

# 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 Bulk Unit Dose Dispensing  
and Packaging Machine*

**SSA-V Appendix 6 Administrative provisions**

**Case number: 2022/510**

## Appendix 6 Administrative provisions

### 1. Introduction

This appendix is used to gather administrative procedures for the contractual relationship and the cooperation between the parties.

### 2. The Agreement, clause 1.5 The representatives of the parties

As defined in clause 1.5 of the Agreement, the following persons are authorized representatives in all matters relating to the agreement.

	Customer	Contractor
Name		
Position		
Phone number		
E-mail		

In case of replacement of one of the parties' representatives, the other party shall be notified in writing as soon as possible, minimum 30 days prior to replacement, and the contract shall be updated accordingly, in accordance with the applicable change regime.

### 3. The Agreement, clause 2.1.2 Cooperation plan

In accordance with the Agreement.

### 4. The Agreement, clause 2.2.2 Reporting performed maintenance

The test report should include:

- Who, when and what controls were conducted
- What equipment / system is tested (and location)
- How the test is performed
- References to the Norwegian standard, European standard, ISO etc. (if applicable)
- Copy of valid calibration certificate for used test equipment (if applicable)
- Values and results
- Acceptance criteria's shall be defined and the report shall offer an opinion on if the relevant test / inspection has met the acceptance criteria.
- Documentation of deviations when acceptance criteria are not met
- Comments and/or observations

**5. The Agreement, clause 2.2.4 User support**

In accordance with the Agreement.

**6. The Agreement, clause 5.2 Key personnel**

In accordance with the Agreement.

**7. The Agreement, clause 5.4 Wages and working conditions**

In accordance with the Agreement.

**8. The Agreement, clause 7.2 Form of communication - in writing**

In accordance with the Agreement.

**9. The Agreement, clause 9.3 Personal data**

In accordance with the Agreement.