

TECHNICAL SPECIFICATION

1. DEFINITIONS AND ABBREVIATIONS

- 1.1. **Contract** shall mean a Contract concluded between the Supplier and the Buyer for the Object of the procurement.
- 1.2. **Buyer** – UAB „Ignitis grupės paslaugų centras”.
- 1.3. **Supplier** shall mean any economic entity that may be either a natural person, or a private legal person, or a public legal entity, or organisations and their structural units, or any group of such persons, whom the Buyer signs the Contract with.
- 1.4. **System** (or **OM**) shall mean product ordering and tracking information system.
- 1.5. **Goods** (or **Licenses**) shall mean lease of licenses required for the operation of the system, applicable requirements are specified in paragraph 5.4 of the TS.
- 1.6. **Services** shall mean Installation services, training services, development services, maintenance and servicing, warranty maintenance services.
- 1.7. **Project** shall mean OM installation project.
- 1.8. **Installation services**, for which the requirements are specified in paragraph 5.3 of the TS.
- 1.9. **Training services**, for which the requirements are specified in paragraph 5.5 of the TS.
- 1.10. **Development services**, for which the requirements are specified in paragraph 5.6 of the TS.
- 1.11. **Maintenance and servicing**, for which the requirements are specified in paragraph 5.7 of the TS.
- 1.12. **Warranty maintenance services** shall mean elimination of bugs and errors found during system installation works performed at the expense of the Supplier.
- 1.13. **Order** shall mean order of the Buyer, specifying the following: details of the ordered Goods, Services procured according to the individual orders, terms of their provision and other necessary information. Orders shall be submitted and agreed by e-mail address specified in the Contract or in another form of communication acceptable to the Parties.
- 1.14. **Ignitis Group** shall mean UAB „Ignitis grupė“ and (or) directly managed legal entities and other related companies.
- 1.15. **ESO** shall mean AB „Energijos skirstymo operatorius”.
- 1.16. **Technical Specification** (or **TS**) shall mean this document with annexes.

2. OBJECT OF THE PROCUREMENT

- 2.1. Services and Goods referred to in the Technical Specification.

3. SCOPE OF THE OBJECT OF THE PROCUREMENT

3.1. Goods:

3.1.1. If the Licenses (Goods) are calculated based on the number of users of the System (paid according to 1 fixed fee for 1 License, regardless of the roles of the System users: System administrator; System Process Manager; System user):

Seq. No.	Validity of the Contract	Unit of Measurement	Minimum quantity within the Contract validity period ¹	Maximum amount Contract Validity period (no more than) ²
1.	I year	pcs.	55	120
2.	II year	pcs.	450	600

¹ If the Licenses (Goods) are calculated based on the number of operations in the System, during the entire period of validity of the Contract the Buyer shall undertake to order and procure minimum quantity of the Licenses (Goods) referred to in Paragraph 3.1.2.

² Maximum number of Licenses (Goods). Buyer shall not be obliged to procure the maximum quantity of the specified Goods s, since Goods will be procured according to the need of the Buyer, not exceeding the specified maximum quantity.

3.	III year	pcs.	450	600
4.	IV year	pcs.	450	600
5.	V year	pcs.	450	600

3.1.2. If the Licenses (Goods) are calculated based on the number of operations in the System (paid according to 1 fixed fee for 1 License):

Seq. No.	Validity of the Contract	Unit of Measurement	Minimum quantity within the Contract validity period ³	Maximum amount Contract Validity period (no more than) ⁴
1.	I year	pcs.	12 000	40 000
2.	II year	pcs.	150 000	200 000
3.	III year	pcs.	150 000	200 000
4.	IV year	pcs.	150 000	200 000
5.	V year	pcs.	150 000	200 000

3.1.3. If the Licenses (Goods) are calculated based on unlimited number of users and operations in the System (**paid according to 1 fixed fee for 1 year, Licenses (Goods) quantity is unlimited and supplied according to the Buyer's need**):

Seq. No.	Validity of the Contract	Unit of Measurement	Minimum quantity within the Contract validity period ⁵
1.	I year	year	1
2.	II year	year	1
3.	III year	year	1
4.	IV year	year	1
5.	V year	year	1

3.1.4. Database platform License - **no more than 1 pcs.** During the entire period of validity of the Contract. The License required to ensure functioning of the System (DBVS licenses, components, number of users, etc.) shall be compatible with OMNFR-23 (to be paid for based on the fixed rate).

3.2. Goods and Services, except for Installation services, shall be procured based on the need of the Buyer, not exceeding the specified maximum quantity of the Goods and (or) quantity of services (not more than during the term of the Contract). Buyer shall not be obliged to procure the total maximum quantity of the Goods or Services or a part hereof, except for the Installation Service.

3.3. Scope of the Installation services (one-time service paid for at a fixed rate) **shall include:**

3.3.1. Modules to be procured in full:

3.3.1.1. Order management ensuring management of the Customer's order starting with its placement and finishing with its completion. The order must be orchestrated according to the created product delivery process. It must be possible to create, suspend, modify, manually or automatedly launch,

³ If the Licenses (Goods) are calculated based on the number of operations in the System, during the entire period of validity of the Contract the Buyer shall undertake to order and procure minimum quantity of the Licenses (Goods) referred to in Paragraph 3.1.2.

⁴ Maximum number of Licenses (Goods). Buyer shall not be obliged to procure the maximum quantity of the specified Goods s, since Goods will be procured according to the need of the Buyer, not exceeding the specified maximum quantity.

