SSA-K Attachment 1.1, Customers requirements specification table 1A and 1B

All questions in the questionnaire must be answered. Where requirements are made for descriptions as documentation, it must be answered in the claim table. Failure to fill in and answer may result in rejection.

When completing the table, the Supplier shall indicate whether the claim is covered and included in the delivery by ticking (X) in the Yes, Partial or No column under "Response code/fulfilment". Descriptions and explanations are made in the column "Supplier's Solution Description/Comments/Acceptance". In case of any use of attachments as documentation, please refer specifically to this in the claim table.

Requirement table 1 A Mandatory requirement are <u>must requirements/minimum requirements</u> to be met, significant deviations from these requirements may lead to rejection.

Requirements table 1 B Award criteria are should be requirements that are desirable to be satisfied but are not absolute requirements. Should requirements are included in the evaluation of the tenders.

REQUIREMENTS TABLE 1 A MANDATORY REQUIREMENT, "Must/Shall requirements"

The requirements referred to as a "must/shall" requirement must be answered by the supplier that are fulfilled in his offer. Significant deviations from these requirements may result in rejection. Over-fulfilment of certain "must/shall" requirements may be included as part of the evaluation of the offers, see procedural rules, section 8, Award criteria.

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept	**GENERAL**	1.	The TVMs must be installed in accordance with all applicable public laws, regulations, directives, standards, guidelines and policies, as well as the requirements of the local authorities and special provisions.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept	**GENERAL**	2.	Personnel to be used for the service and maintenance of the equipment must have the necessary authorization and competence.				
Accept	**GENERAL**	3.	The parties are obligated at any time to inform each other of matters relevant to the performance of the contract, including information about business relations between the parties and other actors, cf. Purchase Agreement section 5.3.				
Accept	**RESPONSIBILITIES AND ROLES**	4.	The Contractor holds the responsibility for coordinating the project. This responsibility includes coordination of both preparation and other activities regarding installation and commissioning.				
Accept	**RESPONSIBILITIES AND ROLES**	5.	The Contractor shall perform the assignment in a good professional and responsible manner, and in accordance with the requirements specified in the Agreement. The Contractor shall pay attention to safety and ensure that there is no harm or danger of injury, person, property or the Customer's reputation. The Contractor shall at all times				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			comply with Appendix 11 of the Customer's Ethical guidelines for AtB Contractors.				
Accept	**RESPONSIBILITIES AND ROLES**	6.	The Contractor shall provide all hardware, software and communication necessary for implementing a functioning payment solution according to Customer requirements. The Contractor is responsible for the design, delivery and mounting of fastening device for the TVMs and ticket validators, cf. section 1.10.3.3 in Appendix 1. The Contractor is responsible for the delivery, commissioning and testing of TVMs and associated back-office software and communication. The Contractor must collaborate with the supplier of the ticket validator regarding the mounting of fastening device on the selected metro bus stations. The mounting of the fastening device must be seen in connection with the assembly and commissioning of the TVM and the ticket validator, cf. section **Feil! Fant ikke referansekilden.** in				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			Appendix 1 for more information about the topic. The Contractor must make sure the work is performed on time and if not; inform the Customer as soon as possible, cf. the Purchase Agreement section 5.3.				
Accept	**OVERALL IMPLEMENTATION SCHEDULE:** *General*	7.	In order to ensure that all our customers can buy a ticket before boarding the bus, the TVMs must be fully assembled by the 2nd of August 2019 (apart from the exceptions described in Appendix 1 Customers requirement specification). This is of great importance to the Customer.				
Accept and description	**OVERALL IMPLEMENTATION SCHEDULE**	8.	The Contractor, together with the tender, must submit a delivery and progress schedule, in addition to a risk assessment, which shall be approved by the Customer. Here, Contractor shall describe his physical solutions for the TVMs.				
Accept	**OVERALL IMPLEMENTATION SCHEDULE**	9.	The Contractor shall also hand over Declaration of Conformity to the Customer after installation and testing of the TVM.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept and description	**OVERALL IMPLEMENTATION SCHEDULE**	10.	The progress schedule must include a milestone plan from contract signing up to the establishment phase, see SSA-V Appendix 4.				
