

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

1. Subject of the procurement

1.1. The contracting authority's existing and used asset management information system Industrial and Financial Systems (hereinafter referred to as IFS):

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

1.1.2. IFS development and consulting services as needed (hereinafter referred to as Development Services).

1.2. The contracting entity currently uses the following standard and modified IFS modules:

1.2.1. Asset Management;

1.2.2. Inventory Management;

1.2.3. Predictive maintenance management;

1.2.4. Work Management;

1.2.5. Equipment condition assessment (developed according to the contracting entity's needs);

1.2.6. Outage management (highly modified);

1.2.7. Work coordination (highly modified);

1.2.8. Procurement management;

1.2.9. Contract management;

1.2.10. Document management;

1.2.11. Contractor portal management;

1.2.12. Report creation and review.

2. General requirements

2.1. The contract shall be valid for 36 months from the date of conclusion of the contract.

2.2. The Contracting Entity or its authorized representatives shall submit requests to the Supplier via ITT help desk (hereinafter referred to as Savitarnos) notifications or by e-mail. Requests can be also submitted via Supplier's project management system, if such principle is agreed between Supplier and Contracting entity.

2.3. The Contracting Entity's request may be a notification of IFS malfunctions or a task to perform IFS improvement, modification, or development work.

2.4. The place of service provision is the Purchasing Entity's registered office at K. G. E. Manerheimo g. 8, Vilnius. Upon written agreement between the Parties, the Supplier may be granted remote access to the System (production and test environments) for the provision of IFS maintenance Services.

2.5. The maintenance and configuration of the IFS Oracle database will be performed by the contracting entity's employees. Oracle DB maintenance and development (insofar as it is directly related to IFS and its specifics) will be performed by the Supplier (the Supplier performs IFS DB schema maintenance - creation and adjustment of tables, fields, indexes, according to IFS requirements or implemented/modified functionalities, optimization of DB objects, data quality assurance work, if directly related to IFS functionality, and provides advice on DB changes required for new or modified IFS functions). The scope of Oracle DB maintenance is the Oracle database schema provided to the Supplier. The necessary Oracle database licenses are the responsibility of the Purchasing Entity.

2.6. The Supplier must be an official and certified representative of the IFS product and have the status entitling it to service the product in the Republic of Lithuania. Together with the offer, the Supplier must submit supporting documents: an IFS license manufacturer's certificate or other equivalent evidence confirming that the Supplier is an official and certified representative of the manufacturer, authorized to provide IFS development and consulting services to the Contracting Authority. The manufacturer's representative status must be valid for the entire duration of the contract (i.e., it is not necessary to obtain it

before signing the contract, but it is mandatory to have it for the entire duration of the contract, not only during the evaluation of proposals).

2.7. The services must be provided in accordance with the Contracting Authority's Minimum Information Security Requirements for Service Provision, Minimum Information Security Requirements for Design and Implementation , and Minimum Information Security Requirements for Software Development¹ .

2.8. Maintenance and development parameters (times) are calculated according to the contracting entity's working hours, i.e. I-IV 7:30 a.m. - 4:30 p.m., V 7:30 a.m. - 3:15 p.m. Development services outside working hours may be provided under a separate agreement using the Development Service rates.

2.9. The Supplier must provide all documentation related to the services in Lithuanian. In the case of development services (upon request by the Contracting Entity), the Supplier undertakes to generate and submit source code to the source code repository and to constantly update it after the IFS developments have been completed.

3. Requirements for Maintenance Services

3.1. An IFS maintenance service is a malfunction of standard or additionally created functionality, deviating from the usual system operating parameters or logic, i.e., system failures, incidents. If, within the scope of the incident, it becomes clear that the Contracting Entity requires additional consultation or changes to the IFS software logic (i.e., new functionality that had not been created/used prior to the incident being recorded), this shall be treated and continued as Development Work.

3.2. Maintenance services are provided in accordance with the Contracting Authority's instructions.

3.3. The Supplier must ensure the functioning of the means of communication used in its communication with the Contracting Authority.

3.4. Sending a message to the Supplier's e-mail address is equivalent to submitting a request, and the response and decision time is calculated from that moment (except in cases where the Supplier's e-mail does not reach its destination due to third-party system malfunctions).

3.5. All notifications to the Supplier are registered in the ITT service management system (of the Contracting Entity and/or the Supplier), where requests are recorded and the response and decision time is recorded. The Supplier may additionally monitor the Services it provides in its own service management system.

3.6. The Supplier must provide the Contracting Entity or its authorized representatives with up-to-date information on the status of requests upon request, and in the case of incident resolution or order fulfillment, immediately.

3.7. The time of incident resolution or order fulfillment shall be deemed to be the moment when the Supplier transmits the information about the fulfillment to the Contracting Entity or its authorized representatives.

3.8. By separate agreement with the Supplier, the Supplier may be given the opportunity to transfer information about the fulfillment of the request to the Contracting Entity automatically or by submitting a notification directly to the Contracting Entity's service management system.

3.9. The number of requests is not limited.

3.10. The maintenance and development of servers, server stations, and their operating systems are not included in the scope of the services purchased.

3.11. The IFS maintenance service must be provided during the contracting entity's working hours, on working days, Monday-Thursday from 7:30 a.m. to 4:30 p.m., Friday from 7:30 a.m. to 3:30 p.m. (hereinafter referred to as 8x5).

