

TECHNICAL SPECIFICATIONS

PART I. DESCRIPTION OF THE PROCUREMENT OBJECT

1. DEFINITIONS

Client – UAB LTG Kompetencijų centras.

Service Provider – economic entity – a natural person, private legal person, public legal person, other organizations and their subdivisions, or a group of such persons with whom the Customer concludes the Contract.

Contract – a contract concluded between the Service Provider and the Client regarding the Procurement object.

Services – system development (including programming) and support services (including incident resolution, consulting).

Request – a request submitted by the Client to the Service Provider in the manner specified in this Technical Specification to provide specific Services, including but not limited to: notification of an incident or disruption, consultation request, assignment to perform analysis, or initiate system development work.

Change initiation order – a request submitted by the Client to the Service Provider to provide Services in case the scope of the Request is more than 8 working hours.

Business hours – the Client normal operating hours, Monday to Friday from 8:00 to 17:00 EET/EEST, excluding public holidays in Lithuania.

2. PROCUREMENT OBJECT

2.1. The procurement object is business management system software development (including but not limited to programming, system updates, improvements, or creation of new features) and support services (including but not limited to resolving existing functionality issues, consultations) (hereinafter – **the Procurement object**). The preliminary quantity of Services to be purchased is 12,500 working hours (regardless of the number of specialists involved, i.e., if 6 hours are required to provide the service, payment for proper service provision will be made by multiplying 6 hours by the rate specified in the winning supplier's offer, regardless of whether 1 or more specialists participated in the services) over 36 months. The Customer does not undertake to purchase the entire specified quantity of Services (scope and/or hours). A more detailed description of the Procurement object is provided in this Technical Specification, including its annexes. Services are procured according to the Client's needs by submitting a Request to the Client.

2.2. The Client uses a business management software which is operating on the platform provided by the company SAP SE (hereinafter – SAP system). The Service provider should offer comprehensive technical support, including but not limited to troubleshooting, technical maintenance, improvements, and updates to the following SAP systems, functions and integrations:

2.2.1. Current SAP system architecture, however not limited to this list:

2.2.1.1. SAP S/4HANA 2023 SP3 (Netweaver 7.58 SP 03, DB HANA 2.0 SP7);

2.2.1.2. SAP BW/4HANA 2023 SP05, SAP_PERFORMANCE_MANAGEMENT 3.0 SP26 (PAPM), (Netweaver 7.58 SP 03, DB HANA 2.0 SP7);

2.2.1.3. SAP Solution manager 7.2 SP20.

2.2.2. SAP system functional areas, not limited to this list:

2.2.2.1. SAP Financial Accounting (FI, AA, TAX, ACR, GR);

2.2.2.2. SAP Treasury Management (TRM);

2.2.2.3. SAP Management Accounting (CO, PaPM, BW);

2.2.2.4. SAP logistika (SC, SD, EWM);

2.2.2.5. SAP asset management (RE-FX, AM, PM, PP);

2.2.2.6. SAP investments (GM, PS, PaPM, FM);

2.2.2.7. SAP Master Data Management (MDG);

2.2.2.8. Management of SAP roles and authorizations;

2.2.2.9. SAP Business Technology Platform (BTP).

2.2.3. SAP integrations with the other systems listed below, however not limited to this list:

2.2.3.1. SAP HCM - SAP SSF integration;

- 2.2.3.2. SAP SD – Ticket Distribution System, Food Sales Application, Infrastructure Order Management System (Yard), NBFC "SABIS";
- 2.2.3.3. SAP PM – asset maintenance applications (InfraGo, InfraField);
- 2.2.3.4. SAP SC/MM – NBFC "SABIS", Avilys (DVS);
- 2.2.3.5. SAP FI – Import of the Bank of Lithuania's euro and foreign currency exchange rates;
- 2.2.3.6. SAP MDG - Avilys (DVS), CRM(s);
- 2.2.3.7. Data import XML, text CSV tables, and other available data sources;
- 2.2.3.8. FIORI user interface implemented in the SAP system.
- 2.3. During contract execution, if needed, the Client may request the services from other SAP specialists not directly specified in the Technical Specification, provided they are related to SAP system development, maintenance, or integrations. Such services, if needed, will be purchased at the rate specified in the offer.
- 2.4. The Procurement object is not divided into separate lots .

