## TECHNICAL SPECIFICATION

**DESCRIPTION OF THE SUBJECT OF THE CONTRACT**

## DEFINITIONS

**Buyer** means LTG Kompetencijų centras UAB.

**Supplier** means an economic entity, including a natural person, private legal person, public legal person, other organisations and their subdivisions or a group of such persons, with whom the Buyer concludes the Contract.

**Products** means ServiceNow or equivalent licences.

**Contract** means the Contract concluded between the Supplier and the Buyer on the Subject of the Contract.

## SUBJECT OF THE CONTRACT

* 1. **ServiceNow or equivalent licences** (**Subject of the Contract**).
  2. The Subject of the Contract is not subdivided into lots.
  3. **Items and quantities of the Subject of the Contract****:**

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| --- | --- | --- | --- | --- | --- |
| **Item No** | **Name** | **Quantity (volume)** | **UoM** | **Licence lease/ support period, months** | **Licence new/ licence renewal** |
| 1. | Additional Production Instance- Shared Environment (4TB) | 1 | Instance | 12 | Licence renewal |
| 2. | Additional Non-Production Instance- Shared Environment (4TB) | 2 | Instance | 12 | Licence renewal |
| 3. | IT Service Management Standard - Fulfiller User v3 | 200 | Per-User | 12 | Licence renewal |
| 4. | Integration Hub Starter - Transactions v4 | 1 | Capacity | 12 | Licence renewal |
| 5. | Strategic Portfolio Management Standard v2 - SPM User | 180 | Per-User | 12 | Licence renewal |
| 6. | Time Card User v2 - Time Card User | 20 | Per-User | 12 | Licence renewal |
| 7. | Business Stakeholder User | 1 | Per-User | 12 | Licence renewal |
| 8. | ITOM Visibility v2 | 740 | Capacity | 12 | Licence renewal |
| 9. | Software Asset Management Professional - Subscription Unit v2 | 1278 | Capacity | 12 | Licence renewal |
| 10. | Agile Team - Module | 1 | Display | 12 | Licence renewal |
| 11. | AI Search Starter - Documents | 1 | Capacity | 12 | Licence renewal |
| 12. | Impact Guided | 1 | N/A | 12 | Licence renewal |

Quantity purchased:

Provisional quantities of the Subject of the Contract for the Products (to be purchased on demand) are indicated;

## REQUIREMENTS FOR THE SUBJECT OF THE CONTRACT

* 1. **General requirements:**
     1. If the Technical Specification provides for a particular type, model, brand, applicable standard or other specific descriptive information for the Product to be purchased, the Buyer shall also accept an equivalent Product that complies with the parameters of the Product provided for in the Technical Specification or the applicable standards. The Supplier undertakes to provide/justify/prove equivalence with the item specified in the document.

Where equivalent Products are offered, their performance shall be not inferior (i.e. the same or better) to the requirements of the procurement documents, and the proposed equivalent Product may be used for its intended purpose without any restrictions (including, but not limited to, those listed above):

• without additional changes to the interfacing elements;

• their use will not lead to accelerated wear, failure and/or loss of warranty of the interfacing elements;

• the expected service life is not shorter;

• no lesser level of technical progress.

* + 1. The Products must be new, unused and without physical or functional defects.
    2. The Products (including their manufacturers) must not pose a threat to national security, as specified in the Procurement Documents.