⁵ If the Licenses (Goods) are calculated based on the number of unlimited number of users and operations in the System, during the entire period of validity of the Contract the Buyer shall undertake to order and procure minimum quantity of the Licenses (Goods) referred to in Paragraph 3.1.3. (Unit of Measurement – year).

change ownership, add or cancel an order placed by the Customer. Product delivery process shall be developed / modified by product managers without programming skills through a graphical interface, creating opportunities to describe in detail the steps of the process, the interrelationships and the conditions for the execution of required stages. It is important to note that only some of the stages (such as drafting of documents) are performed by the system to be procured itself - most of the actions have to be performed in the existing ESO systems and simple integration of information on the status of works. The list of ESO systems is given in the graphical diagram of paragraph 5.2.2 of the TS.

- 3.3.1.2. Product lifecycle management – a managed product and its components throughout its life cycle from the idea, development, improvement, execution, and ultimately abandonment. The module shall ensure execution of activities and operation of developed tools for developing new Products and updating existing ones.
- 3.3.1.3. Product performance management – the module shall include activities and functionalities that allow gathering information and drawing conclusions about the effectiveness, strategy, proposals and market performance of the Product.
- 3.3.1.4. Product catalogue management – module shall be the main place where information about Products and their components and the main suppliers is stored. It also sets out the rules according to which Products can be ordered for certain customer segments or can be bundled.
- 3.3.2. **Modules to be procured in part:**
 - 3.3.2.1. Customer information management – this module shall collect information necessary to execute or complete the order from other information systems. The main difference from the standard and full module is that the customer information management module shall not be used as the master data management module.
 - 3.3.2.2. Order capturing – this module includes the functionalities required for a Customer to order a product. Within the scope of the procurement, only a self-service and independent supplier portal add-on to be used by the Customer to place their order shall be procured. This module shall include functionalities that allow Products to be ordered through different service channels, including self-service, call centre, managers, and so on. After ordering, the information shall be visible to all service channels.
 - 3.3.2.3. Transactional document production – this module is intended for creating / editing document templates, generating documents according to the prepared templates and information that is collected from other sources during the execution of orders. The module shall be used exclusively for production of OM order documents.
- 3.3.3. **Integrations with other systems:**
 - 3.3.3.1. ESO self-service (my electricity) – customer self-service portal providing an opportunity to review customer data, orders, inquiries, etc.
 - 3.3.3.2. CRM (single window) – system used as the main customer data management (MDM) enabling storing records about customers, contracts, Products. Provides 360 view of the customer. Currently used as a part of billing system.
 - 3.3.3.3. "Infostatyba" is a third-party solution to collect customer orders and provide a response to the customer.
 - 3.3.3.4. Independent Supplier Platform – a data exchange platform for suppliers (contracts, objects, consumption, ordering services for customers, etc.).
 - 3.3.3.5. www.eso.lt – company website. Provided with the functionality to provide queries or information to ESO.
 - 3.3.3.6. TEVIS (AM) – an asset management system that contains MDM information about facilities.
 - 3.3.3.7. GIS is a graphical information system that collects information about the topology of the electricity and gas network and stores data about it.
 - 3.3.3.8. Scala (BMS - business management system) - ERP System, Company Accounting System.
 - 3.3.3.9. TIVIS (AM) is a part of the asset management system, used as a network investment project management system.
 - 3.3.3.10. DMS is a distribution management system used for managing and monitoring network components. Provides information on planned / unplanned disconnections.
 - 3.3.3.11. Billing is the Basic System for product, Customer Information, Contract Management, Accounting and Debtor Management.
 - 3.3.3.12. PSS (messaging system) is a system used for the distribution of customer messages (templates, channels, distribution schedules).
 - 3.3.3.13. DWH is a system designed to collect data from systems, perform ETL, and provide tools for business analysis.
 - 3.3.3.14. Additional integrations with other systems that can be identified during the analysis (maximum 7 pcs.).
- 3.3.4. **Configuration of products (not more than 4 pcs. during the validity of the Contract) in the System (requirements are specified in Appendix No. 4 to the TS):**

- 3.3.4.1. Connection of new electricity consumer;
- 3.3.4.2. Connection of new gas consumer;
- 3.3.4.3. Increase of power;
- 3.3.4.4. Connection of producing consumer.

3.3.5. Technical infrastructure document required for the proper functioning of the system shall be drafted in accordance with the requirements stipulated in Table No 1 REZ– D2 of Chapter 8 of the TS.

3.3.6. Provision of development and testing environments (technical and required system software infrastructure) **to the Buyer.** Development and testing environments shall be provided by the Supplier for the period before the Buyer acquires and prepares the hardware environments (hereinafter referred to as the Hardware) required to install and use the System. The Buyer intends to acquire hardware necessary for the proper operation of the System 6 months after the approval of the technical infrastructure document (in accordance with the requirements stipulated in Table No 1 REZ– D2 of Chapter 8 of the TS). Hardware may be located in the premises of the Buyer or Ignitis Group, or the Service could be provided remotely. System installation process shall not depend on the hardware procurement terms, so the Supplier must provide the System development, testing and training environments before the Buyer procures the required hardware.

3.4. Training services - no more than 14 training groups during the validity period of the Contract (paid according to a fixed rate for 1 training group, regardless of the target training audience specified in Paragraph 5.5.5.2 of the TS). Requirements for training services are specified in Paragraph 5.5 of the TS.

3.5. Development services - no more than 1,000 hours. During the term of the Contract i.e., additional System configuration, process optimisation, consulting and software development services during System installation and technical support, which are not included in the scope of Installation services specified in Paragraph 3.2 of the TS (paid at a fixed rate).

3.6. Maintenance and servicing - no more than 24 months. During the term of the Contract (paid at a fixed rate), which are to be provided after the Supplier completes installation of the System (paid at a fixed rate).

4. PLACE FOR CONTRACT PERFORMANCE

4.1. Services shall be provided remotely, except in cases when it is not possible to provide the Services remotely and, in the case, clearly stipulated in Paragraph 4.2 of the TS. If the Supplier is not able to provide the Services remotely, the specific addresses for the provision of the Services and the provision of the Services itself shall be agreed with the Buyer during the agreement of the Installation Services schedule.