3. REQUIREMENTS FOR THE PROCUREMENT OBJECT

- 3.1. Services (including their manufacturers and Service Provider) must not pose a threat to national security as specified in the Procurement documents. This provision applies together with the provision of point 4.1 of the Technical Specification.
- 3.2. When providing the Services, the Service Provider must:
 - 3.2.1. to ensure stable, uninterrupted, and efficient operation of the SAP system;
 - 3.2.2. to create and modify programs in the SAP system development (DEV) environment, only by means that meet the Client's needs such as ABAP, FIORI, BW, CAP, node.js, etc., and in accordance with the programming and other work execution standards set by the Client;
 - 3.2.3. to ensure that throughout the entire period of the Contract, the Client representative may send the requests at the email address or phone provided by the Service Provider during the Client's business hours (from 8:00 to 17:00 on working days). The Client will initiate the service request by email by submitting a Request;
 - 3.2.4. to assess that the Client may have valid contracts with other suppliers who develop the SAP system for other additional needs and are committed to providing warranty maintenance for this SAP system and/or other Client information systems with which the SAP system interfaces. Therefore, the Service Provider, coordinated by the Client, must cooperate with other suppliers who perform additional development services or provide warranty obligations. Cooperation includes providing necessary technical information, coordinating works and their sequence, participating in working meetings, joint testing, and determining the causes of incidents. The Service Provider is not responsible for the actions, inactions, or delays of other suppliers but must immediately inform the Client about their impact on Service delivery deadlines;
 - 3.2.5. When providing Services, the Service Provider must organize information about the Services as follows (the following actions are not separately paid):
 - 3.2.5.1. to record all Requests, Change initiation orders, provided Services, their solutions, and results; to track the status of each specific Request, Change initiation order, and provided Service, response and solution implementation times, and hours used according to responsible persons;
 - 3.2.5.2. to submit to the Client at least monthly by email the list of completed Services (Request, Change initiation orders) and the used working hours for each completed Request and Change initiation order, including list of responsible persons who performed the Service;
 - 3.2.5.3. agree with the Client at least quarterly on the preliminary planned hours and/or number of specialists required to provide the Services.
 - 3.2.6. Within the first 30 calendar days from the effective date of the Contract, to carry out the Service takeover stage, after which the Service Provider has no right to rely on the circumstance that certain information was unknown if it could have been established through a reasonable analysis of the system and transmitted documentation. During the takeover phase, the Service Provider:
 - 3.2.6.1. becomes familiar with SAP system architecture, modules, custom extensions, and integrations;
 - 3.2.6.2. takes over the available technical, configuration, testing, and user documentation;
 - 3.2.6.3. Acquires knowledge from the Client's specialists.
 - 3.2.7. Upon termination or early termination of the Contract on grounds specified in the Contract, the Service Provider must provide the Client with information, documentation, and knowledge necessary to ensure uninterrupted Service provision.

- 3.3. In all cases, the Service Provider provides a warranty of no less than 12 (twelve) months for the Services provided by the Service Provider, newly created or modified software, which must continue to be provided even after the Contract ends. During the warranty period, the Service Provider remedies, at its own expense, all defects of the created or modified SAP system and/or its interface software, programming errors, functional discrepancies in accordance to the specification, and other defects caused by the Service Provider's actions or improperly provided Services and which are beyond the control of the software manufacturer (i.e., not caused by the manufacturer). The same SLA deadlines are applied to the elimination of warranty defects as for high, medium, and low priority failures specified in the Technical Specification. Hours allocated for warranty defect resolutions are not included in the Contract's maximum scope of 12,500 hours and are not additionally charged. The warranty period starts counting from the day the result of a specific Service, including but not limited to newly created or modified software, is uploaded to the SAP system's production environment. In case of a dispute between the Client and the Service Provider regarding whether the detected defect is a warranty defect or a new paid functionality requirement, the Service Provider must perform a preliminary analysis at its own expense and provide a written justification.
- 3.4. The Client will establish technical and organizational conditions for remote work from the Client's internal computer network and/or dedicated computer workstations to connect to the SAP system, which the Service Provider must follow.
- 3.5. The Service Provider must ensure professional provision and management of the Services, including having an IT service management system that tracks all Service Requests and their execution.
- 3.6. In any case, the Client reserves the right to demand the replacement of the Service Provider's specialists; and the Service Provider undertakes to do so within a reasonable time, ensuring that the Services are provided on time and with quality.
- 3.7. Upon receiving an email from the Client's responsible person regarding the service need, the Service Provider must respond appropriately, taking into account the priority of criticality of the need as described below in section 3.8. in Table 1. The Client's responsible person will indicate the criticality priority in the Request.
- The duration of Request realization may be recalculated in the following cases:
- 3.7.1. Waiting for the Client's feedback, confirmation, or testing confirmation;
- 3.7.2. A third-party contribution is pending, which the Service Provider cannot control.
- 3.8. Service level (SLA) requirements according to priority (High, Medium, Low):