3.2. **Technical requirements:**

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| --- | --- | --- |
| **Item No** | **Technical and functional requirements** | **Size, condition** |
| * + 1. **Additional Production Instance- Shared Environment (4TB)** | | |
| 3.2.1.1. | ServiceNow production environment | Capacity at least 4TB |
| * + 1. **Additional Non-Production Instance- Shared Environment (4TB)** | | |
| 3.2.2.1. | Testing (TEST) and Development (DEV) ServiceNow environment | Capacity at least 4TB |
| * + 1. **IT Service Management Standard - Fulfiller User v3** | | |
| 3.2.3.1. | Incident Management Module |  |
| 3.2.3.2. | Problem Management Module |  |
| 3.2.3.3. | Change Management Module |  |
| 3.2.3.4. | Request Management Module |  |
| 3.2.3.5. | Asset and Cost Management Module |  |
| 3.2.3.6. | Service operations workspace |  |
| 3.2.3.7. | Knowledge Management Module |  |
| 3.2.3.8. | Configuration Management Database (CMDB) |  |
| 3.2.3.9. | Service Level Management (SLM) Module |  |
| 3.2.3.10. | Walk-up Experience Module |  |
| 3.2.3.11. | Digital Portfolio Management Module |  |
| 3.2.3.12. | Mobile User Experience |  |
| * + 1. **Integration Hub Starter - Transactions v4** | | |
| 3.2.4.1. | Integration Module |  |
| 3.2.4.2. | Starter Spokes Basic Set |  |
| * + 1. **Strategic Portfolio Management Standard v2 - SPM User** | | |
| 3.2.5.1. | Needs Management Module |  |
| 3.2.5.2. | Financial Planning Module |  |
| 3.2.5.3. | Innovation Management Module |  |
| 3.2.5.4. | Portfolio Planning Module |  |
| 3.2.5.5. | Project Management Module |  |
| 3.2.5.6. | Resource Management Module |  |
| * + 1. **Time Card User v2 - Time Card User** | | |
| 3.2.6.1. | Option to create a time card |  |
| 3.2.6.2. | Option to submit a time card |  |
| * + 1. **Business Stakeholder User** | | |
| 3.2.7.1. | Option to view ITSM product records |  |
| 3.2.7.2. | Option to view Performance Analytics reports |  |
| 3.2.7.3. | Option to approve/reject tasks and requests |  |
| * + 1. **ITOM Visibility v2** | | |
| 3.2.8.1. | Discovery of infrastructure elements and automatic update of CMDB records (Discovery function) |  |
| 3.2.8.2. | Creating service maps |  |
| 3.2.8.3. | Certificate Inventory and Management Module |  |
| 3.2.8.4. | Firewall audits and reports |  |
| 3.2.8.5. | Service Graph relationships |  |
| 3.2.8.7. | Tag Management |  |
| * + 1. **Software Asset Management Professional - Subscription Unit v2** | | |
| 3.2.9.1. | Software Lifecycle Management Module |  |
| 3.2.9.2. | Licence Management Module |  |
| 3.2.9.3. | Software detection and normalisation functionality |  |
| 3.2.9.6. | Software cost detection |  |
| * + 1. **Agile Team - Module** | | |
| 3.2.10.1. | Scrum boards |  |
| 3.2.10.2. | Agile reports |  |
| 3.2.10.3. | Single backlog module |  |
| 10.4. | Sprint tracking |  |
| * + 1. **AI Search Starter - Documents** | | |
| 3.2.11.1. | Search engine in the ServiceNow environment |  |
| * + 1. **Impact Guided** | | |
| 3.2.12.1. | Providing individual platform recommendations |  |
| 3.2.12.2. | Designated Customer Success Manager |  |
| 3.2.12.3. | Advanced technical support |  |
|  | | |
| 3.2.13 | NFR (non-functional) information security requirements and GDPR | See Annex 2 to the technical specification. |
| 3.2.14. | General NFR (non-functional) requirements | See Annex 3 to the technical specification. |