4.2. Project manager appointed by the Supplier for the performance of the Contract shall work at the “Ignitis Group” premises in Vilnius at least one working day per week at the request of the Buyer.

4.3. The costs of travel of the Supplier's specialists to the premises of the “Ignitis Group” in Vilnius shall be included in the fixed price of the Installation Services.

4.4. For the identification, registration and management of incidents related to the provision of the System installation, testing and maintenance services, the Supplier shall use the Buyer's incident management system, the access rights to which will be granted to the Supplier by the Buyer. Incident response and resolution times shall be recorded using this incident management system.

5. REQUIREMENTS FOR THE OBJECT OF THE PROCUREMENT

5.1. Description of the Existing Situation (for Suppliers to get acquainted with the current situation).

5.1.1. The system to be procured by the Buyer will be used by ESO (“Ignitis Group” company), one of the largest energy companies in the Baltic region, with about 2,500 employees and 1.6 million customers throughout Lithuania. The main activities include electricity and gas distribution, infrastructure maintenance, connection of new customers (consumers) and promotion of the energy market. It is also a guaranteed supplier of electricity and gas.

5.1.2. “ESO” currently provides about 60 products to end users or independent suppliers and the number of orders reaches about 100,000 times per calendar year. It is anticipated that the aforesaid figures will only increase in the future and that additional Products will have to be reviewed due to a change in the energy market, where an increasing proportion of Products will be ordered through an independent supplier rather than directly from “ESO”. A list of products with preliminary product order quantities is provided in Appendix No. 5 to the TS.

5.1.3. “ESO” products are developed and managed by different IT tools and there is a lack of unification, which poses challenges to the quality and monitoring of product delivery.

5.1.4. The following main channels could be used for ordering Products: self-service; independent supplier portal; call centre, by e-mail or through system users. It is worth noting that different Products may have different ordering channels, e.g. data services can only be ordered through self-service and a new user connection in all of the ways listed above. After ordering, product management is distributed as follows:

5.1.4.1. Orders for the connection of new consumers and increase of power are entered into the new consumer information system (NVP), where connection conditions and contracts are further prepared, as well

as the information on the work performed is specified (for instance, selection of the contractor, design, rank, etc.) and finally the documentation is compiled. A detailed description of the product is given in Annex No. 4.

5.1.4.2. Some products are included in the Query Management Information System (UVIS) and then are transferred to specialised applications for work, such as the Network Operation and Management Information System (TEVIS; asset management system equivalent), meter management system (EMCOS), etc.

5.1.4.3. The remaining products are managed in a non-standardised way and are usually extracted from the order form to the employees' e-mail, MS Excel or the Sharepoint application of the Company.

5.1.4.4. Only those products that are managed through the New Consumer Information System (NMS) are provided with the customer feedback on the status and progress of the ordered product, but this is limited to standard customer information methods. When ordering other Products, it is difficult to give the customer feedback on the progress of the order, as non-standardised information systems are used to manage the service and large investments would be required to develop / expand integrations between systems and reprogram unsuitable systems.

5.1.5. The list of Products supplied by "ESO" changes rapidly every year, as existing Products are modified or new ones are developed. 5-7 new Products are introduced per year (the number would be even higher, since the development of some Products is abandoned due to IT constraints and prioritisation) and about 400 changes related to the product basket occur. The most common changes are related to:

5.1.5.1. Pricing changes - product prices change at least once a year or depending on external factors or market situation.

5.1.5.2. Product progress changes - additional stages appear / eliminated or changed; changes in organisational structure or due to other reasons.

5.1.5.3. Emerging / removed administrative barriers, e.g. in order to obtain the product, a construction permit must be submitted, or the product may be provided only to the owner of the object.

5.1.5.4. Products are improved and developed - new attributes are added or the product is being divided into components and, depending on the customer's situation, the optimal way of product delivery is selected, for example, when the customer decides to carry out the design works on its own, "ESO" only performs contract work.

5.1.6. Any changes in NVP-managed Products require programming because the information system is hard coded and inflexible, while other Products do not have a unified approach and the need to consider the situation individually and make decisions about programming, process changes, or workaround of other systems arises. These challenges not only increase costs for IT systems due to the implementation of changes, but also worsen the customer experience, because customers do not receive up-to-date information about order completion and have to address common service channels used to register the request. About 120-150 thousand inquiries of "ESO" customers are received per year. In this way, "ESO" customers do not receive an answer immediately and the burden on "ESO" employees to answer inquiries and communicate with the customers is additionally increased.

5.2. Procurement object purpose of use.

5.2.1. The newly procured System should help to solve the challenges that are described in the description of the current situation (Paragraph 5.1 of the TS):

5.2.1.1. Ensure simple and customer-friendly ordering of Products through different channels, especially self-service. "ESO" is currently developing its own self-service system and only an add-on is to be procured within the scope of the Procurement, which must be integrated into the self-service being developed.

