

# Maintenance Agreement

Agreement governing the maintenance and servicing of software and equipment

The Norwegian Government's Standard  
Terms and Conditions for IT Procurement  
SSA-V

*Tender for delivery of Blister Unit Dose  
Dispensing and Packaging Machine*

**SSA-V Appendix 5: Service level with  
standardised price reductions**

**Case number: 2022/511**

## Appendix 5: Service level with standardised price reductions

### 1. Introduction

This appendix describes the service level with standardised price reductions.

### 2. The Agreement, clause 2.2.4 User support

Response time and correctional work time is set in chapter 3 in this appendix, "V Appendix 5 Service level with standardised price reductions".

### 3. The Agreement, clause 2.2.5 Defect management (error handling)

*Table 1: Categorisation of errors.*

Contractor undertakes to commence and complete its error correction work as agreed below, the time limits start counting from an error is reported to the Contractor by the Customer.

Level	Category	Description	Commencement	Completion
<b>A</b>	Critical error	-Any error that results in downtime of dispensing or production of unit doses with an output/input capacity decrease at least of 25%, and all loss of data. - Documentation being incomplete or misleading, causing Customer to being unable to use the system or functionality that is critical to Customer.	30 minutes	5 hours
<b>B</b>	Serious error	- Any related errors to the unit-dose solution that results in an increase of rejects higher then 4%, and which it is time consuming or expensive to avoid.	1 hour	10 hours
<b>C</b>	Less serious error	- Any related errors that is possible to work around with relative ease by the Customer but affects individual functions not working as intended. - Documentation being incomplete, imprecise or easily misunderstood.	2 hours	5 working days

### 4. The Agreement, clause 2.2.6 Installation of patches, etc.

In accordance with clause 2.2.6 of the Agreement.

## 5. The Agreement, clause 2.2.7 New versions

In accordance with clause 2.2.7 of the Agreement.

## 6. The Agreement, clause 11.4.3 Standardised damages and hourly liquidated damages.

Tracing and debugging shall immediately be started. The system should be in operation as quickly as possible, and the Contractor shall provide feedback on estimated time for repair as soon as possible and continuously until repair is completed.

If the fault (level A critical error) is not confirmed corrected by the Customer or circumvented within four (4) working days after being notified, a daily penalty fine equal to 1% of this Agreement's yearly maintenance fee is to be paid. If the error is not corrected or circumvented within seven (7) working days after being notified or more, the daily fine shall increase to a total of 5% of this Agreement's yearly maintenance fee.

Response time, correctional work time and consequences is set in table 1 below. Definition of errors are according to the Agreement, clause 2.2.5.

*Table 1. Response times, correction work and consequences*

Level	Category	Response time production hours (08:00-16:00) Monday – Friday
A	Critical errors	30 minutes
B	Serious errors	1 hour
C	Less serious errors	2 hours