Accept and description	**OVERALL IMPLEMENTATION SCHEDULE**	11.	Delivery and progress schedule shall be followed by a risk assessment, for the period from contract signing and up to commissioning. The risk assessment shall show the critical elements in terms of quality assurance of the start-up. Each element of risk to be classified with regard to the probability of their occurrence and the subsequent consequences. The various risk elements should be followed up with measures to reduce the risk. The risk assessment shall be reviewed and updated regularly.				
Accept and description	**OVERALL IMPLEMENTATION SCHEDULE**	12.	A coordination meeting shall be held as soon as possible after the contract has been signed. The purpose of this meeting is to review the contract, progress plan and other necessary clarifications between the parties. In the period up to the start date,				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			regular progress reports will be held for reporting progress. The Contractor shall report on progress according to the progress plan at the meetings. The parties cover their own travel and meeting expenses related to such meetings.				
Accept and description	**OVERALL IMPLEMENTATION SCHEDULE:** Phase 0: Testlab for TVM at the Customer workplace	13.	The Contractor of the TVMs shall as soon as possible after the contract is awarded set up a functioning test version of the TVM. The Contractor shall provide the Customer with a time schedule for configuration and adaptation of the machine to match the Customer's needs. The progress schedule must also contain procedures/routines and deviation handling for the testing of the TVM before commissioning. Representatives from the Customer is to be closely involved in this process. What is meant by configuration in this context is e.g. setting up the machine with the Customers ticket product categories/options and corresponding prices.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			Adaptation refers to the fastening device that must be designed and installed at the selected metro bus stations. By the end of the due date for Phase 0 the TVM shall be fully configured and all basic functionality must be present. The system shall at this point be ready for testing in an operational setting.				
Accept and description	**OVERALL IMPLEMENTATION SCHEDULE:** *Phase 1: Delivery, installation and commissioning of TVMs*	14.	The Contractor is to start production of TVMs and associated back-office software as soon as possible after signing of the Contract. The Customer wants the procurement delivered, installed and commissioned in three batches since not all stations are completed simultaneously. The first batch shall consist of 18 TVMs, cf. Table 2: Metro bus station overview – TVM under section 10.1.2 in Appendix 1. The purpose of dividing the delivery into three batches is to distribute the workload to reduce the risk of delay. This fits very well with the stations being completed at different				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			times. The Customer needs the first batch of TVMs to be delivered, installed and commissioned ASAP.				
Accept and description	**OVERALL IMPLEMENTATION SCHEDULE:** *Phase 2: Delivery, installation and commissioning of TVMs*	15.	The Contractor is to start production of TVMs and associated back-office software as soon as possible after signing of the Contract. The Customer wants the procurement delivered in three batches since not all stations are completed simultaneously. The second batch shall consist of 10 TVMs, cf. Table 1: Metro bus station overview – TVM under section 10.1.2 in Appendix 1. The purpose of dividing the delivery into three batches is to distribute the workload to reduce the risk of delay. This fits very well with the stations being completed at different times. The Customer needs the first batch of TVMs to be delivered, installed and commissioned within 02nd of August 2019.				
Accept and description	**OVERALL IMPLEMENTATION SCHEDULE:** *Phase 3: Delivery, installation and*	16.	One of the stations, Tiller, is not scheduled to be completed before November 2019, and this must be taken into				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
	commissioning of TVMs		consideration by the Contractor in his planning of the assignment. The Customer is, as mentioned before, not responsible for the completion of metro bus stations and therefore has no impact on any delays that might occur. If delays occur on other stations, these will be seen in conjunction with Tiller. The Customer asks the Contractor to describe in his tender how this will be solved in a practical manner. The Customer needs the last batch of TVMs to be delivered, installed and commissioned ASAP when the station(s) have been completed.				
Accept	**STANDARDS THAT MUST BE MET**	17.	The TVM must fulfil requirements in accordance with CE and carried out in accordance with all applicable regulations.				
