**TECHNICAL SPECIFICATION**

*delivery 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 Municipality Limited Liability Company *(SIA)* Rīgas satiksme registration No. 40003619950 (hereinafter – the Client).
2. The external application and incident registration and management information system for the Odoo 15.0 Community Edition module of the open-source system (hereinafter – the ARMS) shall be delivered with all necessary third party licences for unlimited use, if such licences are required for the use, customisation or enhancement of the functionality of the ARMS.
	1. The solution shall be available at least in Latvian.
	2. The Applicant shall provide for the Client the possibility to create, modify, delete workflows without additional payments or additional licensing costs.
	3. The Applicant shall provide for the Client the possibility to add, modify, structure in levels, delete all necessary ARMS classifiers and workflows.
	4. Automatic backup of the ARMS data must be performed at least once every 2 hours, and the ARMS recovery must be no longer than 4 hours.
	5. The Applicant must provide troubleshooting or solutions on business days from 7:30 a.m. till 8:00 p.m.
	6. Provision of the export of all data in CSV or SQL format at the Client’s written request not later than in 10 business days;
	7. Provision of the import and integration of the Client’s historical data from CSV or SQL format, including classifier data according to the solution proposed by the Applicant.
	8. Provision of possibility to register ARMS incidents or deficiencies and to track troubleshooting traceability according to SLA.
	9. Provision of the training in Latvian or English for all levels of users on the ARMS and its functionalities, in person or online, for at least 12 hours, with the training recorded and made available to the Client with no additional cost.
3. The Applicant shall provide System Warranty Support, which shall include technical support, troubleshooting, consultancy in accordance with and following ITIL ITSM (Support level) guidelines, with the following categories of applications and their priorities:
	1. Categories of applications:
		1. Failure – problem causing complete shutdown of the System and/or unavailability of functions (**Category 1**);
		2. Unavoidable Error – problem caused by the System software error or malfunction that results in a significant loss of functionality and there is no known workaround, but it is possible to continue operation in a limited mode (**Category 2**);
		3. Workaround – problem that causes minimal loss of features and/or functions, the impact on the System is minor or inconvenient (**Category 3**);
		4. Inaccuracy – problem that causes no potential loss and is considered as a System software bug, inaccuracy or malfunction that causes minor impact on the operation of the System (**Category 4**);
		5. Consultation – situation where the Client needs support to resolve specific issues or to obtain additional information about the System and its functionality, including training on the System (**Category 5**).
	2. During the warranty period, the Applicant shall ensure centralised processing of applications, problems and faults through the following channels:
		1. calls to a specified contact telephone number (in case of Categories 1 and 2);
		2. e-mails to a specified e-mail address.
	3. On receipt of an application, the Applicant shall register the time of its reception in the Applicant's application system and shall provide confirmation of the registration by sending a reply e-mail.
	4. The Applicant shall provide the Client with access to the applications of Client registered in the Applicant's application system.
	5. The Applicant shall provide the warranty as follows:
		1. for all categories of applications, except for Category 1 and 2, on business days from 8:00 a.m. till 5:00 p.m.
		2. the decision to change the application category from a lower one to Category 1 or Category 2 and to start its execution outside the main work shall be made solely by the Client.
	6. Troubleshooting and/or processing of tasks reported during the warranty period shall be carried out in accordance with the mode of operation set out in Paragraph 1.2 of the Technical Specification and in accordance with the following minimum reaction, interim resolution and full prevention times:
		1. reaction time – the period of time from receipt of the application, when the full application information is provided or recorded, until the submission of a reaction time response, which shall include at least the following information: an explanation of the cause of the problem (if known), an explanation of how the problem will be prevented and resolved or information provided, a timeframe and/or plan for the implementation and/or resolution of the interim solution, the actions required and/or to be taken to help containing the problem or minimise its impact;
		2. the target time for delivery of the permanent solution or resolution time and the target time for delivery of the interim solution – means the period of time between the receipt and acknowledgement of the reaction time response and the moment when the provider has provided a solution after which the problem reported can no longer be repeated or has taken action to downgrade the application in question to a lower category;
		3. the reaction time for **a Category 1** application is a maximum of 2 hours with completion of the interim resolution work within 4 hours and delivery of the permanent solution within a maximum of 24 hours;
		4. the reaction time for **a Category 2** application is a maximum of 4 hours with completion of the interim resolution work within 8 hours and delivery of the permanent solution within a maximum of 24 hours;
		5. the reaction time for **a Category 3** application is a maximum of 8 hours with completion of the interim resolution work within 24 hours and delivery of the permanent solution within a maximum of 48 hours;
		6. the reaction time for **a Category 4** application shall be no more than 2 business days, with delivery of a permanent solution within 3 business days;
		7. the reaction time for **a Category 5** application shall be no more than 3 business days.
	7. The Applicant shall ensure 98% availability of the System per month, excluding the planned downtimes agreed with the Client.
	8. The cost of services shall include all components related to the processing of problem applications, labour costs, transportation, necessary authorisations from third parties, including:
	9. During the warranty period, the Applicant shall perform version upgrades, security enhancements and adjustments of the ARMS in case of changes in the regulations of the Republic of Latvia or the European Union and the ARMS does not comply with any of the requirements of the law.
	10. During the implementation of the ARMS, the Applicant produces the initial settings and workflows according to the functions of the Client’s business functionality, and trains the Client’s Information System Department employees how to make necessary changes and improvements, including the creation and retrieval of new reports, as well as other functions needed to support the users of the Client.
