

## Appendix 2: Contractor solution specification (description of the maintenance services)

[The Contractor's proposed solution, based on the requirements in the SSA-T and SSA-V agreements with appendices (*Tender specification, section 5.4, Content of the bid*), will be part of Appendix 2 of both of the agreements.

If necessary and when relevant, the Contractor must also describe the sections below regarding the clauses to the general agreement].

In its specification of the solution, the Contractor shall refer to the Customer's description of the software and/or equipment that shall be maintained, cf. Appendix 3, as well as the service level, cf. Appendix 5. The requirements for operations are defined in the SSA-V agreement Appendix 1, Requirements for the maintenance services. Describe its deliverables/solution here.

The Contractor should be aware of the fact that deviations, reservations or other changes to the SSA-V agreement in Appendix 2 to the Customer's requirements in the SSA-V agreement Appendix 1 in connection with the submission of a tender may result in rejection of the tender by the Customer.

On the basis of the requirements in Appendix 1 the Contractor shall describe the solution on CM1 to CM16 and OPS1 to OPS13. This shall be in the form of a text document with one section per requirement and must contain a table of contents. This document must not exceed 50 pages.

### **The Agreement, clause 2.2.5 Defect management**

Any maintenance conditions agreed between the Contractor and the producer of standard software that the Contractor has not developed or does not maintain itself (software producer) shall be stated here. (Copies of the maintenance conditions shall be appended as Appendix 10).

### **The Agreement, clause 2.2.8 Further development**

The Contractor may stipulate limits for the Customer's access to order further development of the software covered by the maintenance agreement here.

### **The Agreement, clause 6.1 Responsibilities of and contributions by the customer**

The Contractor can stipulate further requirements concerning the Customer's contributions here.