

TECHNICAL SPECIFICATION OF GOODS

DESCRIPTION OF THE SUBJECT OF THE PROCUREMENT

1. DEFINITIONS

Buyer means UAB LTG Kompetencijų centras.

Supplier means an economic entity, including a natural person, private legal person, public legal person, other organisations and their subdivisions or a group of such persons, with whom the Buyer concludes the Contract.

Products means SailPoint IdentityNow software licences.

Services means PS-ISC-AS DA Delivery Assurance support services.

Contract means the Contract concluded between the Supplier and the Buyer on the Subject of the Contract.

System means IdentityNow identity and access management system (SailPoint, Cloud SaaS).

2. SUBJECT OF THE PROCUREMENT

2.1. **SailPoint IdentityNow software licence and PS-ISC-AS DA Delivery Assurance software support services** (hereinafter referred to as 'the **subject of the procurement**').

2.2. The Subject of the Procurement is not subdivided into lots.

2.3. Goods and services that the Buyer undertakes to purchase after the signing of the contract:

Item No.	Name of products	UoM	Quantity
1.	SaaS Cloud IdentityNow (SailPoint) licences for internal identities (LTG Group employees)	Unit	6000
2.	SaaS Cloud IdentityNow (SailPoint) licences for external identities (Lite users)	Unit	1050
3.	SaaS Cloud IdentityNow (SailPoint) Advisory Delivery Assurance subscription	months	24

2.4. The items of the procurement object and the preliminary quantities are specified in the table of Annex No. 1 to the Proposal Form.

3. REQUIREMENTS FOR THE SUBJECT OF THE PROCUREMENT

3.1. The Products (including their manufacturers) must not pose a threat to national security, as specified in the Procurement Documents.

3.2. **Technical requirements:**

Item No.	Compliance with the product's, device's, or equipment's specified features, parameters, and functions	Compliance with the required parameter value or performed function
THE REQUIREMENT FOR THE SUBJECT OF THE PROCUREMENT		
3.2.1.	Advisory Delivery Assurance product	The Supplier shall assign a dedicated team of experts to the Buyer for regular collaboration, consultation, diagnosis of the System/its processes, development/implementation of an action plan: Technical Advisor, Solution Architect, Project Manager; the person responsible for incident escalations.
		The Supplier shall draw up and agree with the Buyer a clear plan of action, valid for the duration of the subscription and subject to adjustments as necessary.
		The Supplier shall organise regular monthly (unless otherwise agreed in writing by the Buyer) workshops with a clear structured agenda and a progress monitoring tool/methodology, and shall ensure that the Supplier's team performs the agreed tasks in a timely and high quality manner.
		The Supplier shall be responsible for ensuring the transfer of knowledge and skills of the Buyer's team related to the implementation of the roadmap (to support and configure the System solutions/processes).

3.2.2.	Software licences	The Supplier shall ensure the timely provision and activation of appropriate SailPoint IdentityNow Cloud SaaS software licences to ensure the continuity and efficiency of the Buyer's business.
3.2.3.	General requirements for the provision of services	<p>The Supplier shall ensure that the experts providing the services are able to work in the production system environment with real personal data on an as-needed basis, only after prior agreement with the Buyer's team as to the scope of such data and the purposes and duration of the use of such data.</p> <p>Any changes to the production environment of the System, including the resolution of incidents (bugs) or problems, may only be made with the permission of the Buyer and after testing in a test environment.</p> <p>Testing shall not be carried out on real personal data, except where necessary to determine and assess the quality of the functionality.</p> <p>The provision of services shall ensure compliance with the Information Security and GDPR requirements set out in Annex 2 of the Technical Specification.</p> <p>The Buyer will provide separately the deadlines and rules for depersonalisation/deletion by functional area, subject to the agreement of both parties on an annual action plan and task list.</p>
3.2.4.	NFRs for information security and personal data protection	The information security and personal data protection requirements for GDPR management are addressed in Annex 2 of the Technical Specification.

3.3. Licences shall be valid 24/7 for the duration of the subscription period and the software shall be supported free of charge for break-and-fix issues in accordance with the Service Supplier's standard terms and conditions.

4. DOCUMENTS SUBMITTED TOGETHER WITH THE TENDER

- 4.1. If the Procurement does not require the submission of documents proving the conformity of the Goods with the applicable requirements, the Buyer has the right to require the submission of documents proving the conformity of the Goods at any time during the implementation of the Procurement.
- 4.2. Completed Annex 1 of the Tender Form.
- 4.3. The Supplier must be an official authorised representative of the manufacturer of the licenses of the offered Software in the Republic of Lithuania (if the Supplier of the Goods is not the manufacturer) and have the right to carry out the support of the offered Software. The Supplier must submit supporting documentation with the tender.
- 4.4. The Supplier shall submit, together with the tender, a test report or certificate from a conformity assessment body established in the Republic of Lithuania, as an appropriate means of demonstrating how the equivalent products offered by the Supplier comply with the requirements or criteria set out in the Technical Specification, the criteria for evaluating tenders, or the terms and conditions of the Contract, and shall also recognise certificates issued by equivalent conformity assessment bodies established in other countries. If the Supplier is unable to obtain the certificates or test reports referred to above, or is unable to obtain them within the time limit due to circumstances beyond the Supplier's control, and proves by objective, written evidence that the products comply with the requirements or criteria set out in the Technical Specification, with the criteria for evaluating tenders, or with the conditions for the performance of the Contract, the Buyer shall accept other appropriate means. However, self-declarations by the Supplier, where the Supplier is not the manufacturer of the products, without specific, technical evidence are not considered to be adequate means (all evidence, certificates and other documents must be submitted with the tender).