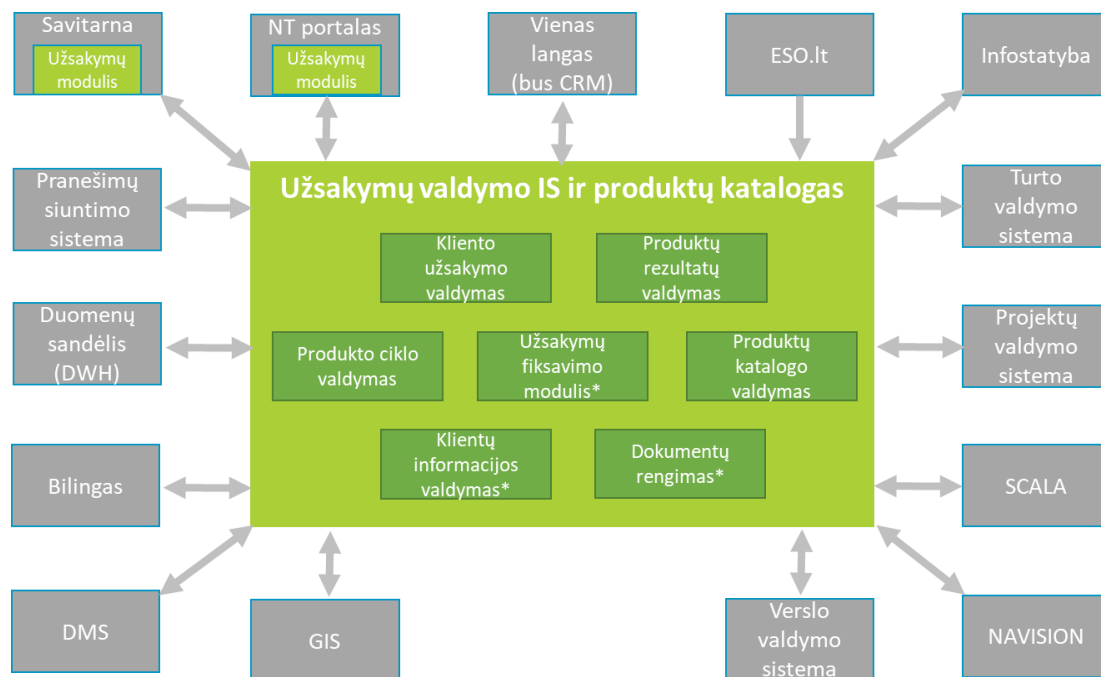
5.2.1.2. Easy development and modification of new Products. The system shall ensure the possibility to develop new Products and their work-flow without the need for programming, i.e. process managers shall be provided with an opportunity to introduce new Products through a graphical interface, describe them, and organise the provision process. This system shall provide opportunities to standardise the processes of Products provided by "ESO".

5.2.1.3. Complete order management starting with its placement and finishing with its completion. This means that the System shall fully manage and monitor the process from ordering the product, evaluating the technical conditions and drafting the contract, receiving payment, product delivery and documentation preparation and entering into databases and information systems and other important stages of order execution. Connection of a new user (consumer) is described in Appendix No. 4 to the TS.

5.2.1.4. Document generation and performance evaluation. The system shall generate documents (e.g., contracts, advance payment invoices, etc.) and provide reports showing key performance indicators.

5.2.1.5. Provision of information required for informing customers. According to the structured product work-flow, information shall be provided through the API to self-service and customer service systems. This would ensure that service channels have the same information and that accurate and timely information is provided to the customer.

5.2.2. The diagram below indicates a high-level conceptual diagram of the functional modules of the acquired System and a preliminary assessment of the main systems used by “ESO” with which all the integrations for data exchange shall be made. We note that the specification of the functional modules to be procured was developed in accordance with the TM Forum standard.



5.3. Requirements for Installation Services

5.3.1. The Installation services shall be provided in accordance with the procedure and terms set out in Part 6 of the TS.

5.3.2. Functional and non-functional requirements for the Installation services are specified in Annex No. 1 and Annex No. 2 to the TS.

5.3.3. Installation services shall include the following:

- 5.3.3.1. Analysis;
- 5.3.3.2. Design of the system;
- 5.3.3.3. Programming and configuration of the system;
- 5.3.3.4. Testing of the system;
- 5.3.3.5. Installation of the system;
- 5.3.3.6. Trial operation of the system.

5.4. License (Goods) requirements

5.4.1. Licenses shall be provided according to the Buyer's needs under separate Orders to be submitted by the Buyer. Licenses shall be provided on a lease basis, except Database platform License Database platform License can be acquired by the right of ownership with its servicing for the term of the Contract;

5.4.2. During the term of the Contract, the number of Licenses under which the amount payable to the Supplier will be accounted for shall be determined according to the actual need of the Buyer on a quarterly basis.

5.4.3. Supplier, at its own expense, together with the Licenses, shall provide License support ensured by the System Manufacturer (if required by the licensing model used by the System Manufacturer), which shall be warranted within the term specified in the Order (to be paid for based on the fixed rate)..

5.4.4. Buyer shall have the right to use the Licenses for any “Ignitis Group” company.

5.4.5. The Database platform License required to ensure functioning of the System (DBVS licenses, components, number of users, etc.) shall be compatible with OMNFR-23, the applicable requirements are specified in Annex No. 2 to the TS.

5.5. Requirements for Training Services

5.5.1. Training services shall be provided according to the Buyer's needs under separate Orders to be submitted by the Buyer.

5.5.2. During the validity of the Contract the Buyer may order trainings for System Administrators, not more than 2 groups (maximum number of employees participating in 1 training group - 20), responsible for the coordination of the System administration, testing and configuration. Training materials prepared by the

Supplier shall be submitted to the system administrators no later than the day of the start of the training. Trainings for the system administrators shall cover all functions required for independent System administration, testing and configuration without intervention of the Supplier.

5.5.3. During the validity of the Contract the Buyer may order trainings for System process managers, not more than 2 groups (maximum number of employees participating in 1 training group - 25) in order to ensure their independent work, creation of new Products and supervision of the Products. During the training, they should acquire the competence to train / consult other System process managers to work with the System.

5.5.4. During the validity of the Contract the Buyer may order trainings for System users, not more than 10 groups (maximum number of employees participating in 1 training group - 25) in order to ensure their independent work and provide them with the competence to train / consult other System Users to work with the System.