## DOCUMENTS SUBMITTED TOGETHER WITH THE TENDER

* 1. Confirmation from the official manufacturer that the Supplier is authorised by the manufacturer to resell the licences in Lithuania. Submitted electronically, in Lithuanian or English. A self-declaration by the Supplier, where the Supplier is not the manufacturer of the Products, shall not be considered to be adequate means. All documents must be submitted with the tender.
  2. Official manufacturer's references or official manufacturer's approved e-documents in English or Lithuanian, demonstrating compliance with the **NFR (non-functional) requirements** for information security and the GDPRas set out in Annex 2 to the TS.
  3. Official manufacturer's references or official manufacturer's approved e-documents in English or Lithuanian, demonstrating compliance with the **General** **NFR (non-functional) requirements** as specified in Annex 3 to the TS.
  4. The Supplier shall submit, together with the tender, a test report or certificate from a conformity assessment body established in the Republic of Lithuania, as an appropriate means of demonstrating how the equivalent products offered by the Supplier comply with the requirements or criteria set out in the Technical Specification, the criteria for evaluating tenders, or the terms and conditions of the Contract, and shall also recognise certificates issued by equivalent conformity assessment bodies established in other countries. If the Supplier is unable to obtain the certificates or test reports referred to above, or is unable to obtain them within the time limit due to circumstances beyond the Supplier's control, and proves by objective, written evidence that the Products comply with the requirements or criteria set out in the Technical Specification, with the criteria for evaluating tenders, or with the conditions for the performance of the Contract, the Buyer shall accept other appropriate means. However, a self-declaration by the Supplier, where the Supplier is not the manufacturer of the Products, without specific, technical evidence is not considered to be adequate means (all evidence, certificates and other documents must be submitted with the tender).

## DOCUMENTS SUBMITTED DURING THE PERFORMANCE OF THE CONTRACT

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| --- | --- | --- | --- |
| **Item No** | **Name** | **Content and format requirements** | **Moment of submission** |
|  | Terms of use of licences. | Either the official manufacturer's reference or the official manufacturer's certified e-document in Lithuanian or English. | Submitted with each Product/ Products. |
|  | Invoice | Submitted electronically through the SABIS system, in Lithuanian or English, in a format agreed between the Parties. | Within 7 calendar days from the date of order fulfilment |
|  | Product Handover and Acceptance Certificate | Submitted electronically, in Lithuanian or English, in a format agreed by the Parties. | Submitted with each Product/Products. |

**FULFILMENT OF OBLIGATIONS**

## DELIVERY PROCEDURE

* 1. Place of the delivery of Products: remotely.
  2. Products must be delivered no later than within 7 calendar daysfrom the date of the order (long-term contract, multiple orders).
  3. Orders are placed by e-mail.
  4. Minimum order size / quantity (volume): Buyer undertakes to purchase the quantities of licenses specified in point TS 2.3 for one year and will submit the remaining orders according to actual demand.
  5. The Supplier shall not be entitled during the performance of the Contract to supply Products which do not comply with the requirements of the Procurement Documents and/or the supply of which is restricted due to international sanctions (as defined in the Law on International Sanctions of the Republic of Lithuania) and/or due to their threat to the national security, as defined in the Procurement Documents and in the Republic of Lithuania Law on Public Procurement/ the Republic of Lithuania Law on Procurement by Contracting Entities in the Water Management, Energy, Transport and Postal Services Sectors.

## PROCEDURE AND DEADLINES FOR RECTIFYING DEFECTS

* 1. Defects in the Products must be rectified no later than within 7 calendar days from the date of the Buyer's notification by e-mail.
  2. If the last day of the period for the delivery of the Products or rectification of defects in the Products falls on a day other than a working day or an official holiday, the end of the period shall be deemed to be the following working day. Public holidays and non-working days (Saturdays and Sundays) shall be counted as part of the time limit for delivery of the Products or rectification of defects in the Products.

**ANNEXES**

Annex 1. Environmental (Green) Criteria.

Annex 2. NFR (non-functional) requirements for information security and GDPR.

Annex 3. General NFR (non-functional) requirements.

Annex 1

**ENVIRONMENTAL (GREEN) CRITERIA**

|  |  |
| --- | --- |
| **Item No** | **Requirement and supporting documents** |
| 1. | The product, i.e. the software licences, to be purchased is one of the products referred to in point 4.4.3 of the Description of the Procedures for the Application of Environmental Criteria in Green Procurement (current version), for which no additional environmental requirements are imposed. |