Accept	**STANDARDS THAT MUST BE MET**	18.	The TVM and associated back-office software and communication must be in accordance with "Law on Cash System Requirements (Cash System Law)" LOV-2015-06-19-58				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept	**STANDARDS THAT MUST BE MET**	19.	All electrical systems must comply with current EU/EEA directives and regulations.				
Accept	**STANDARDS THAT MUST BE MET**	20.	The installation must be in accordance with FEL98 / NEK400: 2014, as well as all other laws, regulations and standards.				
Accept	**STANDARDS THAT MUST BE MET**	21.	IP class 65 (as a minimum).				
Accept	**STANDARDS THAT MUST BE MET**	22.	TVM must offer payment solution that is in accordance with PCI DSS.				
Accept	**STANDARDS THAT MUST BE MET**	23.	TVM must at least meet the minimum requirements of the following standards: CEN/TS 15291:2006 - Identification Card Systems - Guidance on design for accessible card-activated devices NS-EN 1332-1:2009 - Identification Card Systems - Human-machine interface - Part 1: Design principles for the user interface NS-EN 1332-2:1998 - Identification Card Systems - Man-machine interface - Part 2: Dimensions and location of a tactile identifier for ID-1 cards NS-EN 1332-3:2008 - Identification Card Systems - Man-machine interface - Part 3: Keypads NS-EN 1332-4:2007 - Identification Card Systems -				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			Man-machine interface - Part 4: Coding of user requirements for people with special needs NS-EN 1332-5:2006 - Identification Card Systems - Man-machine interface - Part 5: Raised tactile symbols for differentiation of application on ID-1 cards NS-EN ISO 9241-20:2009 - Ergonomics of human-system interaction - Part 20: Accessibility guidelines for information/communication technology (ICT) equipment and services (ISO 9241-20:2008) ISO 20282-1:2006 - Ease of operation of everyday products -- Part 1: Design requirements for context of use and user characteristics ISO/TS 20282-2:2006 - Ease of operation of everyday products -- Part 2: Test method for walk-up-and-use product ISO/TR 22411:2008 - Ergonomics data and guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept	**COMPLEXITY OF THE TVM**	24.	The TVM will be an independent unit, there will be no link between the machine and the Customers existing ticketing system.				
Accept and description	**PAYMENT SOLUTIONS:** *TVM with cash and card handling*	25.	The Customer requests a TVM where cash (coins) and payment card (EMV and other cards) is valid payment methods. TVMs must be delivered with coin slot and shall accept all valid denominations of the Norwegian coin. The TVM shall not offer exchange. The coin box must have a capacity that prevents frequent collection of coins. Contractor must describe the offered solution.				
Accept and description	**PAYMENT SOLUTIONS:** *TVM with cash and card handling*	26.	In the case of cards, both traditional functionalities where payment is verified by PIN and the possibility to use contactless bank cards must be offered. Necessary communication channel to verify a payment is required. Card transaction should be done as quickly as possible. TVM's solution must be EMV certified and be able to handle both national and international debit and credit cards.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept	**PAYMENT SOLUTIONS:** *TVM with cash and card handling*	27.	It must be ensured that all passengers are able to buy a ticket regardless of whether or not the machine is online.				
Accept and description	**PAYMENT SOLUTIONS:** *TVM with cash and card handling*	28.	Contractor shall describe the procedure for the reconciliation of the banking terminals. Among other things, will tuning be initiated per terminal, or there will be an automatic feature on the ticket machine (possibly back office). Description must be included in the offer.				
Accept	**TICKET(S)**	29.	The TVM must be able to sell and issue tickets in paper format. Ticket receipt must be printed via a ticket printer.				
Accept and description	**TICKET(S)**	30.	Minimum information on the ticket must be: • Date • Time • Price • VAT • Product • Category • Date of Purchase • VAT Number • Seller • Sellers logo • Machine ID (e.g. name of metro bus station)				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			It can be considered whether the validity of the ticket will be printed.				
Accept	**TICKET(S)**	31.	Tickets must be linked to different categories: • Single ticket: Adult, Child, Senior, Military, Bicycle The ticket is valid for 45 minutes from purchase. • 24-hour ticket: Adult, Child, Senior, Military, Bicycle The 24-hour ticket is valid for 24 hours from purchase. Payment card information must be stated on the receipt. Design of paper ticket and receipt must be approved by the buyer.				