Table 1

<u>Criticality</u>	<u>Description of the service need</u>	<u>Times and actions</u>
High priority	A need (incident) that disrupted business processes, a disruption that completely prevents working with the system, or the operation of key functions is disrupted – this is a situation where the system's document creation and completion, saving, and review functions are completely non-functional, task execution is not possible, operational processes are disrupted, and more than 50% of system users are affected	• Response time (not paid separately): within 4 (four) business hours from receipt of the Request, unless the Client specifies a longer response time. • Incident analysis, initiation of changes. • If necessary, escalation to the SAP system manufacturer, joint decision-making with the manufacturer, and implementation. • Continuous communication: report at least once every 4 hours from the moment of reaction regarding the status of incident. • Duration of the resolution (from submitting the Request until full implementation/problem resolution of the Service requirement specified in the Request) (paid services): approximately within 1 working day from receipt of the Request. The

<u>Criticality</u>	<u>Description of the service need</u>	<u>Times and actions</u>
		specific number of hours required for the Service will be discussed after the Client submits the Request, after the Service Provider reviews it in accordance with the procedure set out in section 3.9.2.
Medium priority	A need that has influenced business processes but allows working with the system and its generated results.	• Response time (not paid separately): within 16 (sixteen) business hours from receipt of the Request, unless the Client sets a longer response time. • Incident analysis, initiation of changes. • If necessary, escalation of the incident to the SAP system manufacturer, joint decision-making and implementation with the manufacturer. • Ongoing communication: inform and provide suggestions for possible solutions at least once every 2 business days from the moment of response. • Duration of the resolution (from submitting the Request until full implementation/problem resolution of the Service requirement specified in the Request) (paid services): approximately within 40 (forty) business hours from receipt of the Request. The specific number of hours required for the Service will be discussed after the Client submits the Request and/or the Order to initiate Changes and after the Service Provider reviews it in accordance with the procedure established in section 3.9.
Low priority	A need that has had little or no impact on the current business process (e.g., improving the efficiency of existing system functions or developing new functions)	• Response time (not paid separately): within 40 (forty) business hours from receipt of the Request, unless the Client specifies a longer response time. • Continuous communication: report on the progress of demand fulfillment at least once every 5 business days from the moment of the response. • Duration of the Resolution (from submitting the Request until full implementation/resolution of the Service requirement/problem indicated in the Request/ Change initiation order) (paid services): The specific number of hours required for the Service will be discussed after the Client submits the Request and/or the Change initiation order and the Service Provider reviews it in accordance with

<u>Criticality</u>	<u>Description of the service need</u>	<u>Times and actions</u>
		section 3.9.

3.9. Course of service provision:

- 3.9.1. The Service Provider must provide services according to Requests submitted by the Client via email and the priorities specified therein. Any Request not responded to within the deadline specified in Table 1 of section 3.8 and not resolved within the agreed timeframe will be considered an SLA violation, resulting in contractual liability.
- 3.9.2. Upon receiving a Request, the Service Provider begins its analysis within the response time specified in Table 1 of section 3.8, evaluates the required Services, their scope, planned number of specialist working hours, completion time, and expected results, and provides this information to the Client by email. The Service Provider's proposal and the Client's decision regarding it must be submitted promptly, taking into account the priority specified in the Request. In the event of a high-priority incident, the Service Provider immediately begins necessary incident diagnostics, localization, impact mitigation, and temporary system operation restoration actions without waiting for the final proposal approval. No more than 8 specialist working hours may be used for such actions without separate prior approval from the Client.
- 3.9.3. The end of service provision is formalized at the end of each month, by the persons responsible for the execution of the Contract signing the Acceptance-Transfer Act (hereinafter – the Act). Based on the information in section 3.2.5.2. The Act should include the hours spend for Requests and Change initiation orders that have been completed during the month, i.e., consultations have been performed, changes transferred to the production environment, and the relevant documentation handed over to the Client, and the Client's employees have been trained.
- 3.9.4. If the Service Provider identifies that providing the Service specified in the Request will require more than 8 working hours, a Change initiation order must be signed (the Change initiation order form is provided in Annex 1 of the Technical Specification). Change initiation order process:
 - 3.9.4.1. The Client submits a Change initiation order to the Service Provider, providing a description of the required Services. Upon receiving the Change initiation order, the Service Provider describes its proposal: the change specification, the scope and deadlines of the planned services to be provided, clearly indicating the service stages, executors, areas of responsibility, and the planned duration of execution by stages;
 - 3.9.4.2. After agreeing on the aspects specified in section 3.9.4.1, an agreement between the Client and the Service Provider – the Change initiation order – is signed.
 - 3.9.4.3. The Service Provider must provide Services within the deadlines set in the Request or the Change initiation order according to the Technical Specification requirements; The completion of the works specified in the Change initiation order is formalized by the service Acceptance-Transfer act (after successful testing, transfer to the production environment, and corresponding documentation have been handed over to the Customer).
 - 3.9.4.4 The Service Provider must handover to the Client the newly created or modified software and accompanying documentation (specification, instruction, manual, etc.) only after fully testing the SAP system DEV environment and only after ensuring that installation in the production environment will not disrupt the operation of the SAP system or its functions or other application systems, and that the changes are implemented in the SAP system will function as specified in the Change Initiation order and other documents defining the functional requirements;

4. Requirements for compliance with national security requirements

- 4.1. The Supplier is not entitled during the performance of the Contract to supply the Products and/or provide the Services which do not comply with the requirements of the Procurement Documents and/or the supply / provision of which is restricted due to international sanctions (as defined in the Republic of Lithuania Law on International Sanctions) and/or due to their threat to 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.

