**MA2751/14E**

**A Cloud based Real User Monitoring and Application Performance Monitoring Solution**

**SSA-K Appendix 1**

**Customer requirement specification**

# 1 Content

# Introduction

The Condensated Sale and Purchase Agreement (SSA-K condendated) henceforth named The Agreement has a structure that indicates that Appendix 1 and Appendix 2 contains the same information except for the Contractors reply to the Customers requirements.

Appendix 1 is the same and equal to Appendix 2 minus tables and columns meant for the Contractors reply. Do not write any replies in this document.

For avoidance of doubt NRK has choosen to handle the use of Appendicx 1 as follows:

# 1. Introduction to requirements and compliance

Requirements are categorized in the requirements description into two levels of priority:

| Priority | Description |
| --- | --- |
| **MUST** | Must be complied to, and supported by adequate descriptions on how the requirements will be fulfilled as part of the delivery. |
| **SHOULD** | In principle these criteria should also be met, and the Contractor should explicitly document how the requirements will be met by adequate descriptions. Contractor must explicitly address this, and is encouraged to provide an alternative solution. |

Compliance with requirements will be documented by the Contractor in this Appendix (appendix 2.2) and the Contractor solution specification must be in accordance with the table below. The following "degrees of fulfilment" must be used:

Definitions:

• Standard: Feature is in supported operation at the deadline for proposal submission

• Standard during project timeframe: Standard feature scheduled for implementation as part of this project

• Customization: Requires development and /or adaption of standard functionality to be fulfilled, to be delivered as part of this project

| |
|---|
| • Future version: Feature is scheduled for implementation in next/future version, release date to be stated in supplementary description |
| • Non-compliant: Requirement not fulfilled |
| |
| Section reference: Refers to numbered section below the compliance list where supplementary information can be found. All requirements must be supported by supplementary description on how compliance is ensured. |
| Important: Please note that only one of the above alternatives must be checked. |

- First in this document (chapter 2.1 – 2.2) we like you to answer and comment on two very important general formulations.
- Then there is a list of general requirements (chapter 3). Answers must be short and concise.
- Last there is a list of more detailed requirements attached as an excel file described in chapter 4.  Answers must be short and concise. All questions must be answered. Links to external information can be provided.

It is also important to clarify whether the tool has the requested functionality now or if this is something you are planning for later releases, or not at all.

## 2.1 General online services 1

The purpose of this contract is to identify a provider who can help NRK to improve the end user's experience when using our "online services" and device-apps. We are looking for a tool that gives us a complete, real-time overview of the interaction between all kinds of user devices, browsers and our online services. End to end monitoring. How does your tool fulfill this requirement?

| | Contractor compliance | | | |
|---|---|---|---|---|
| Describe | Yes | Partly | No | The Contractors description of fulfilment. Please describe if the description only is partly fulfilled or not fulfilled. |
| X | | | | |

## 2.2 General online services 2

NRK needs to analyze and monitor application performance for detecting deviations in real time and view historical trends. The solution must give NRK the ability to work proactively with bugs, performance issues and bottlenecks. Does your tool fulfill this requirement?

| | Contractor compliance | | | |
|---|---|---|---|---|
| Describe | Yes | Partly | No | The Contractors description of fulfilment. Please describe if the description only is partly fulfilled or not fulfilled. |
| X | | | | |

# Requirements we like the contractors to describe more

## 3.1. Describe functionality in your tool/solution

| .Customer requirement | | Contractor compliance | | | | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 1 | Describe what kind of analytics your tool is doing especially well. | x | | | | |
| 2 | Make a short list over which browsers your tool supports. | x | | | | |
| 3 | Describe how your tool supports Geolocation. | x | | | | |
| 4 | Describe what your tool supports/monitors on a website. | x | | | | |
| 5 | Describe how you monitor 3rd party components. | x | | | | |

| .Customer requirement | | | Contractor compliance | | | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*. <br><br> * Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations. <br><br> Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 6 | Describe how you support CDN monitoring | x | | | | |
| 7 | Describe how you monitor databases. | x | | | | |
| 8 | Describe how you support mobile applications. | x | | | | |
| 9 | Describe why developers will find your tool useful | x | | | | |
| 10 | Describe why  operations will find your tool useful | x | | | | |
| 11 | Describe why system owner will find your tool useful | x | | | | |

| | .Customer requirement | | Contractor compliance | | | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*. <br><br> * Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations. <br><br> Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 12 | Does your tool support alerting? Please describe your alert functionality. | x | | | | |
| 13 | Please describe your data retention policy. NRK is interested in aggregating data for several years. | x | | | | |
| 14 | Describe what dashboard functionality your tool provides and show examples. | x | | | | |

## 3.2. Licenses.

| Customer requirement | | | Contractor compliance | | | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*. <br><br> * Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations. <br><br> Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 1 | Different levels of pricing for data storage in the Cloud solution must be included in the bid, listed in appendix 7. | x | | | | |
| 2 | All licenses needed to achieve the functionality described in this appendix (2) must be included in the bid, listed in appendix 7. | x | | | | |
| 3 | Any functionality implying extra licensing costs which is not covered in the bid must be listed in appendix 7. | X | | | | |

| Customer requirement | | | Contractor compliance | | | | |
|---|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 4 | If any of our demands require other modules than RUM and APM please specify which modules and why we need them. They must be included in the bid in appendix 7. | x | | | | |