5.5.5. Supplier shall prepare a training plan and agree it with the Customer 15 (fifteen) working days before the planned start date of the Training services. The training plan shall be based on training topics and different user groups. The training plan shall include detailed descriptions of the training topics:

5.5.5.1. Topic title (and number if applicable);

5.5.5.2. Target audience - who the training is dedicated for (System administrator, System Process Manager, System user)

5.5.5.3. Description of tasks or objectives;

5.5.5.4. Training format (live training, e-training, other form);

5.5.5.5. Duration of trainings;

5.5.5.6. Consultation procedure (after training).

5.5.6. Training material shall be prepared for each training topic (e.g., complex processes) so that the training content can be adapted to the audience according to the relevant topics or specialties.

5.5.7. Training material shall be provided to the Buyer for unlimited access and use.

5.5.8. After the training, participants shall be given the opportunity to address additional questions to the Supplier in an accessible space (e.g., forum, MS Teams, etc.) and get answers within a period agreed between the Supplier and the Buyer. The consultation procedure itself shall be described in the training plan.

5.6. Requirements for Development Services

5.6.1. Development services shall mean improvement of the System, installation of new functions, extension or replacement of the existing System due to the changes in the needs / status of the Buyer or the emergence of a new company or substantial changes in the system requirements, moreover, the development services could be understood as consultation of the customer's employees, except for the elimination of errors and Maintenance and servicing (which shall be carried out within the scope of the System maintenance and servicing) that is related to operation of the System, feasibility analysis on the use of the system, other issues related to the use/improvement/modification/adaptation of the System during the performance of the Contract.

5.6.2. Provided Development services shall not interfere with the continuous operation of the System. Otherwise, the Supplier must restore operation of the System during the time limit set forth for Error elimination in Paragraph 7.4 of the TS at its own expense.

5.6.3. Delivered Development services and their results shall be subject to a warranty period of at least three (3) months from the – date of acceptance.

5.6.4. Upon receipt of the Order for Development services, the Supplier shall submit a Development services assessment no later than within 2 working days, which shall include:

5.6.4.1. Time of execution of the Development services: indicate how many hours it will take to provide the services, indicate the expected date of execution of the Order;

5.6.4.2. risks of outsourced Development services.

5.6.5. Supplier, having performed the Development services in the testing environment, shall submit the Report on the results of Development services within 2 working days in accordance with the form agreed with the Buyer, which shall specify:

5.6.5.1. Tested object (based on the requirements);

5.6.5.2. Completed actions and provided test data;

5.6.5.3. Anticipated result;

5.6.5.4. Actual result;

5.6.5.5. Conclusions and recommendations.

5.6.6. The following documents shall be submitted by the Supplier along with the handover certificate for the Development services:

5.6.6.1. Agreed change analysis protocols;

5.6.6.2. Technical Specifications for changes;

- 5.6.6.3. The source codes of the programmed parts;
 - 5.6.6.4. The execution codes of the programmed parts;
 - 5.6.6.5. Installation / configuration instructions;
 - 5.6.6.6. Test results in an agreed document format;
 - 5.6.6.7. Updated user manual;
 - 5.6.6.8. Updated administrative manual (if any).
- 5.6.7. Supplier shall upload the source codes and documentation created for the Buyer to the Buyer's source codes and documentation repository.

5.7. Requirements for Maintenance and Servicing

- 5.7.1. Object of system maintenance and servicing shall mean support, including technical support, elimination of errors, troubleshooting, periodic analysis, reporting in relation with OM properly installed and continuously operated in accordance with the requirements stipulated in the Technical Specifications and documents developed in the course of the Installation services, as well as standards, quality and safety requirements;
- 5.7.2. Upon proper provision of the Installation services, the Buyer may, but is not obliged to, procure Maintenance and Servicing by providing separate Orders as required. System maintenance and servicing may be procured for the term specified in the Order of the Buyer, not shorter than 12 (twelve) months (in case the last Service order does not cover twelve months term due to termination or completion of the Contract, services shall be paid for in proportion to the number of months and not exceeding the validity of the Contract and the total Contract price).
- 5.7.3. During the Maintenance and servicing System errors and malfunctions shall be eliminated within the time limits stipulated in Paragraph 7.4 of the TS.
- 5.7.4. Phone and e-mail consultation (on working days from 7.30 to 16.30 Lithuanian time) for System Administrators of the Buyer on System Maintenance and servicing issues.

6. PROCEDURES AND DEADLINES FOR PERFORMANCE OF CONTRACTUAL OBLIGATIONS

- 6.1. The project plan shall be prepared and agreed with the Buyer - no longer than **within 1 (one) month** after the Contract comes into force.
- 6.2. The Installation services shall be provided in stages specified in this paragraph (may be provided in parallel, except for the analysis stage) and in the expected implementation deadlines:
- 6.2.1. not later than **within 4 (four) months** after the Contract comes into force - Stage I - to perform a detailed analysis, which must include:
- 6.2.1.1. System requirements;
 - 6.2.2.2. data exchange interfaces;
 - 6.2.2.3. Analysis of system compliance with requirements and processes of a TS, (gap-fit analysis) detailing the functional description of modified functionality of the System.
 - 6.2.2.4. Submission of the project plan in accordance with the requirement stipulated in Annex No. 6 to the TS.
- 6.2.2. no later than **within 8 (eight) months** from the approval of the performed analysis report - Stage II - installation of basic functionality (implemented functional requirements stated in Annex No. 1 to the TS and non-functional requirements stated in Annex No. 2 to the TS) and configuration of 1 product (Connection of new electricity consumers, described in Appendix No. 4 to the TS) in the System.
- 6.2.3. no later than **within 3 (three) months** from the end of Stage II (approval of the report) - test operation of the Stage II and training according to the Buyer's needs.
- 6.2.4. no later than **within 18 (eighteen) months** from the entry into force of the Contract - Stage III - configuration of 3 Products (description provided in Annex No. 4 to the TS) in the System.
- 6.2.5. no later than **21 months** after the entry into force of the Contract - trial operation of the System of Stage III and training according to the Buyer's needs.
- 6.2.6. no later than **24 months** after the entry into force of the Contract - final trial operation of the System.
- 6.3. The total duration of the System installation and trial operation may not exceed the scheduled period of 24 months.
- 6.4. Trial operation shall be deemed completed when the System is properly handed over and the handover certificate is signed.

