C1 – b. SW Implementation, part: Implementation cycle for individual Modules and Functionalities:

Comment: „Stages of the Implementation cycle are not in line with the Schedule. As an example, in the Schedule is missing: • Pilot run of the Functionality “

C2 – page 6 - Annex No 4. SLA - „Should any deficiencies of the Functionality be established, the Provider shall remove the deficiencies without undue delay, but no later than within fourteen (14) days. The maximum number of runs for testing the same Functionality shall be three (3) in a period no longer than six (6) weeks of the date when the established deficiency (deficiencies) were notified to the Provider.... „

Comment: “ There are divided in the section 5. HelpDesk - errors into three categories: a.Emergency, b.Urgent, c. Standard. In case of detection of Functionality defects, we are talking about these types of errors?

We recommend unifying the definition of errors/defects.

We propose to add within the Implementation cycle the different definitions of error levels: A-critical, B limited functionality, C-administrative with deadlines for errors/defects correction .”

C3 - page 6 - Annex No 4. SLA part - Text

Description automatically generated

Comment: “We propose to change (modify) formatting to make it clear that this is the next stage of Implementation cycle for individual Modules and Functionalities.

C4 – page 7 – 3. Platform Operation, point a.

Comment: “Customers definition : secured Internet connection is very general. Please specified in more detail.”

C5 – page 7 – 3. Platform Operation, point c.

Comment: “Customers definition : Ensuring Platform stability - is very general. Please specify in more detail.”

C6 - page 7 – 3. Platform Operation, point d.

Comment: “It means that the Platform operation will be provided outside of OLO infrastructure, as the external cloud solution?”

C7 - page 7 – 3. Platform Operation, point e.

Comment: “ The Monitoring Portal should be provided as WEB Portal? Please specify in more detail which kind of monitoring Portal should be provided.”

C8 - page 7 – 3. Platform Operation, point f.

Comment: “ The Customer requires 100% data recovery, but it’s not defined for which period? 1MD, 7MD, year …or from beginning of operations?

C9 - page 7 – 3. Platform Operation, point g.

Comment: “this means, that the Customer requires full back up of entire Platform, from the beginning of the production operation? From our perspective this point needs to be described in more detail.”

C10 - page 7 – 3. Platform Operation, point h.

Comment: “this means that the Customer will have access into the development environment of the Platform?”

C11 – page 7 – 3. Platform Operation, point i.

Comment: “The testing (QA) environment will be “ based “ within/ by Provider or Customer? Testing will be proceeded just by the Customer?”

C12 – page 7 – 3. Platform Operation, point l.

Comment: “ Works outside of working hours will be paid add on by the Customer?”

C13 – page 8 - 3. Platform Operation, point m.

Comment: “at least seventy-two (72) hours in advance – included also weekends and bank holidays?”

C14 - page 8 - 3. Platform Operation, point o.

Comment: “Who will be responsible for defining, reporting and evaluating of the unscheduled downtimes?

C15 – page 8 - 3. Platform Operation, point p.

Comment: “all installed HW Devices – means all installed HW Devices relating to this project or all HW Devices within the OLO Fleet.”

C16 – page 8 - 3. Platform Operation, point q.

Comment: “ This means that the Provider will monitor operation of the entire Platform and actively identify errors, correct and solve them without delay? In our opinion, this point negates all previous ones points from b. to p… We do not agree with this point as it is defined and we suggest omitting it or reformulating it”

C17 – page 8 – 4. Platform Support – part “Service intervention within the price for provided Support Services (lump-sum payments).”

Comment: “ Points 1, 2, 3, 8, 9, 10, 11, 12, 13, 14, 15 – 19 needs to be defined in more detail. They are very general and the contracting Parties could understand them differently.”

C18 – page 10 – 5. Helpdesk , I. Communication Tools, part - Reported Requests will be dealt with according to the priorities set out in clause II.

Comment: “ We have as a provider our own helpdesk service. In our tool the requirements are specified in more levels of states as you require. Will you accept our structure of requirement states?”

C19 – page 12 – II. Priorities of Requests, a. Emergency

Comment: “Mentioned time limits for Response and Resolution are very strict and from our point of view unreachable. We recommend this change:”

|  |  |
| --- | --- |
| Response time | 2 Hour |
| Maximum resolution time | 8 Hours |