5. DOCUMENTS SUBMITTED DURING THE PERFORMANCE OF THE CONTRACT

Item No.	Name	Content and format requirements	Moment of submission
5.1.	Once the subscription to Advisory Delivery Assurance is in force, the Service Supplier shall establish an Annual Action Plan and, in agreement with the Buyer, a Task Plan.	The plans must include: <ul style="list-style-type: none"> - specific actions / steps; - detailed tasks; - risks to the tasks of the Delivery Service; - deadlines for actions/steps and tasks; other relevant information agreed between the parties at the planning stage.	Submitted once at the beginning of the subscription / adjusted during the course of the subscription by agreement between the parties.
5.2.	If a Task included in the Advisory Delivery Assurance Subscription Plan has been implemented in a sub-standard manner (not working on the System or not fully working), both parties may request a report on the testing of the result of the Task as implemented by the Implementation Service in a pre-agreed format, depending on which party performed the testing.	The form must state: <ul style="list-style-type: none"> - the object being tested (as required); - actions taken and tested data provided; - the expected result; - the obtained result; conclusions and recommendations.	If the implemented solution does not work in the System or does not work fully, submitting a test report may be required.
5.3.	At least three months before the end of the subscription to ADvisory Delivery Assurance, the Service Supplier must provide final forecasts of the realistic timeframe and scope of the tasks to be performed, the risks and proposals for alternative solutions.	The documentation includes: <ul style="list-style-type: none"> - final approval of the schedule/deadlines and scope of previously agreed actions and tasks; - identified changes to the plan and the reasons for each change; - foreseeable / potential risks; - alternative solutions if certain tasks are not completed within the agreed time and/or scope; the advantages and disadvantages of alternative proposals and the risks.	They shall be provided once at least three months before the end of the subscription.
5.4.	Upon completion of each task in the Assurance Delivery Subscription Action Plan, the Service Supplier shall transfer the relevant technical/training documentation to the Customer's Technical Support Knowledge Base and/or Solution Architectural Design documentation.	The documentation includes: <ul style="list-style-type: none"> - technical information required for inclusion in the architectural design documentation of the Buyer's solution; - technical/training material needed by the Buyer's team to further support the solution and develop it independently (where possible and appropriate). 	Submitted each time a task is completed that changes an existing solution (otherwise agreed between the parties when the annual action plan is approved).

PERFORMANCE OF OBLIGATIONS

6. DELIVERY PROCEDURE

- 6.1. Place of the delivery of Products/ Services: remotely.
- 6.2. Orders are placed by e-mail.
- 6.3. The Supplier will be required to deliver the Goods to the address specified during the Buyer's working hours (I-V 8:00–17:00).
- 6.4. Once the Supplier has satisfactorily delivered the services in accordance with the Advisory Delivery Assurance Subscription Action Plan (completion of the tasks and confirmation of successful test results by the Customer, etc.), further maintenance services are provided to the Customer in accordance with the standard procedure and with the help of the standard SailPoint IT Support Team.
- 6.5. The Supplier shall not be entitled during the performance of the Contract to supply goods or services which do not comply with the requirements of the Procurement Documents and/or the supply of which is restricted due to international sanctions (as defined in the Law on International Sanctions of the Republic of Lithuania) and/or due to their threat to the national security, as defined in the Procurement Documents and in the Republic of Lithuania Law on Public Procurement/ the Republic of Lithuania Law on Procurement by Contracting Entities in the Water Management, Energy, Transport and Postal Services Sectors.

7. PROCEDURES AND DEADLINES FOR RECTIFYING DEFECTS

- 7.1. The defects in the Services must be rectified no later than within 7 (*seven*) calendar days from the date of the Buyer's e-mail notification.
- 7.2. The Buyer shall have the right to escalate incidents/errors directly to the Supplier's Buyer Assigned Person (in accordance with clause 3.1 of Part I) by email (and in critical cases by telephone) if they have not been resolved in a timely manner, or if they have been resolved incorrectly.
- 7.3. The Service Supplier must respond to the escalation email/call within two hours during the Buyer's working hours and inform the Buyer regularly, at least once a day (every two hours in emergency cases), of the action taken.
- 7.4. An incident is considered critical if the System is down, unavailable, does not correctly follow essential business logic, adversely affects a large number of users; data has been lost, disclosed to unauthorised persons, or is under a real threat of disclosure, or has been lost (deleted).
- 7.5. The Buyer may only submit the escalation described in this section for tasks that have been completed in accordance with the agreed Advisory Delivery Assurance Subscription Action Plan and only during the subscription period.
- 7.6. If the last day of the period for delivery of the Goods or rectification of defects in the Goods falls on a day other than a working day or an official holiday, the end of the period is deemed to be the following working day. Public holidays and non-working days (Saturdays and Sundays) shall be counted as part of the time limit for delivery of the Products or rectification of defects in the Products.

ANNEXES

Annex 1. Environmental (Green) Criteria.

Annex 2: NFR (non-functional) requirements for information security and GDPR.

ENVIRONMENTAL (GREEN) CRITERIA

Item No	Requirement and supporting documents
1.	<p>The service being procured is intangible (intellectual) or otherwise, not related to the creation of a tangible object, and is not expected to have a significant negative impact on the environment, does not create a source of pollution or generate waste, and therefore does not impose any additional environmental requirements on the object being procured.</p> <p>The purchased product is one of the products referred to in point 4.4.3 of the Description of the procedures for the application of environmental criteria in green procurement (current version), for which no additional environmental requirements are imposed.</p>