6.5. Supplier shall provide the Warranty maintenance service at its own expense for 12 months from the System handover.

7. REQUIREMENT FOR THE WARRANTY MAINTENANCE SERVICES

7.2. Warranty maintenance services shall include:

7.2.1. Elimination of System's errors and incompliances with the requirements.

7.2.2. restoration of the availability of the operated System (TS OMNFR-33 requirement), for example, in case of malfunctions of the database or its individual components due to updates of changes provided by the Supplier or other actions or omissions of the Supplier. Omission of the Supplier shall mean a failure to take any action when a malfunction of the databases or its individual components is detected during the operation of the System, or failure to inform the Buyer about the System updates provided to it by the System Manufacturer (which have or may affect the proper functioning of the System);

7.2.3. recovery of data lost due to improper actions of the Supplier;

7.2.4. Providing telephone and email consultations at the request of the Buyer (on working days from 7.30 am to 4.30 pm Lithuanian time) to System users, key users estimated number of Key system users - not more than 8), on the issues of using the System;

7.2.5. Monitoring of the System software vulnerability performed by the manufacturer of the System, provision of information about detected vulnerabilities and supply of updated versions, corrected previously detected vulnerabilities;

7.2.6. Elimination of errors and incompliances preventing the solution from proper operation or causing malfunctioning not due to the improper installed functional requirement or operation logics, but due to other parts of the solution provided by the Supplier, e.g., standard software functionality of the System manufacturer within the term referred to in Paragraph 7.4 of the TS. The following examples of malfunction could be provided: provided standard functionality of the System has an inappropriate impact (e.g., incomplete or incorrectly stored data) on the performance results, provided database management system has an inappropriate impact on the performance results (e.g., System speed, etc.). The Supplier shall be responsible for the software, including the standard one and customised software that he has provided, and for the software, he has formed the requirements (e.g., if the Supplier has formulated a requirement for smooth BMS operation related to the specific (or higher) version of a browser or database management system, the System shall function with this version of browser or database management system, and in the event of a problem, the Supplier shall be responsible for correcting the error).

7.3. All errors and (or) malfunction of the System are classified as follows (Warranty maintenance services):

7.3.1. Critical error - when detected malfunction and (or) problem prevents the OM user from performing the necessary functions provided for in the TS.

7.3.2. Average error - when detected malfunction and (or) problem prevents user from performing the necessary functions but there is another way to perform function acceptable to the Customer.

7.3.3. Minor error - when detected malfunction and (or) problem does not substantially obstruct the performance of functions.

7.4. Decision on the type of an error (critical error, average error, minor error) shall be made by the responsible person appointed by the Buyer at the agreement of the responsible person appointed by the Supplier. The response time during which the Supplier shall analyse malfunction and (or) error and provide the Buyer with a description of the malfunction and (or) error elimination shall be as follows:

7.4.1. In case of a critical error – 0.5 hour ⁶;

7.4.2. In case of an average error – 1 working hour

7.4.3. In case of a minor error – 2 working hours.

7.5. Terms for elimination of detected malfunctions and (or) errors shall be agreed with the Buyer, however they shall not exceed the following ones (the term starts to run from the moment of the malfunction and (or) error notification):

7.5.1. In case of a critical error – 4 hours⁷;

7.5.2. In case of an average error – 8 working hours;

7.5.3. In case of a minor error – 24 working hours.

7.6. Information about eliminated (corrected) errors and (or) malfunctions, their resolution time in the form of a report shall be provided once a month in accordance with the procedure agreed with the Buyer.

7.7. In case of modification performed by the Supplier in the course of Warranty maintenance services, the Buyer shall be provided with the modification results and new System versions shall be issued in accordance with the procedure agreed with the Buyer. The Supplier shall assess which existing System Documentation is affected by the modifications (alterations) and what documentation is required for successful implementation

⁶ Warranty maintenance response time shall be calculated at any time of the day, i.e. Based on 24/7 principle.

⁷ As well as footnote No. 6.

and subsequent use of the modification, as well as to provide all relevant documentation, including but not limited to:

- 7.7.1. Data model, description of data structures, if database objects have been changed;
- 7.7.2. In case of System installation in parts and modification of System part's functionality – model of System part, description of System part;
- 7.7.3. Instructions for users and administrators if the functionality of the System (or part of the System) has been changed;
- 7.7.4. Computer-assisted information support components (e.g., HTML help, etc.), if the System (a part hereof) functionality to which the component is linked has been changed;
- 7.7.5. Document of System settings (in case of changes);
- 7.7.6. Description of System version changes (describing changes included in the version and the order of installation works).
- 7.7.7. The Buyer shall have a right to perform independent Penetration and Vulnerability testing. If errors and nonconformities with the requirements of the Technical Specifications are identified during this testing, the Supplier shall be responsible for elimination of these errors.

8. DOCUMENTS TO BE PROVIDED ALONG WITH THE DELIVERED SERVICES

8.1. Table 1 indicates works and results that shall be achieved for each stage of the System installation separately. The sequence of works and results listed in the table may be changed during System Installation. When preparing the Installation services plan, the Supplier shall propose the most appropriate work order (sequence) based on its experience and product practice.

