

TECHNICAL SPECIFICATION FOR THE PURCHASE OF MAINTENANCE, DEVELOPMENT AND CONSULTANCY SERVICES FOR THE ASSET MANAGEMENT INFORMATION SYSTEM IFS

1. Object of the procurement

1.1. The procurement of the asset management information system 'Industrial and Financial Systems' (hereinafter 'IFS'), which is owned and used by the contracting entity:

1.1.1. IFS Maintenance Services (hereinafter referred to as 'Maintenance Services');

1.1.2. IFS development and consultancy services as required (hereinafter referred to as 'Development Services').

2. General requirements

2.1. Referrals shall be made to the Supplier by the Procuring Entity or its authorised representatives by means of ITT Helpdesk (hereinafter referred to as 'Self-Service') messages or by e-mail.

2.2. A referral from the Procuring Entity may be a notification of a malfunction of the IFS or a task to carry out improvement, modification, development or consultancy work on the IFS.

2.3. The place of provision of the services shall be at the seat of the Procuring Entity at K. G. E. Manerheimo g. 8, Vilnius. By written agreement between the Parties, the Supplier may be provided with remote access to the System (production and test environments) to provide the IFS Support Services.

2.4. Maintenance and configuration of the IFS Oracle database will be performed by the Contracting Entity's employees. The maintenance and development of the Oracle DB (as far as it is directly related to the IFS and its specifics) will be performed by the Supplier. The Oracle DB maintenance service threshold shall be the Oracle database schema provided to the Supplier. The necessary licences for the Oracle Database shall be the responsibility of the Contracting Entity.

2.5. The Supplier shall be an official and certified representative of the IFS product and shall have the status to service the product in the Republic of Lithuania. The Supplier must submit supporting documents with the tender: the IFS license manufacturer's certificate or other equivalent evidence proving that the Supplier is the official and certified representative of the manufacturer authorised to provide IFS development and consulting services to the Contracting Entity.

2.6. Services must be provided in accordance with the Minimum Information Security Requirements for the Provision of Services, the Minimum Information Security Requirements for Design and Implementation, or the Minimum Information Security Requirements for Software Development provided by the Procuring Entity¹.

3. Requirements for Maintenance Services

3.1. Maintenance services shall be provided in accordance with the Contracting Entity's requests.

3.2. The Supplier shall ensure the functioning of the tools used for its communication with the Contracting Authority.

3.3. The sending of a notification to the Supplier's e-mail address shall be equivalent to the making of a referral and shall be the starting point for the response and resolution time of the referral.

3.4. All communications to the Supplier shall be logged in the ITT service management system (of the Contracting Entity and/or the Supplier), where a record of the referrals and the response and resolution time shall be kept. The Supplier may additionally exercise control over the Services provided by the Supplier in its service management system.

3.5. The Supplier shall provide the Contracting Entity or its authorised representatives with up-to-date information on the status of referrals on request and immediately in the case of incident resolution or order execution.

¹ <https://www.litgrid.eu/index.php/grid-development-/standard-technical-requirements/information-security/31420>

3.6. The time of incident clearance or order fulfilment shall be deemed to be the moment at which the Supplier transmits the fulfilment information to the Contracting Authority or its authorised representatives.

3.7. By separate agreement with the Supplier, it may be possible for the Supplier to transmit the information on the completion of the request to the Contracting Entity either by automated means or by submitting the notification directly to the Contracting Entity's service management system.

3.8. There is no limit to the number of referrals.

3.9. Service stations, maintenance and development of service stations and their operating systems are not included in the scope of the services to be purchased.

3.10. The IFS maintenance service shall be provided during the working hours of the Procuring Entity, on working days, Monday-Thursday 7:30 a.m. - 4:30 p.m., Friday 7:30 a.m. - 3:30 p.m. (hereinafter referred to as '8x5').

3.11. The maintenance services shall be provided in accordance with ITIL (Information Technology Infrastructure Library) best practices and in accordance with a service delivery process agreed with the Contracting Entity after the award of the contract.

3.12. Requests by the Contracting Entity to report IFS failures shall be considered as incidents and shall be handled by the Service Provider in accordance with the post-contractual incident resolution process agreed with the Contracting Entity.

3.13. Depending on the severity of the IFS disruption, incidents will be categorised as high, medium and low incidents. The determination of the scale of the incident shall be made by the Contracting Entity or its authorised representatives, who shall communicate the incident to the Supplier in the referral information.