3.12. Maintenance services must be provided in accordance with ITIL (Information Technology Infrastructure Library) best practices and in accordance with the service provision process agreed with the Contracting Authority after the conclusion of the contract.

¹ <https://www.litgrid.eu/index.php/tinklo-pletra/standartiniai-techniniai-reikalavimai/informacijos-sauga/31192>

3.13. The Contracting Entity's requests informing about IFS disruptions are considered incidents and are handled by the Service Provider in accordance with the incident resolution process agreed with the Contracting Entity after the conclusion of the contract.

3.14. Depending on the scale of the IFS disruptions, incidents will be classified as high, medium, or low incidents. The scale of the incident is determined by the Contracting Entity or its authorized representatives, who report the incident to the Supplier in the notification information.

3.15. Criteria for determining the scale of an incident:

Criteria for determining the scale of an incident	Scale
<ul style="list-style-type: none"> Complete failure of the IFS; No possibility to work with work orders, disconnection requests, registering them and forwarding them to other departments; Complete failure of critical IFS functional components (work orders, disconnection requests, procurement management); Incidents that occurred between the 25th day of the current month and the 5th day of the following month (except for non-critical cases where the Purchasing Entity specifies a Medium or Low incident scale); 	High
<ul style="list-style-type: none"> Partial failure of the IFS or an IFS component; Partial failure of functional components; Partial failure of data exchange with other systems. 	Medium
<ul style="list-style-type: none"> All other incidents, minor, cosmetic defects that do not interfere with the performance of functions. 	Low

3.16. IFS incident resolution indicators:

IFS maintenance indicators	High-level incidents	Medium-scale incidents	Low-scale incidents	Low-level incidents
Response time [h]	2	4	6	-
Decision time [h]*	≤ 8	≤ 16	≤ 32	-
Availability (not less than, %)	97			
Planned work [h/month]	≤ 4			

* The specified maximum resolution time includes the response time (the Supplier's obligation to start resolving the incident in a timely manner). The Supplier shall make all reasonable efforts to resolve incidents and restore system operability, except in cases where the problem arises due to standard IFS functionality and there is no realistic possibility of resolving it (given that the Purchasing Entity will be operating a version of IFS software that is no longer supported by the manufacturer).

3.17. Availability is calculated for the reporting quarter during the service period. The service (system) working time does not include the time when the system downtime was

agreed with the Purchasing Entity, as well as when the system was down for reasons beyond the Supplier's control.

3.18. Incident resolution time is calculated individually for each registered incident during service.

3.19. The system is considered unavailable during the resolution of high-level incidents (from the moment the Supplier is notified of the malfunction until the Supplier notifies that the malfunction has been resolved).

4. Requirements for Development Services

4.1. The planned maximum demand for Development Services during the contract period is 1,500 hours.

4.2. Consulting services (up to 1 hour in duration) must be provided within 8 hours of the request being submitted in the form in which they were ordered or in another form agreed separately.

4.3. More extensive consulting services (up to 8 hours) shall be provided no later than within 3 working days of the request being submitted.

4.4. The deadlines for providing large-scale consulting services, which are expected to take longer than 8 hours, shall be agreed upon within one working day of the request being submitted, and the start date for providing such services may not be later than 5 working days.

4.5. The terms, scope, and estimate for the provision of development services (except for consultations) shall be agreed in advance in writing and confirmed in the order form. The order form shall be signed by both parties.

4.6. The terms, scope, and estimate for development services (except for consultations) must be prepared within 24 hours of the request being submitted.

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. IFS Development Services implementations must first be performed in a test environment to verify the functionality and compatibility of the Services with the existing IFS functionality.

4.9. When submitting the test results, the Supplier must submit a document containing the test results, which must specify:

- the function being tested (requirements);
- what actions must be performed beforehand and provide test data;
- what actions need to be performed and test data submitted;
- the expected result and test data confirming it;
- the tester's conclusion (whether the change is suitable for implementation, what defects remain unresolved),

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

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

- provide installation/uninstallation scripts;
- describe the installation tasks (steps);
- describe the duration of each installation step;
- provide recommendations for user work during installation;
- provide a plan for testing the installation in the production environment.

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

- a description of the automated function and functions;
- a diagram of the operation or automated function;
- information on what actions must be taken before starting the function;
- information on how to start (e.g., specify the menu path) the automated function;
- information on how to perform (e.g., which fields to fill in, indicate the purpose of those fields) the automated function;

- information on what further actions must be performed to complete the function/task process.

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

4.14. IFS development Services provided in a timely and proper manner in accordance with each order of the Contracting Entity shall be transferred to the Contracting Entity by the parties signing the acceptance and transfer act for the Services provided.

4.15. Together with the acceptance and transfer act (individual mandatory documentation components are agreed upon within the scope of a specific order), the Supplier shall transfer the following documentation to the Service Recipient:

4.15.1.1. agreed change analysis reports,

4.15.1.2. technical specifications of changes,

4.15.1.3. program source texts (designer repository, DB change scripts, forms, and reports)

4.15.1.4. executable codes,

4.15.1.5. installation instructions,

4.15.1.6. test results,

4.15.1.7. updated user manual, documentation of functions and data models.

4.16. The Supplier must provide all of the above documentation in Lithuanian. The Supplier undertakes to generate and submit source code to the source code repository and to update it regularly after IFS developments have been completed.