Accept and description	**DESIGN:** *TVMs*	32.	TVM's design must be in line with the minimum requirements for universal design (UD), cf. clause 1.9 and 2.5. Contractor must attach product sheet or other information describing the solution.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept and description	**DESIGN:** *TVMs*	33.	The TVM will stand outdoors all year around in different parts of Trondheim city, and must be prepared for, as well as withstand local weather conditions. Contractor shall ensure that the machines have the necessary functionalities so that, for example, condensation and equipment damage are avoided. IP 65 or higher. Contractor must describe how design takes this into account.				
Accept and description	**DESIGN***: TVMs*	34.	The TVM must be designed according to the temperature differences that are relevant to the environment in which it is to be located. Contractor must familiarize themselves with climate and temperature differences in Trondheim, as it has great significance for the assignment. It must be supplied with thermostatically controlled heating element in the base and in the main cabinet of the ticket machine. If the thermostat is not adjustable, set the switching interval in degrees Celsius. The effect of the heating element must be specified by the Contractor.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept and description	**DESIGN:** *TVMs*	35.	TVMs must be delivered with 4G communication for status/error messages, management of TVM, software upgrade, the transfer of the discharge/clearing reports, verification and loading of EMV cards, blacklist for and charge of cards and credit card transactions for other than EMV card. Antenna for 4G must be vandal-proof.				
Accept and description	**DESIGN:** *TVMs*	36.	The TVM will stand at a metro bus station in a (sometimes) crowded environment where the risk of vandalism and damage to the TVM is present. The design of the TVM must ensure that the risk for/consequences of vandalism and damage is low. Contractor must describe how design takes this into account.				
Accept and description	**DESIGN:** *TVMs*	37.	The TVM must be equipped with door switches for detection of unauthorized opening of all doors/hatches on the machine. Alarm monitoring must be enabled all day, every day. The ticket machine must have a simple system to suppress alarm messages when service personnel must open the doors for				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			maintenance, emptying of coin box and the like. The Contractor shall describe the functionality and working method of service personnel to avoid triggering alarms.				
Accept	**DESIGN:** *Fastening device*	38.	The fastening device needs to be delivered in colour code RAL 7016. This in order to ensure that it matches its environment (the shelters will be delivered in the same colour).				
Accept and description	**DESIGN:** *Fastening device*	39.	The fastening device will stand at a metro bus station in a (sometimes) crowded environment where the risk of external influences such as vandalism and damage are present. The design of the fastening device must ensure that the risk for/consequences of vandalism and damage is low. Contractor must describe how design takes this into account.				
Accept	**DESIGN:** *Fastening device*	40.	The design of the fastening device must ensure that the location of the TVM and the ticket validator is in accordance with the minimum requirements for universal				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			design (UD), cf. section 1.10.3.3.				
Accept	**USABILITY:** *User friendly environment*	41.	The Contractor must facilitate the conditions surrounding the TVM so that the customer is able to carry out the ticket purchase as smoothly as possible. The Customer must be able to execute a purchase regardless of the weather conditions on site, so the Contractor must consider which measures can be implemented around/on the TVM to ensure that this is taken care of.				
Accept	**USABILITY:** *Interface (GUI)*	42.	The interface (GUI) of the TVM must be simple, as well as intuitive, for the customer to operate.				
Accept	**USABILITY:** *Interface (GUI)*	43.	The client shall execute the purchase process via touch screen.				
Accept	**USABILITY:** *Interface (GUI)*	44.	The TVM must (as a minimum) handle two languages, Norwegian and English, cf. section **Feil! Fant ikke referansekilden.**.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept	**UNIVERSAL DESIGN FOR ICT**	45.	There are ten international standards for the universal design of self-service machines and the Customer expects the Contractor to familiarize themselves with these. The (minimum) requirements for universal design regarding the design of the machine shall be considered as minimum requirements in this context, and these must be met by the Contractor to qualify for the competition, cf. section 1.6.				
Accept and description	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	46.	TVM must be able to communicate with a central system for the distribution of data both ways. The Contractor must in the tender describe how the communication will take place, both to the back-office system and to the payment service provider.				