5. NFR (non-functional) requirements GDPR and information security

5.1. NFR (non-functional) requirements for information security and GDPR are set out in Annex No. 3 of the Technical Specification.

6. DOCUMENTS TO BE SUBMITTED TOGETHER WITH THE PROPOSAL

6.1. The Service Provider must be an official partner of the SAP software manufacturer. Documents confirming that the Service Provider is the official partner of the SAP software manufacturer on the date of proposal submission (e.g., SAP partnership certificate or other equivalent document) authorized to provide the services specified in this Technical Specification must be submitted with the initial proposal.

7. DOCUMENTS SUBMITTED DURING CONTRACT EXECUTION

No.	Title	Content and form requirements	Moment of provision
7.1.	SAP system modification, development specification, user manual, testing protocol, other technical documentation (documentation of newly created or modified software (instructions, manuals, etc.) etc.)	Provided in electronic form.	Submitted according to the requirements (deadlines) of the Change Initiation Order
7.2.	Monthly report on services provided and hours worked	Provided in electronic form. The report specifies the services provided during the reporting period, the working hours spent according to each Order, the responsible person, a description of the work performed, and their status.	Once a month

PART II. FULFILLMENT OF OBLIGATIONS

1. PLACE(S) OF PERFORMANCE OF OBLIGATIONS

- ☐ Specify the address(es).
- ☒ Remotely.
- ☐ At the service provider's premises.
- ☐ Other.

2. PROCEDURE AND DEADLINES FOR FULFILLING OBLIGATIONS

2.1. Order fulfillment deadlines

2.1.1. Services are ordered and provided based on Requests submitted by the Client to the Service Provider via email and, in specified cases, Change initiation order, after the representatives of the Client and Service Provider agree on the scope, duration, and deadlines of the services.

2.2. Order placement procedure

- ☒ By email
- ☐ Electronic catalogs
- ☐ Other.

2.3. Procedure and deadlines for resolving the defects

2.3.1. If it is determined that the Services are of poor quality, the Service Provider must correct the defects within 5 business days from the date the Client's email notification is sent, unless the parties agree on other deadlines.

2.3.2. If the last day of the deadline for providing the Service(s) or their stage (if applicable), or for resolving the defects in the Service(s) or their stage (if applicable), falls on a non-working day or official holiday, the end date of the term is considered the next business day. Official holidays and non-working days (Saturdays and

Sundays) are counted towards the deadline for providing the Service(s) or their stage (if applicable) or for resolving the defects in the Service(s) or their stage(s).

PART III. ANNEXES

Annex No.1. Change initiation order.

Annex No. 2. Environmental protection (green) criteria.

Annex No. 3. NFR (non-functional) requirements for information security and GDPR.

Change initiation order

No.		Date:	
Change initiator	(name, surname, position)		
Priority	(high, medium, low)		
Area	(impacted module or function)		

Description of required changes

(The change initiator provides a description of the required changes and indicates the response time)

Reason for the change

(The change initiator describes the reason why the change is necessary)

Proposal to conduct an analysis

(The service provider describes the results that will be obtained from the analysis)

Analysis results

(The service provider provides the analysis results)

Assessment of the impact of substitution

(The service provider provides an impact assessment of the change)

Assessment of the impact:

- Impact on data migration
- Impact on the interface / integrations
- Impact on reports
- Description of required changes

Change implementation proposal/specification

(The service provider provides an implementation proposal, work specification, participants, durations)

Responsibilities of the Service Provider and the Client

(The responsibilities of the Service Provider and the Client are defined)

Conditions for termination and modification of this Order

(Conditions for termination and modification)

Proposed implementation date		
Required working days/hours		
Implementation price excluding VAT		
Confirmed by: Service provider's representative	Name, surname	Date:
Confirmed by: Client's representative	Name, surname	Date:

Signatures.

ENVIRONMENTAL PROTECTION (GREEN) CRITERIA

No. No.	Claim and supporting documents
1.	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. The procured products are included in paragraph 4.4.3 of the Description of the Procedure for the Application of Environmental Criteria in Green Procurement (current version), for which no additional environmental requirements are imposed.