Appendix 1: Customer requirements specification

General requirements and explanations

All requirements must be answered from Contractor to be compliant for an assessment from Customer. The spreadsheet shall be delivered together with the offer from the Contractor. The Contractor can answer with numbered attachments.

Requirement code.
1. "Shall have" requirement.
2. "Should have" requirement.

The Agreement, clause 1.1 Scope of the Agreement

If the deliverables shall function together with the Customer's current technical platform, this shall be stated here.

Post	Requirement	Requirement code
1	Classroom Maintenance Training Device (MTD) and Cockpit Touch Screen Maintenance Trainer (MFTD) shall meet requirements in EASA Part-66 Annex III appendix I B1 and B2 (training level 2 and 3).	1
2	Classroom simulator (MTD) shall have capacity of 18 students.	1
3	MTD shall have an instructor operating station	1
4	MFTD shall have Instructor operating station	1
5	The MTD simulators shall have virtual aircraft simulation of: a. Standard maintenance tasks. b. Aircraft access to compartments for identification of components etc. c. Line Replaceable Units (LRU) removal/installation. d. Troubleshooting measurements (resistance, voltage, current, temperature, pressure etc.).	1

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6	Simulators shall have realistic OEM operational aircraft software that are in commercial use for helicopter or fixed wing aircraft.	1
7	Simulators shall have maintenance troubleshooting functionality.	1
8	Simulators shall have aircraft (selected) documentation.	1
9	Simulators shall have simulation of equipment Built in test.	1
10	Interactive/animated schematics functionality for electronic and hydraulic systems etc., that always reflects the current ownship model status.	1
11	The simulators shall be powered with 230 Volt/50 Hz	1
12	Simulators must have functionality for Line Replaceable Units removal and installation.	1
13	Cockpit touch screen maintenance trainer (MFTD) shall have a combination of hardware replicas and touch screens.	1
14	Cockpit touch screen maintenance trainer (MFTD) shall have Worldwide 3D terrain scenery	1
15	Simulators shall have compatibility for complex aircraft software	1
16	Simulators availability shall be 96 % or more.	1
17	Support through the simulator's life cycle. Support is not limited to, but can be such as technical and operating support, hardware - and software updates.	1
18	1. VR-glasses capability for maintenance activities on aircraft.	2
19	1. MTD instructor operating station should have:	2

	1. Monitor student progress. 2. Launch training scenarios.	

20	2. MTD simulator should have capability to:
	  1. Simulate cabin/crew areas component removal/installation.
	  2. Virtual flight deck.
	  3. Virtual aircraft.
	  4. Head-up display
	  5. Full freeplay of ownship model
	  6. Worldwide 3D terrain scenery
		2

21	MFTD simulator should have capacities as:
	  1. System operations.
	  2. Cockpit Display systems fully simulated.
	  3. Engine start/stop simulation.
	  4. Extinguisher test.
	  5. Realistic malfunctions that are selectable.
	  6. Return to service tests.
	  7. Full freeplay of ownship model
		2

22	MFTD instructor operating station should have capability to:
	  1. Set malfunctions.
	  2. Freeze simulation.
	  3. Aircraft reposition.
	  4. Environmental parameters
		2

The Agreement, clause 2.1.2 Customisations and installation, etc.

If the Contractor shall be responsible for performing customer customisations, installations, or other tasks that shall be performed after the software and equipment has been handed over or made available to the Customer, this shall be specified here.

Post	Requirement	Requirement code
1	The contractor shall perform onsite installation of maintenance training device (MTD) software and touch screen maintenance trainer (MSTD).	1
2	The customer shall acquire general computer hardware with specification requirements from contractor for the MTD.	1
3	Contractor shall provide hardware requirements for MTD hardware.	1
4	Contractor shall provide online customer support before, under and after installation of MTD and MSTD.	1

The Agreement, clause 2.1.3 Documentation and training

If the Customer has further requirements concerning documentation in addition to those stipulated in the Agreement's clause 2.1.4, this shall be stated here.
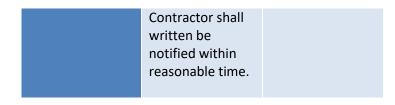
Post	Requirement	Requirement code
1	Detailed documentation ensuring to operate, trouble shoot, maintain, repair, modify and ordering of parts.	1
2	Onsite or online training on maintenance and operation, when and as required.	1
3	Minimum 5 days onsite initial training on each simulator after delivery.	1

If the Contractor shall help provide the necessary training for the Customer's personnel, this shall be stated here.

The Agreement, clause 2.2.2 Duty to examine

If a special approval test will be conducted, this shall be stated here. (The type and detailed scope of the approval test must be described in Appendix 5.)

Post	Requirement	Requirement code
1	Contractor **shall demonstrate** that simulator requirements are fulfilled. This demonstration can be conducted through initial training.	1
2	Any **deviations found shall** be documented by Customer and	1

	Contractor shall written be notified within reasonable time.	

The Agreement, clause 2.7 External legal requirements

Here, the Customer shall identify which legal requirements, or requirements that are specific to the party in question, are of relevance to the conclusion and implementation of the Agreement. The Customer must also specify relevant functional and security requirements for the deliverables here.

Post	Requirement	Requirement code
1	Warranty time for software and hardware delivered to Customer **shall be 12 months**. Warranty date shall be agreed between Customer and Contractor during contract process.	1
2	Classroom simulator software (MTD) **shall** be delivered complete within 2 months from ordering date.	1
3	Cockpit touch screen maintenance trainer **shall** be delivered complete within 6 months from ordering date.	1

The Agreement, clause 4.3 Free software

If parts of the deliverables are based on free software, including customisations and further developments of the free software, the Customer shall be granted the rights that are necessary to

distribute the results further under the relevant free software licence or under a compatible free software licence if this is stipulated here.

If the Customer requires these rights in order to distribute the results, it is important that the Customer specifies this here. One way of specifying this is to tick "YES" in the box below:

"The Customer needs to be able to distribute the results of the deliverables that are covered by a free software licence: YES [   ] or NO [   ]"