Accept and description	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	47.	The back-office software must have monitoring functionality. As a minimum, we require tools to monitor non-functioning TVMs. Automatic notice at downtime/deviation is desirable. There must also be a remote access functionality present in the software so that				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			it is possible to reboot a device and provide remote support.				
Accept and description	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	48.	The tender shall specify which status and error messages are given from the TVM.				
Accept and description	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	49.	Standard reports must be described in the offer. It will be described how reports based on historical data can be extracted by parameter setting. Statistics and reports must be delivered in format that can be exported for further processing in spreadsheets.				
Accept and description	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	50.	The Contractor has to specify whether a functionality already exists or has to be developed. Additionally, it has to be both stated to what extend and to which degree said functionality can be adapted.				
Accept and description	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	51.	Contractor must describe what features exist in their administration system, which the Customer has access to.				
Accept	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	52.	The Contractor is obliged to advise the Customer when the Contractor finds that software in the back-office system application should be updated.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			The Contractor shall explain why software and any back system should be updated. It will be up to the Customer to determine if software is to be updated if this entails costs for the Customer.				
Accept	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	53.	The administration system must have procedures for automatically changing time at summer/winter time and vice versa.				
Accept	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	54.	The administration system must have differentiated access levels.				
Accept and description	**BACK-OFFICE SOFTWARE:** *Administration system and payment solution(s)*	55.	Administration system shall have procedures for financial internal control and security (all types of transactions).				
Accept and description	**BACK-OFFICE SOFTWARE:** *Administration system and payment solution(s)*	56.	For EMV cards and other cards that offer, settlement for card transactions shall be made directly between the ATM and card issuer without equipment supplier as intermediary. A web portal must be provided for reconciliation of transactions handled online.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept and description	**BACK-OFFICE SOFTWARE:** *Administration system and payment solution(s)*	57.	Administration system must have procedures for debiting credit cards that can not be handled online.				
Accept and description	**BACK-OFFICE SOFTWARE:** *TVMs with cash as payment solution*	58.	Administration system must document and store coin box emptying, specifying time and amount.				
Accept and description	**BACK-OFFICE SOFTWARE:** *TVMs with cash as payment solution*	59.	Upon withdrawal of the coin box from the TVM it must automatically be printed a clearing report on paper and to data file for storage in the machine and immediate transfer to the administration system.				
Accept and description	**BACK-OFFICE SOFTWARE:** *TVMs with cash as payment solution*	60.	Administration system shall have procedures for reconciliation of cash settlement against the bank/cash central.				
Accept and description	**BACK-OFFICE SOFTWARE:** *Programming of tariffs*	61.	Administration system must be able to clarify a new tariff for automatic replacement of the old tariff at the time that can be programmed. TVM must be supplied pre-programmed according to the Customer's specifications. Deadline for specification from the Customer must be specified by the Contractor.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept and description	**BACK-OFFICE SOFTWARE:** *Reporting*	62.	There must be a set of reports generated based on: •Turnover per unit •Number of tickets sold per category per unit •VAT reports per unit The reports must be able to be extracted per unit, as well as at the aggregated data level. Based on this, the Customer expects the Contractor to describe which reports are available from the Contractors back-office system.				
Accept and description	**BACK-OFFICE SOFTWARE:** *Reporting*	63.	It must also be considered whether sales should be closed in accounting periods.				
Accept	**DELIVERY**	64.	Delivery terms are DDP, Incoterms 2010, unless otherwise agreed.				