## 3.3. Support

| Customer requirement | | | Contractor compliance | | | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 1 | In addition to the user support provided by the supplier himself, the supplier undertakes to set up direct contact between the manufacturer and NRK for user support, guidance during configuration and explanations of specific technical issues. | x | | | | |
| 2 | The tool must have high uptime/accessibility and a fast network connection. Please describe how your infrastructure supports this. | x | | | | |
| 3 | The Cloud solution offered must be a "well tested" and high performing installation. | x | | | | |

## 3.4. Software updates and upgrades

| .Customer requirement | | | Contractor compliance | | | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 1 | Describe how software upgrades are done. | x | | | | |
| 2 | The supplier must offer NRKs personnel regular information on new versions of software. | x | | | | |
| 3 | Point out the main areas in your roadmap for the next 2 – 3 years. | x | | | | |

## 3.5. Options

| .Customer requirement | | | | | Contractor compliance | | | |
|---|---|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*. <br><br> * Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations. <br><br> Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 1 | The contractor must give an optional training offer for operators and developers (5 -10 people) as a webinar or on site course, planned by the Contractor in cooperation with the Customer. | X | | | | |
| 2 | Our "online services" also includes streaming of our TV and radio content to multiple devices. We deliver live and on-demand streams through CDNs, in multiple bitrates and formats. The possibility to monitor the quality of these streams may be of interest in the future and will be handled as an option. Please include a price for this module as an option in the bid. | x | | | | |

| .Customer requirement | | | Contractor compliance | | | | |
|---|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*. <br><br> * Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations. <br><br> Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 3 | **Support Agreement** <br><br> Please specify yearly cost and conditions for an optional support agreement. <br><br> • Phone/mail support <br><br> • All necessary software upgrades <br><br><br> Please specify price and conditions for such agreement in appendix 7 | X | | | | |

## 3.6. Installation, user experience and testing

| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
|---|---|---|---|---|---|---|
| **Customer requirement** | | | **Contractor compliance** | | | |
| 1 | The tool MUST be easy to deploy and configure using native OS packages or provided scripts | x | | | | |
| 2 | If agent requires a specific .NET version it should be bundled together with installation package. | x | | | | |
| 3 | If agent requires a specific Java version it should be bundled together with installation package. | x | | | | |
| 4 | If agent requires a specific PHP version it should be bundled together with installation package. | x | | | | |

| Customer requirement | | | | | Contractor compliance | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 5 | The tool MUST have a web based GUI - without 3rd party plugins (Flash, Silverlight, or Java applets) | x | | | | |
| 6 | During evaluation we need to test the user experience of your tool. It is required that you set up a test installation or demo site for this purpose in your environment for a period of 4 weeks, starting at deadline for delivering tender. Please include the link to the test installation or demo site here. | x | | | | |

| Customer requirement | | | | | Contractor compliance | | | |
|---|---|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*. <br><br> * Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations. <br><br> Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 7 | During evaluation we will perform a test installation of your agent software in our environment to get an impression of the installation process and to see how it works in our environment. <br><br> Please provide download links to the files needed for a test installation. | x | | | | |
| 8 | During traffic peaks we may suddenly need to scale up the number of servers handling one of our "online services", and sometimes we will need to scale down again after a while. How does your solution support this? | x | | | | |

| Customer requirement | | | Contractor compliance | | | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 9 | After the contract is signed the Cloud solution should be ready to accept data from NRK within 3 weeks. | x | | | | |
| 10 | Response time while navigating in the GUI/Dashboard must not exceed 2 sec. | x | | | | |
| 11 | It is an absolute demand that the provider stores personal end-user data in accordance with applicable EU/Norwegian laws and regulations, please describe how you meet this demand. | x | | | | |

| Customer requirement | | | Contractor compliance | | | | |
|---|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 12 | After contract is signed, NRKs personnel will conduct a SAT – "System acceptance test" when installation is completed in NRKs own environment.<br><br><br>What kind of tests will the supplier perform? And what kind of tests will you recommend for as a SAT?<br><br><br>What kind of support will be available during installation and SAT?<br><br><br>Please include this information in appendix 5. | x | | | | |

| Customer requirement | | | Contractor compliance | | | |
|---|---|---|---|---|---|---|
| # | Description | Describe | Yes | Partly | No | The Contractors description on how the requirement is fulfilled / Section reference*.<br><br>* Please insert and refer to separate numbered section below this table for more thorough descriptions and/or use of illustrations.<br><br>Please specify if function is standard feature or a customization. If it is not present, but will be, Please commit a concrete date for this feature. |
| 13 | NRK need names and contact information to one of your customers with a similar installation as NRK. The contact must be a well informed and a technical person, and it must be possible for us to contact the customer during evaluation time. | x | | | | |

## 4.  Specific requirements and compliance

Please see the attached excel file: Attachment to appendix 2 - chapter 4.xlsx