**TECHNICAL SPECIFICATIONS**

*Delivery and maintenance of an external application and incident registration and management information system, provision of training and integration with the Information Systems of the Client*

1. Riga Municipal Limited Liability Company "Rīgas satiksme", registration number 40003619950 (hereinafter referred to as the Client).
2. The external application and incident registration and management information system (hereafter ARMS) is delivered with all necessary third-party licences for use not limited in time, if such licences are needed to use, adjust, or improve the functions of ARMS.
   1. The solution must be available at least in the official language of the Republic of Latvia.
   2. The Tenderer must ensure that the Client can create, change, delete workflows without additional payments or additional licensing costs.
   3. The Tenderer must ensure that the Client can perform addition, editing, structuring tasks on different levels, and delete all appropriate ARMS classifiers and flows.
   4. Automatic backing up of ARMS data must take place at least once every 2 hours, and ARMS recovery must be no longer than 4 hours.
   5. The Tenderer must provide troubleshooting or solutions on business days, at 7:30–20:00.
   6. It must be possible to export all data in CSV or SQL format at the Client’s written request within 10 working days;
   7. It must be possible to import and integrate the Client’s historical data in CSV or SQL format, including classifier data.
   8. There must be an ARMS capability to register incidents or deficiencies and to track their remediation according to SLA.
   9. User training of at least 12 hours must be provided in person or online, making a training video and providing it to the Client without additional payment.
   10. During the maintenance period, the Tenderer updates ARMS, makes security improvements, and introduces adjustments if the Latvian or EU legislation changes, and ARMS no longer meets any of the requirements of the law.
   11. During the implementation of ARMS, the Tenderer produces the initial settings and workflows according to the functions of the Client’s business, and trains the Client’s ISD employees in making necessary changes and improvements, including the creation and retrieval of new reports, as well as other functions needed to support to the Client’s users.
   12. ARMS must enable mutual exchange of data with the Client’s Project Management IS.
3. The Tenderer must ensure integration with the following Information Systems (IS) of the Client:
   1. Microsoft Active Directory OnPremise or Azure (AD), for access control and user rights management;
   2. DocLogix (DL), for posting officially submitted applications in ARMS;
   3. Odoo 15 Community Edition OnPremise (Odoo);
   4. UContact (UC);
   5. Easy Redmine (CRM);
   6. Other information systems, on request.
4. The ARMS solution offered by the Tenderer must include the following business functions:
   1. Receiving and registering structured applications of unlimited levels and unstructured applications using Unique Identifiers (UI), providing the data necessary for the structuring from the Client’s IS.
   2. Sending replies if the applicant can be identified; it is required to send a reply to the applicant’s application flow with the application’s UI.
   3. It must be possible to send attachments in at least the following file formats: PDF, eDoc, Docx, etc. It must be possible to save these attachments and link them to a specific application UI.
   4. When requesting additions or explanations from the applicant the UI must be kept in the correspondence, and the application must be expanded with the content of the correspondence and new attachments, if any.
   5. It must be possible to search for applications by phrase, status, metadata, deadline, and other parameters set by the Client.
   6. It must be possible to create a user access log and register application status or information changes, recording the date, time, and user identifier.
   7. It must be possible to automatically set deadlines according to application type classification.
   8. It must be possible to automatically set execution priority according to the application type classifier.
   9. Automated structured application and data entry via the Client’s IS must be implemented.
   10. Automated application processing deadline supervision, alerting the person in charge or group of persons involved via e-mail and ARMS.
   11. Automated identification of the people in charge of processing an application according to the application type classifier and the possibility to delegate or change the person in charge of the application.
   12. Automated creation of sub-tasks, tracking of completion if multiple people in charge are set, status change with performance criteria and a tracking option.
   13. In the application, it must be possible to create multi-criteria fields based on a previously created list or based on data provided from another information system.
   14. Based on access rights and user rights, it must be possible to change and expand application data, add attachments, change classification, merge applications, or create new applications manually.
   15. The current status, the application processing history with information about the dates and persons involved, priority and classification changes, if any, must be available automatically and transparently.
   16. ARMS must have real-time data synchronisation and user right changes via the Client’s AD.
   17. It must be possible in ARMS to notify users via e-mail of the receipt of a new task or application, changes in status or the transfer of the performance of a task that the users are in charge of to other users.
   18. The applications that the user is in charge of must be clearly visible to the user, with the possibility of sorting them by priority, deadlines, as well as other classifiers or keywords.
   19. Users, according to their rights, must be able to create an associated application that will be used as the basis for the final reply.
   20. Users, according to their rights, must be able to approve or reject a solution or decision provided by the person in charge of handling the application.
   21. Users, according to their rights, must be able to close an application automatically or manually after sending a reply to the applicant, unless sending a reply is not necessary based on specific cases and workflow settings provided by the classifier.
   22. It must be possible to mark applications that they need a reply, and to automate this based on the category of the application.
   23. The Client must be able to define workflows and required approval or automatic delegation stages, without which the processing or closing of applications cannot continue.
   24. For the preparation of replies in standard situations, there must be access to reply templates that can be edited manually. The Client must be able to expand the list of reply templates and associate them with specific work streams.
   25. Users, according to their rights, must be able to see all applications and retrieve reports on current statuses, compliance with deadlines, overall statistics, as well as any classifier data.
   26. ARMS must have integrated mechanisms and principles that comply with GDPR good practice and governance principles. After processing an application, all data that are not necessary for the execution of the Client’s future tasks must be anonymised or deleted automatically within the deadlines set by the Client, saving information about the anonymisation or deletion of these data with a time stamp in a log, with the possibility of retrieving the log data on request.
5. The Tenderer must enable the exchange of the following data with the Client’s information systems:
   1. Incoming and outgoing calls in UC;
   2. Web form and personal profile for authenticated users via Rīgas Satiksme website, [www.rigassatiksme.lv;](http://www.rigassatiksme.lv)
   3. Incoming and outgoing e-mails;
   4. Registration of documents in DL;
   5. Facebook, Twitter, LinkedIn, and other social media accounts;
   6. Easy Redmine CRM;
   7. Other information systems of the Client, on request.