Accept and description	**ASSEMBLY, PROGRAMMING, TESTING AND COMMISSIONING:** *Execution*	65.	Mechanical assembly shall be based on existing concrete foundation (pre-fabricated pillar base), but the Contractor must make a fastening device/adapter that is customized to suit both the TVM and the ticket validator as described in section 1.10.3.3 in Appendix 1.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept	**ASSEMBLY, PROGRAMMING, TESTING AND COMMISSIONING:** *Execution*	66.	Mechanical assembly must be performed by the Contractor. The Contractor shall install, program, commission and test equipment and software included in the delivery, cf. section 1.3.1 in Appendix 1.				
Accept	**ASSEMBLY, PROGRAMMING, TESTING AND COMMISSIONING:** *Execution*	67.	On delivery, TVM will have the necessary equipment which makes mounting according to NEK400 possible, for example fuse against earth fault. Contractor is responsible for electrical connection. 230V voltage must be protected against touch.				
Accept	**ASSEMBLY, PROGRAMMING, TESTING AND COMMISSIONING:** *Execution*	68.	The contractor shall submit a certificate of completion, proof of authentication test that confirms that the equipment is functioning according to the specification, as well as test procedures for testing during sharp operation. Test period starts as soon as the delivery is complete, and all documentation is delivered. The Contractor must document all deviations during the test period in writing. Acquisition of delivery takes place after confirmation of satisfactory				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			assembling and testing of the TVM exist, no later than 30 days for each batch.				
Accept	**ASSEMBLY, PROGRAMMING, TESTING AND COMMISSIONING:** *Installation registry*	69.	Contractor shall keep and maintain an installation registry where among other things, history of repairs, must be recorded.				
Accept and description	**DOCUMENTATION**	70.	Full operation and maintenance documentation shall be provided for all items included in the delivery, electronically and on paper. Structure of the operation and maintenance documentation must be described in the tender. Operating and maintenance instructions should be so comprehensive that the buyer should be able to perform programming, operation and maintenance. The instruction shall ensure the safeguarding of the equipment for the maintenance of contractor warranty and warranty.				
Accept	**DOCUMENTATION**	71.	Documentation must be in Norwegian. Attachments in the documentation may be in English.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept and description	**TRAINING**	72.	Training must be given to the extent necessary so that the buyer can take care of the operation, corrective maintenance, error correction, etc. Training must take place at the Customers place. Program for training must be described in the tender.				
Accept and description	**DAILY OPERATION OF THE TVMs/FIRST LINE SERVICE**	73.	The Customer, or a 3rd party on the behalf of the Customer, will perform first line service on the TVMs. The Contractor must describe the content of such operation in his tender. Content refers to the description of the tasks that are included in the operation and the frequency of these. Contractor's recommendations must ensure optimal operation of TVMs and be in line with the need the individual TVM in order to be operational 24/7 all year round.				
Accept	**SERVICE AND MAINTENANCE**	74.	The Contractor shall perform annual service and maintenance of the TVMs to ensure optimal operation of the TVMs. Service and repairs shall be carried out by personnel				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
			with the necessary expertise and certifications. By the end of December each contract year, the Contractor will submit a maintenance plan for the coming year.				
Accept	**SERVICE AND MAINTENANCE**	75.	Technical components in the TVM should be replaced if new technology is available and appropriate for the Customers operation.				
Accept and description	**SERVICE AND MAINTENANCE**	76.	The tender shall include annual maintenance of the equipment (hardware) and software delivered during the Agreement period. The Contractor shall describe the contents, scope and organization of the maintenance. The Contractor shall list detailed requirements for the maintenance of the equipment that must be performed for the warranty to remain valid.				
Accept and description	**SERVICE AND MAINTENANCE**	77.	Contractor shall also explain the operating environment, including characteristics and limitations of hardware, location, lines/network connection and monitoring/security.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept	**SERVICE AND MAINTENANCE**	78.	The Customer shall receive a report from the Contractor for each TVM after each service. The report must be submitted no later than 3 weeks after the service is completed.				
Accept	**REPORTING**	79.	Reporting between the Contractor and the Customer shall be established in such a way that relevant and appropriate information reaches the Customer within reasonable time. Contractor shall provide reports after repair of damage or failure. It must be specified in invoice which work has been carried out, location, number of hours and consumption of material.				
Accept	**REPORTING**	80.	The Customer wishes to access the Contractor's reporting system.				

