

ANSWERS TO CONDITIONS FOR WARRANTY, MAINTENANCE AND POST-IMPLEMENTATION SUPPORT

Req. ID	Requirements	Classification															
MnS.1.	As part of the initial contract for the delivery and implementation of the solution, the successful Tenderer shall provide a post-implementation guarantee, which involves the provision of support services and maintenance services for a period of 12 months from the date of final acceptance of the solution.	Mandatory															
Forbis will provide guaranteed support services for a period 12 months from the date of final acceptance note in accordance with term and conditions provided in SLA and other contractual documents. Forbis provides services to attached Service Level Agreement. See attached Service Level Agreement.																	
MnS.2.	<p>Maintenance and support services shall be provided on basis of a Service Level Agreement, which shall be attached to the contract signed between the Parties. The agreement shall establish the post-implementation maintenance and support services level, based on the following <u>minimal</u> requirements:</p> <ul style="list-style-type: none"> a. Support days: 7 days per week b. Support hours: 24/7 c. Response Time (RT) and Solving time: <table border="1"> <thead> <tr> <th>Classification of the NBM request*</th><th>Response Time (RT)</th><th>Solving Time (ST)</th></tr> </thead> <tbody> <tr> <td><i>Critical</i></td><td>30 min</td><td>2 h</td></tr> <tr> <td><i>High</i></td><td>2 h</td><td>6 hours</td></tr> <tr> <td><i>Ordinary</i></td><td>1 day</td><td>4 days</td></tr> <tr> <td><i>Low</i></td><td>3 days</td><td>The best effort</td></tr> </tbody> </table> <p>* NBM requests for post-implementation maintenance and support services are classified in terms of their importance for the NBM. The importance for the NBM is estimated by the impact (inflicted or potential) of the event that has created the need for the request on the quality parameters of the solution operation.</p>	Classification of the NBM request*	Response Time (RT)	Solving Time (ST)	<i>Critical</i>	30 min	2 h	<i>High</i>	2 h	6 hours	<i>Ordinary</i>	1 day	4 days	<i>Low</i>	3 days	The best effort	Mandatory
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<p>Forbis support for IPS system is defined according to ITIL structure. The processes performed within - Incident Management, Problem Management, Request Fulfillment, Application Management.</p> <p>Incident Management describes Incident Reaction times, then patch Delivery with intent to solve the root cause of a registered incident. Patch is an expected permanent fix to a problem or incident. Or offer workaround to an incident or problem with intent to quickly remedy issues due to a registered Incident with goal to resume normal or limited operations with Forbis IPS system within the agreed time-frame.</p> <p>Problem Management includes Root Cause Analysis, that delivers reports and solutions to Incident Root Causes in the form of software Patch or other means that avoid similar Incidents in the future. RCA can include intermediate means to help isolate the root cause during the next incident and/or to alleviate impact of the next incident.</p> <p>For problem Management, Forbis keeps a list containing all incidents connected with the NBM with unresolved root causes and current status; incidents connected with the NBM that have occurred more than once; and relevant events from event management that have or may have direct effect on the NBM's IPS installation, such as required component update, required version upgrade, required patch of system component, etc.</p> <p>The goal of Problem management is to guarantee that Forbis IPS software can run on up-to-date system components, has clear upgrade path to newer versions of the system and underlying technologies and that different events are cross-correlated and analyzed for resulting effect or unexpected potential Incidents.</p>																	

<p>Application Management describes configuration approvals. Forbis will confirm planned configuration changes by the NBM, and responsible employees of the NBM will enter RFS to ServiceDesk with request to confirm planned configuration change with details of planned change.</p> <p>The Supplier will perform evaluation of planned changes and will confirm planned changes or propose amendments within agreed timeframe. The goal is to avoid changes that can cause disruptions or degradation of Forbis IPS system availability and functional and non-functional quality.</p> <p>Detailed description is presented in SLA. See attached Service Level Agreement, annex Support and Maintenance.</p>		
MnS.3.	The successful Tenderer shall have a customer support centre where all requests from the NBM will be directed to. The work program and organization of the Support Centre shall ensure post-implementation maintenance and support services at the level established in these tender documents.	Mandatory
Support and maintenance request and issues are registered by NBM in Forbis ServiceDesk system, based on Jira task management system by Atlassian.		
MnS.4.	The Support Centre shall be contacted at least by the following means: e-mail, phone, web, etc.	Mandatory
<p>Service Desk managers can be contacted by the following means: e-mail, phone, task management system Jira. Since Forbis group has customers in various geographical locations, support services are provided remotely via modern means of communication and secure connection.</p>		
MnS.5.	Maintenance and support services shall be provided remotely.	Mandatory
Support services are provided remotely via modern means of communication and secure connection.		
MnS.6.	For the provision of post-implementation maintenance and support services, the successful Tenderer shall provide NBM with access to a ticketing solution, available through the Internet. The ticketing system shall be properly secured. All interactions between the successful Tenderer and the NBM while providing post-implementation maintenance and support services shall be carried out by means of the respective platform.	Mandatory
<p>Service Desk managers can be contacted by the following means: e-mail, phone, task management system Jira. Since Forbis group has customers in various geographical locations, support services are provided remotely via modern means of communication and secure connection.</p> <p>Forbis starts working on registered incident within the specified time-frame counting from registering an Request For Service (RFS). RFS is registered when receiving phone call with CRITICAL, HIGH PRIORITY, OR responsible NBM employees create an issue in ServiceDesk system by. NBM sets the Incident priority - CRITICAL, HIGH, NORMAL, LOW. For CRITICAL or HIGH PRIORITY, phone call based RFS must be still registered in ServiceDesk later.</p>		
MnS.7.	NBM expects that the proposal for post-implementation maintenance and support services will be based on best practices for Project Management and IT Service Management (e.g., ISO 20000, ITIL v3.0.).	Recommended
<p>Forbis has adopted the ITIL approach and framework and has established Service Level Management to maintain and improve IT service quality, through a constant cycle of agreeing, monitoring, and reporting upon IT service achievements and provide support in line with the best practice and industry standards.</p> <p>We also are ISO 20000 and ISO 27001 certified, see attached ISO certification.</p>		