4. The Applicant must ensure integration with the following Information Systems (hereinafter – IS) of the Client:
	1. Microsoft Active Directory OnPremise or Azure (hereinafter – AD), for access control and user rights management;
	2. DocLogix or analogue (hereinafter – DL), for posting officially submitted applications in the ARMS;
	3. Odoo 15 Community Edition OnPremise (hereinafter – Odoo);
	4. UContact (hereinafter – UC);
	5. Easy Redmine (hereinafter – CRM);
	6. ERP Odoo modules;
	7. Public transport route and timetable planning system Mobis/Pikas SQL database.
	8. ARMS must enable bilateral exchange of data with the Client’s Project Management IS (a new will be developed).
	9. Enterprise resource planning system Odoo modules. Approximate number of users – 700. Approximate breakdown by role: - administrators – 5 users; - support specialists – 30 users; - general ARMS users – all others.
5. The ARMS solution offered by the Applicant must include the following business functions:
	1. to accept and register with a Unique Identifier (hereinafter – UI) both structured applications of unlimited levels and unstructured applications, supplementing the data necessary for the structuring from the Client's IS;
		1. Data structuring according to specifically defined fields, e.g., the date of application submission must be filled in the field “date”, etc. - Structuring is performed in the Supplier's system and data must be freely modifiable by the Client.
	2. to send a reply to the applicant with the possibility to identify the Client's employee who sent the reply by linking it to the UI of the incoming application;
	3. the possibility to send attachments in at least the following file formats (PDF, eDoc, docx, etc.), save these attachments and link them to a specific UI of the application;
	4. when requesting additions or explanations from customer the UI must be kept in the correspondence, and the content of the correspondence and new attachments, if any, must be added to the application;
	5. possibility to search applications by phrase, status, metadata, deadline, and other parameters set by the Client;
	6. possibility to create a user access log and registration of application status or information changes by recording the date, time, and user identifier;
	7. possibility to automatically set deadlines according to application type classification;
	8. possibility to automatically set execution priority according to the application type classifier;
	9. implementation of automated structured application and data entry from the Client’s IS;
	10. automated monitoring of application processing deadline by alerting the person in charge or group of persons involved via e-mail and the ARMS;
	11. automated identification of the person 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 persons in charge are set, status change with performance criteria and a tracking option;
	13. possibility to create multi-criteria fields in the application based on a previously created list or based on data provided from another information system;
	14. possibility to change and expand application data, add attachments, change classification, merge applications, or create new applications manually according to the access rights and user rights;
	15. the automatic and transparent availability of the current status, processing history of the application with information on dates and persons involved, priority and classification changes, if any;
	16. the ARMS shall provide real-time data synchronisation and changes to user rights with the Client's Microsoft Azure Active Directory (AD) tool; user list synchronisation, for identification, authorisation and access rights.
	17. the ARMS shall provide the possibility 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 under responsibility to the other user;
	18. the user shall have a clear view of pending applications with the ability to sort by priority, deadlines and other classifiers or keywords;
	19. according to the access rights granted, users must be able to create a linked application which will be used as a basis for the final response;
	20. according to the access rights granted, users shall be able to accept or reject the solution or decision made by the person responsible for the execution of the application;
	21. according to the access rights granted, users shall be able to close the application automatically or manually after sending a response to the applicant, or sending a response is not required in one of the cases and workflow settings provided by the classifier;
	22. to mark the application as requiring a response, as well as to automate according to the application category;
	23. to provide the possibility for the Client to define workflows and mandatory approval or automatic delegation steps without which no further execution or closure of applications is allowed;
	24. for the preparation of replies in standard situations, there must be access to reply templates that can be edited manually. Client must be able to expand the list of reply templates and associate them with specific workflows;
	25. according to the access rights granted, users shall be able to see all applications and retrieve reports on current statuses, compliance with deadlines, overall statistics, as well as by any classification data;
	26. after processing an application, all data that are not necessary for the performance of the Client's subsequent tasks must be anonymised or deleted automatically within the time limits set by the Client according to the criteria for the type of incoming data, keeping a time-stamped log of the anonymisation or deletion, with the possibility of retrieving the log data on request, in accordance with the best practice and governance principles of the General Data Protection Regulation;
	27. ensure the protection of natural persons' data in accordance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC and the Personal Data Processing Law, by allowing the access to personal data only to authenticated System users who require access to the data for the performance of their work tasks, and making an appropriate entry in the audit log on each occasion to that effect. In case of the conclusion of the Contract, the Applicant shall conclude a “Data Controller and Data Processor Agreement”;
	28. search form for traceability of personal data is required.
6. Development of an additional field in the application card with the mark “Data Restriction” which requires that personal data is not anonymised or deleted until the mark is removed. The Applicant shall ensure the exchange of data with the Client's information systems:
	1. incoming and outgoing calls from UC;
	2. web form and personal profile of identified users from the Client's website [www.rigassatiksme.lv;](http://www.rigassatiksme.lv)
	3. incoming and outgoing e-mails;
	4. registration of documents in DL;
	5. social networks Facebook, Twitter, LinkedIn;
	6. Easy Redmine CRM;
	7. other Client's information systems on request.
7. Documentation to be provided:
	1. interface and tool navigation or system specific names may be in English. All fields, input data, object names shall be provided in Latvian. User documentation – 100% in Latvian. Administration and configuration instructions – 80% in Latvian. Development documentation – 80% in Latvian.
8. From the date of conclusion of the Contract, the Applicant shall provide the Services within the following timeframe:
	1. System development within a maximum of 6 months.
	2. Warranty and customisation works shall be provided within 24 months after signing of the acceptance and transfer deed.
		1. 25 hours per quarter shall be attributed to the customisation work.