3.14. Criteria for determining the scale of an incident:

Criteria for determining the scale of an incident	Scale
<ul style="list-style-type: none">• IFS complete inactivity;• No ability to handle work orders, disconnection requests, logging and forwarding to other units;• IFS critical functional components (work orders, disconnection requests, procurement management) are completely inoperative;• Incidents occurring between the 25th day of the current month and the 5th day of the following month (except in non-critical cases where the Contracting Entity will indicate a Medium or Low Incident Severity);	High
<ul style="list-style-type: none">• Partial IFS or IFS component failure;• Partial non-functioning of functional components;• Partial failure of data exchange with other systems.	Medium
<ul style="list-style-type: none">• All remaining incidents, minor, cosmetic, non-functional defects.	Low

3.15. IFS troubleshooting rates:

¹ <https://www.litgrid.eu/index.php/grid-development-/standard-technical-requirements/information-security/31420>

IFS maintenance indicators	High Incidents	Medium scale Medium-scale incidents	The flagpole incidents	Low-level incidents
Response time [h]	2	4	6	-
Decision time [h]*	≤ 8	≤ 16	≤ 32	-
Availability (minimum, %)	97			
Scheduled work [h/month]	≤ 4			

* Response time (Supplier's commitment to start resolving the incident in a timely manner) is included in the specified maximum resolution time

- 3.16. Availability is calculated for the reporting period (month), at the time of service.
- 3.17. Incident resolution time is calculated for each registered incident individually at the time of service.
- 3.18. The system shall be considered unavailable for the duration of the resolution of high profile incidents (from the notification of the failure to the Supplier until the Supplier notifies the Supplier of the resolution of the failure).

4. Requirements for Development Services

- 4.1. The maximum planned demand for Development Services during the contract period is 1 500 hours.
- 4.2. The consultancy service of up to (1 hour) shall be provided within 8 hours of the enquiry being made in the form in which it was requested or in another form as separately agreed.
- 4.3. Consultancy services of a higher duration (up to 8 hours) shall be provided at the latest within 3 working days of the request.
- 4.4. The time limits for carrying out major consultancy services expected to exceed 8 hours shall be agreed within one working day of the submission of the referral and shall not exceed 5 working days.
- 4.5. The timing, scope and cost of development services (excluding consultancy) shall be agreed in advance in writing and confirmed in the order file. The engagement letter shall be signed by both parties.
- 4.6. The timing, scope and estimate of the development services (excluding consultancy) shall be initiated within 24 hours of the enquiry.
- 4.7. The Supplier undertakes to provide a technical analysis of the functional requirements of the Development Orders and a detailed description of the solution.
- 4.8. Implementations of the IFS Development Services shall first be carried out in a test environment to verify the functionality of the Service deliverables and their compatibility with existing IFS functionality.
- 4.9. When submitting the test results, the Supplier shall provide a document containing the test results, which shall include:
- Provide the functionality/requirements to be tested;
 - the steps to be taken before and the test data;
 - the steps to be followed and the test data to be provided;
 - what result is expected and provide test data to support this;
 - provide the tester's conclusion (whether the change is deployable or not, what defects remain unresolved),

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4.10. The supplier shall provide detailed instructions on how to correctly install into the IFS test environment and/or configure the IFS development.

4.11. In the installation/deployment instructions, the Supplier must:

- provide installation/deployment scripts;
- describe the installation activities (steps);
- describe the installation times for each step;
- provide recommendations for the work of users during the installation;
- provide a verification plan for the deployment into the production environment.

4.12. Together with the installation/deployment instructions, the Supplier shall provide an updated user manual, which shall include:

- the function to be automated and a description of the function;
- a diagram of the activity or function to be automated;
- information on the steps to be taken before the function can be executed;
- information on how to start (e.g. menu path) the automated function;
- information on how to perform (e.g. which fields to fill in, the purpose of those fields) the automated function;
- information on what further actions must be performed to complete the function/task process.

4.13. The newly uploaded functionality into the IFS production environment shall not interfere with the operation of other functions in the System. If the newly uploaded functionality disrupts the operation of other functions in the IFS, the uploaded functionality shall be considered to be of poor quality.

4.14. The IFS Development Services provided in a timely and proper manner in accordance with each of the Purchasing Entity's orders shall be transferred to the Purchasing Entity by means of an Acceptance and Transfer of Services signed by the parties.

4.15. Together with the acceptance act, the Provider undertakes to hand over the complete documentation to the Service Recipient:

- 4.15.1.1. the agreed change analysis protocols,
- 4.15.1.2. the technical specification of the changes,
- 4.15.1.3. the source texts of the applications (designer repository, DB change scripts, forms and reports)
- 4.15.1.4. executable code,
- 4.15.1.5. installation instructions,
- 4.15.1.6. test results,
- 4.15.1.7. an updated user guide, documentation on functions and data models.

4.16. All of the above documentation shall be provided by the Supplier in Lithuanian. The Supplier undertakes to generate and submit the source *code* to the source code repository and to keep it up-to-date after the IFS developments.

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