



# **SSA-V Appendix 1: Customer requirements specification (requirements for the maintenance services)**



# SSA-V Appendix 1: Customer requirements specification (requirements for the maintenance services)

## 1. Introduction

This appendix describes the requirements the Customer imposes for the maintenance of the solution that the Contractor has offered the Customer as part of the Purchase Agreement (SSA-K).

### 1.1. Reply in the Appendix

The appendix must be answered in accordance with the requirements set out in the tender documents and the requirements set forth in this Appendix.

### 1.2. Responding to claim tables

The appendix contains claim tables that identifies specific requirements that are imposed for maintenance of the solution, support service and service management.

## 2. Scope of the agreement

### 2.1. The Customers purpose of the Agreement

The Customer wishes to ensure that ticket vending machines (TVM) with software, the associated back office system and communication provided by the Contractor are maintained and updated in accordance with current laws and agreements, that the errors and vulnerabilities of the solution are corrected and that the solution is kept up to date and continuously further developed. Furthermore, the Agreement will ensure that the Customer has access to a back-office system that can handle registration, follow-up and rectification of errors in the solution and assist the Customer with questions related to the use of the solution.

### 2.2 Maintenance

The Contractor shall take total responsibility for service and maintenance of functionality as specified in SSA-K Appendix 1 Customer's Requirements Specification.

### 2.3 Back-office software

Contractor shall provide back-office support to the Customer based on the requirements described in this appendix, as well as for functionality as specified in the SSA-K Appendix 1 Customer's Requirements Specification. Sideskift

### 2.4 Service Management / Collaboration

The Customer is concerned that the cooperation between the parties is working well. Interaction between parties is regulated through efficient processes and clear division of responsibilities. Contractor shall provide the resources to establish appropriate coordination processes and procedures at the interface between the Customer and the Contractor.

## 3. Requirements for software maintenance and error correction of the offered solution

Requirement nr.	Priority	Requirements	Requirement covered? (Y/N?)
1	A	Contractor shall take full responsibility for the service and maintenance of the functionality specified in the SSA-K Appendix 1 Customers requirement specification.	

2	A	Contractor shall provide service and maintenance which includes error correction, remediation of vulnerabilities and adaptation to any time applicable law and agreement relevant to the solution.	
3	A	The Contractor accepts responsibility for correcting any follow-up errors without undue delay and without charge to the Customer.	
4	A	There should be a permanent contact point at the Contractor for back-office support and maintenance services.	

The following clauses in the SSA-K is valid for the SSA-V:

- 2.12 Service and maintenance
- 2.14 Reporting
- 2.15 Spare parts
- 2.17 Data
- 2.18 Warranty