8.2. All results provided by the Supplier must be compatible with Microsoft Office software formats (XLS (X), DOC (X), PPT (X), MPP, VSD). If the Supplier submits the results in a different format that requires installation of additional software, the Supplier shall be responsible for installing the required software, training, licenses and all other software-related works and costs. All results provided by the Supplier must be agreed with the Buyer. All results (documents) provided by the Supplier must be in the Lithuanian language. Analysis sessions meetings must be conducted only in Lithuanian. Project Status meetings can be conducted in either Lithuanian or English.

Table 1 Expected results of the System (or individual parts of the System) to be performed by the Supplier during the performance of the Contract.

Result	Description of the Result
1. System installation	
1.1. Analysis stage	
REZ-D1. Document of Detailed Analysis	<p>Prepared once.</p> <p>Document of Detailed Analysis shall include but not be limited to the following main parts:</p> <ul style="list-style-type: none"> • Detailed description of the System requirements; • Description of data exchange interface; • List of reports and documents and their forms; • Analysis of system compliance with requirements and processes of a Technical task (gap-fit analysis) detailing the functional description of modified functionality. • Description of logical architecture shall (including, but not limited to): <ul style="list-style-type: none"> - explain the layout of the System components and their interrelationships; - explain the data flows; - provide the System database architecture; - provide a description of the System Integration Interface (API) (both functional and administrative); - provide a high-level System infrastructure solution architecture (servers, network, data warehouses, etc.)

Result	Description of the Result
	At least 2.0 UML Unified Modelling Language, (http://www.omg.org/technology/uml/index.htm) and at least 2.0 BPMN (http://www.omg.org/spec/BPMN/2.0) or other equivalent standard notation must be used in the analysis and design documents, business process diagrams, models, database diagrams, software component interface diagrams and other entity interface diagrams prepared by the Supplier.
REZ– D2. Document of architecture and infrastructure requirements description.	<p>The Supplier shall prepare and agree the requirements for the technical infrastructure of the System. Document of technical infrastructure requirements shall include but not be limited to the following main parts:</p> <ul style="list-style-type: none"> • Description of technical architecture (satisfying all the requirements for the System to be installed); <ul style="list-style-type: none"> • List of technical infrastructure requirements: <ul style="list-style-type: none"> ○ Server resources (CPU, RAM, etc.); ○ Storage resources; ○ The amount of disk space for data storage according to the designed System load (designed total amount of data per month / year); ○ Virtualisation platform (if the solution uses a virtualisation platform); • Other specific parameters required for the installation of the System in the Buyer's server infrastructure • Technical specifications for architecture and technical infrastructure shall comply with the requirements of Annex No 2 to the TS <i>Service Level Agreement</i>.
1.2. Design stage	
REZ– D3. Design documents	<p>Design documents shall describe the implementation of the requirements described in the Document of Detailed Analysis of the System. The document shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • Technical specifications of system parameters, documents, reports, modifiable functions; • Technical specifications of interfaces between IS (Integration) and their management and of functional components and their areas (including temporary data exchange interfaces required during System installation / transition); • Description of logical architecture; • Information or implementation of the requirements means an implementation within the scope of the standard System solution or a modification of System solution; • Technical Specifications of modified functionality including foreseen graphical user interfaces.
1.3. Configuration (programming) stage	
REZ– D4. Functional (internal) test report	<p>Functional (internal) test report shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • Description of System functional (internal) test results (providing information on areas where additional attention should be paid during integration testing). • After performing functional (internal) testing, the Supplier will have to provide the Buyer with a signed document declaring compliance of the System with all the requirements of the TS and its readiness for acceptance testing.
REZ– D5. Plan of introduction into service	<p>Plan of introduction into service shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • Description of the readiness for trial operation;

Result	Description of the Result
	<ul style="list-style-type: none"> • Additional conditions applicable to the recording of trial operation start and end; • Description of trial operation (duration, detailed action plan, error / defects registration, elimination procedures, responsibilities of trial operation participants); • Description of required resources.
REZ– D6. Description of additional functionality of the System	<p>Description of additional functionality of the System shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • Description of functionality software code at all levels of the model of architecture; • Source codes, operation logic.
1.4. Testing stage	
REZ– D7. Developed testing environment	<p>Developed testing environment shall ensure throughout testing of the System compliance with functional and non-functional requirements. Testing environment shall include initial System settings required for smooth testing.</p> <p>The installation package for the testing environment must consist of:</p> <ul style="list-style-type: none"> - software installation package; - documentation of each installed component; - testing documentation; - installation instructions for this installation package.
REZ– D8. Plan of acceptance testing	<p>Plan of acceptance testing shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • Description of an acceptance testing plan (preparation for testing), execution (including retesting), acceptance of gained results (defining acceptance criteria), error elimination; • Description of testing principles; • Description of resources required for testing; • Description of responsibilities of testing participants; • Testing scenario template. • Disaster Recovery testing description. <p>Before the acceptance testing the Supplier shall prepare initial versions of user manuals.</p>
REZ– D9. Error elimination plan	<p>Error elimination plan shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • Persons responsible for error elimination and other related information.
REZ– D10. Performance testing report	<p>Performance testing report shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • Description of performance testing parameters; • Description of the results of performance testing performed by the Supplier (providing precise recommendations on the infrastructure and System parameters to be maintained to meet the requirements).
REZ– D11. Testing report	<p>Developed testing report and eliminated all errors and incompliances of the System with the applicable requirements detected and registered during the testing phase (in accordance with the agreed error elimination plan).</p>
1.5. Stage of the System preparation for deployment	
REZ– D12. Manuals for system users	<p>System user instructions shall be developed in accordance with functional components of the System. User instructions shall be detailed and complete. User instructions may be developed using multimedia tools.</p>

