionally updated and oriented on his own initiative. Normal working capacity is required.	Confirmation	A
3.1.7	Language: The Consultant shall be fluent in Norwegian or English.	Confirmation	A

3.2 Project leader/KAM

Customers' Requirements			
No.	Description	Documentation	Requirement type
3.2.1	The consultant shall have the relevant education/competence and a minimum of 5 years of relevant experience.	CV	A
3.2.2	The consultant shall have good competence and experience related to the recognized project methodology for ICT-related projects (PRINCE2, PMBOK, ITPP or equivalent).	CV	A
3.2.3	The consultant will have good documents experience from project management related to ICT-related projects.	CV	A
3.2.4	The consultant will have good, documented project and program management experience from projects of varying sizes and complexity in public business.	CV	A
3.2.5	The consultant should have experience with other projects built on low-code platforms.	CV	B
3.2.6	<p>The consultant shall be the supplier's contact point for fulfillment and compliance with the agreement. The delivery manager shall answer and follow up tasks that the provider receives from the contracting authority.</p> <p>The consultant is further expected to participate in status meetings with the Customer and be proactive in compliance with the agreement.</p>	Confirmation	A

3.3 Consultant operational support

Customers' Requirements			
No.	Description	Documentation	Requirement type
3.3.1	The consultant shall have the relevant education/competence and a minimum of 3 years of relevant experience.	CV	A
3.3.2	The consultant should have experience with other projects built on low-code platforms.	CV	B
3.3.3	The consultant should have experience with ITIL processes and tools.	CV	B

Customers' Requirements			
No.	Description	Documentation	Requirement type
3.3.4	The consultant should have experience with IT operations management and control for Windows Server and Linux environments.	CV	B
3.3.5	The consultant should have experience with managing Appian framework installations.	CV	B

3.4 Consultant Appian development support

If the Supplier or the Supplier's subcontractor do not have the necessary Appian competence, the Supplier may use the Customers Framework Agreement for Appian development to fulfil Appian-related responsibilities.

Customers' Requirements			
No.	Description	Documentation	Requirement type
3.4.1	If offered, the consultant shall have the relevant education/competence and a minimum of 3 years of relevant experience.	CV	B
3.4.2	If offered, the consultant shall have experience with development based on Appian.	CV	B
3.4.3	If the Supplier does not have the required Appian resources available, the Supplier must commit to subcontract required resources or build up competence internally within 12 months after contract commencement date. The Supplier may use the Customers Framework Agreement for Appian development to fulfill Appian-related responsibilities until internal or subcontracted competence is available.	Confirmation	A
3.4.4	If the quality of offered Appian related services does not meet the Customers expectations, use of a subcontractor from the Customers Framework Agreement for Appian development will be imposed.	Confirmation	A

3.5 Solution architect

Customers' Requirements			
No.	Description	Documentation	Requirement type
3.5.1	The consultant shall have the relevant education/competence and a minimum of 5 years of relevant experience.	CV	A
3.5.2	The consultant must have experience with one or more of the following: Engineering and software architecture design, business analysis, DevOps, IT infrastructure design.	CV	A*
3.5.3	The consultant should have experience with ITIL processes and tools.	CV	B
3.5.4	The consultant should have experience strategic ICT advisory.	CV	B

4 Description of the Team

4.1 Team Requirements

The customer wants the delivery of services to be carried out by personnel who have good insight into the Customer's business, environments, applications, and solutions.

Customers' Requirements			
No.	Description	Documentation	Requirement type
4.1.1	The offered personnel should act as a team. The offered core team must appear as a well-assembled and professionally strong unit for the provision of services to the customer. Supplier should describe how this will be solved.	Description	A*
4.1.2	The offered personnel shall be listed in Appendix 6 – under key personnel. Changes to key personnel must be approved by the Customer.	Key personnel table in Appendix 6.	A
4.1.3	If changes are made to offered personnel (the team), the Supplier must ensure competence transfer to the new team members free of charge. New team members must at least have the same level of experience and competence as the team members they are replacing.	Confirmation	A

Customers' Requirements			
No.	Description	Documentation	Requirement type
4.1.4	The consultants assigned to the Agreement shall form a team with members covering all competence areas required to fulfill the Agreement.	Confirmation	A
4.1.5	All competence areas should have one primary responsible and a backup team member who can fulfill the duties of the primary consultant in case of absences. One team member can cover more than one role, if the competency requirements are met, and a suitable backup resource is available for all roles	Description of team composition and CVs.	B
4.1.6	The consultants assigned to the Customer shall maintain the necessary skills and competences needed to fulfill the contract, including knowledge of the Customers systems and configurations, as well as understanding basic business requirements.	Confirmation	A
4.1.7	The team must have a broad combined area of expertise and experience. Experience with the following topics and technologies should be present in the team: DevOps, Appian, REST APIs, AMQP with RabbitMQ, Microsoft SQL Server.	Short description of team experience	A*