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept and description	**SPARE PARTS**	81.	Contractor must specify typical usage range for consumables (specified in time and/or number of printed tickets). The tender must contain a complete list of spare parts with unit prices. These prices are regulated as other prices in the Agreement. Contractor shall stock all spare parts in required quantities for at least the duration of the Agreement period. Customer is entitled to access the contractor's inventory by list from contractor and/or visit to Contractor.				
Accept	**PRIVACY AND DATA SECURITY**	82.	Contractor is obliged to adhere to the Personal Data Act.				
Accept	**DATA**	83.	All data collected about the use of the machines shall be open and free of charge to the Customer and may not be sold to third parties or used by the Contractor without the consent of the Customer.				
Accept	**WARRANTY**	84.	Minimum warranty, both for software and hardware, must be two years.				

REQUIREMENT TABLE 1 B, "Should" Requirements

The requirements referred to as a "should" requirement, it is desirable that Supplier through its solutions in the offer satisfy, but this is not an absolute requirement. "Should" requirements can be included as part of the evaluation of the offers, see the procedural rules, item 5, Award criteria.

Requirement for documentation	Requirement area	Requirement nr	Customer requirement specification	Response code - fulfillment			Suppliers solution description/comment/acceptance
				Yes	Partially	No	
Accept and description	**BACK-OFFICE SOFTWARE:** *Programming of tariffs*	1.	All functions in the TVM should be programmed without assistance from the Contractor and without the use of equipment other than that included in the delivery. If this is not fully met, programming of such features shall be performed by the Contractor at no additional cost to the Customer during the contract period.				

Accept and description	**BACK-OFFICE SOFTWARE:** Programming of tariffs	2.	The Customer should be able to perform tasks and changes to the most independent degree possible, to avoid dependency on the Supplier to execute tasks bound to all operating by the Customer. Examples of such are functionality to easily create new ticketing products, change categories, as well as be able to update all prices associated with the Customers products. The Contractor shall specify whether a functionality already exists or has to be developed. Additionally, it has to be both stated to what extend and to which degree said functionality can be adapted.				
Accept and description	**BACK-OFFICE SOFTWARE:** *General requirements for the administration system*	3.	Statistics should be generated on the basis of all historical data without the need to define the data collection period in advance.				

Accept and description	BACK-OFFICE SOFTWARE: *General requirements for the administration system*	4.	The Customer should be able to perform tasks and changes to the most independent degree possible, to avoid dependency on the Supplier to execute tasks bound to all operating by the Customer. Examples of such are functionality to easily create new ticketing products, change categories, as well as be able to update all prices associated with the Customers products.				
Accept and description	**OPERATION**	5.	Tasks included in the daily operation of TVMs and frequency of these. The Contractors recommendation must ensure optimal operation of the TVMs.				
Accept and description	**OVERALL IMPLEMENTATION PLAN**	6.	Award criterion: Description of the various phases (progress) and Contractor's planned execution of these.				
Accept and description	**USABILITY**	7.	Award criterion: Customers experience with the usability of the TVM.				
Accept and description	**DESIGN**	8.	Award criterion: Design of the TVM that amplifies usability.				