Result	Description of the Result
REZ– D13. Manuals for system administrators	<p>System administrator instructions shall be developed in accordance with functional components of the System. Instructions shall include but not be limited to the following:</p> <ul style="list-style-type: none"> • General system description (as in REZ D1); • System safety requirements; • Instructions for setting, configuring and managing system integrations; • Manuals for system installation; • Document of System settings shall include but not be limited to the following: <ul style="list-style-type: none"> ○ Description of configuration elements; ○ Definition of parameters (rules, settings); ○ Description of modifications (rules and restrictions). • System administration and maintenance instructions: <ul style="list-style-type: none"> ○ describe the daily operations and maintenance processes so that they can be performed without the intervention of the Supplier ○ describe possible errors and incidents and disturbances and provide instructions for their solution ○ describe non-automated procedures for restoring data integrity or system performance ○ describe all types of log entries and where to find them and how to interpret them. • Instructions for making backups and restoring the system <ul style="list-style-type: none"> - must be detailed enough to allow users to back up and restore the system without the intervention of the Supplier. - the recovery procedure must provide instructions on how to restore the data / system to its normal operating state • Preparation of a new workstation; • Description and management of various System environments (e.g., training, testing); • System supervision and monitoring processes. • Need for system resources (growth) for the year.
REZ– D14. Description of User groups and right allocation	<p>Description of User groups and right allocation shall be developed in accordance with the System manufacturers processes and shall include but not be limited to the description of user groups and right allocation within the integrated IS and user allocation. This document shall specify what functions and rights are to be provided to users and / or user groups.</p>
REZ– D15. Developed production environment	<p>Developed production environment shall ensure proper readiness for trial operation of the System.</p> <ul style="list-style-type: none"> - software installation package; - complete documentation of each installed component (REZ-D3, REZ-D7) - testing documentation (REZ-D10, REZ-D12, REZ-D13); - handover documents for installation components
2. Trial operation stage	
REZ– D16. Created and installed system or its part	<p>Completion of trial operation shall be documented in the form of the handover statement for the System or its part developed by the Supplier and agreed with the Buyer.</p> <p>The system or its part is only accepted when the trial operation is successfully completed.</p>

Table 2 Installation service management tasks and results to be provided by the Supplier.

Task	Task description	Result
1. Project initiation stage		
1.1. Prepare a schedule for system installation works (Installation services)	<p>Supplier shall develop and agree with the Buyer detailed schedule for system installation works (if the Supplier proposes to install the System in parts - System Installation in separate parts).</p> <p>Work execution schedule shall justify the sequence of installation of the System parts, indicate interdependencies of the System parts (e.g., one part of the System will not function properly without installing another part of the System), and indicate temporary interfaces (if needed).</p>	REZ–PV1. System installation (if the Supplier proposes to install the System in parts - System Installation in separate parts) schedule
2. System installation and trial operation		
2.1. Submit minutes of meetings	<p>The Supplier shall prepare minutes of meeting providing the following information:</p> <ul style="list-style-type: none"> • Date and time of the meeting; • Place of the meeting; • Participants; • Agenda; • Essence of issue discussion; • Made decisions / agreed actions; • Execution terms; • Persons responsible for execution of agreed actions. 	REZ–PV3. Minutes of meetings
2.2. Report OM installation status on a regular basis	<p>The Supplier shall prepare Project implementation (progress) report at intervals preliminary agreed with the Buyer (but at least once per month). Project implementation (progress) report shall include the following information:</p> <ul style="list-style-type: none"> • Works performed within the reported period. • Works to be performed within the next reported period. • Assessment of work execution progress. • Results agreed within the reported period. • Risks and risk management issues identified within the reported period. 	REZ–PV4. Progress reports

9. CONTRACTUAL OBLIGATIONS OF THE BUYER

9.1. During the performance of the Contract, the Buyer shall cooperate with the Supplier and assign its personnel as far as the Buyer's contractual obligations are concerned, but the Supplier shall use only its own resources and cover all contractual obligations with its personnel when providing the Services and / or supplying the Products. The Buyer will provide personnel assistance to the Supplier according to the possibilities and workload, but the Buyer does not undertake to devote its human resources to the Contract execution to reduce the Supplier's obligations under the Procurement Conditions or to appoint all the Buyer's specialists specified in the Project Plan (prepared in accordance with the requirements of Annex No. 6 to the TS), if this causes additional material costs to the Buyer or restricts the performance of direct work functions of the existing staff. Assistance to the Supplier in the performance of the Contract shall not be considered as direct work of the Buyer's personnel.

9.2. Inform the Supplier in a timely manner of any internal or external events known to him that may affect the provision of the Services.

9.3. The Buyer must accept delivered Products complying with the TS requirements, provided Services of high quality complying with the TS requirements, requirements of legal acts and additional requirements stipulated in the Order, and to settle with the Supplier in a proper and timely manner under the conditions provided for in the Contract.

9.4. During the performance of the Contract, the Buyer undertakes:

9.4.1. to appoint a project manager from the Buyer's side;

9.4.2. to prepare and provide the IT infrastructure required for the implementation of the System;

9.4.3. to ensure the operation of the IT infrastructure required for the System;

9.4.4. to ensure the implementation of integration interfaces on the part of other systems, to provide the Supplier with the information and documentation necessary for the creation of integration interfaces;

9.4.5. to use the System in accordance with the instructions and recommendations provided by the Supplier;

9.4.6. to provide free access to the Buyer's premises, IT infrastructure and systems required to fulfill the Supplier's obligations;

9.4.7. comply with the requirements of the software license agreements provided by the Supplier.

10. ANNEXES

10.1. Annex No. 1 – Functional requirements;

10.2. Annex No. 2 – Non-functional requirements;

10.3. Annex No. 3 – Group Service Centre infrastructure standard;

10.4. Annex No. 4 – Configuration of products in the System;

10.5. Annex No. 5 – List of ESO products with quantities (for information);

10.6. Annex No. 6 – Project plan template.