



HELSEPLATTFORMEN
for pasientens helsetjeneste

**Procurement of an
EHR solution
with adjacent systems and services**

Invitation to Dialogue

V Appendix 6 Administrative Provisions

Based on SSA-V

Case number: 2016/238



History

Version	Responsibility	Date	Comments/Changes
v1.0	Helseplattformen	02.02.17	Version v1.0 shared with the Contractors

Content

1	Introduction.....	4
2	Organisation.....	4
2.1	The representatives of the parties	4
2.2	Contractor’s key personnel	4
2.3	Use of subcontractors	5
2.4	Use of third parties.....	5
3	Cooperation plan	5
3.1	Procedures for error handling	5
3.2	Procedures for development requests	5
3.3	Procedures for making new versions of software available.....	5
3.4	Procedures for customer involvement in solution development.....	5
3.5	Procedures for handling changes in rules and regulations.....	6
3.6	Procedures for support services	6
3.7	Routines and plans for meetings.....	6
3.8	Status reports	6
3.9	Customer satisfaction surveys	6
3.10	Escalation routines.....	7

1 INTRODUCTION

The purpose of this Appendix is to ensure a satisfactory fulfilment of the *Maintenance Contract* through optimising the processes and communication between the Contractor and Customer.

The Contractor shall respond to the requirements in accordance with the instructions set out herein.

Editable text:

Text in [square brackets] contains text elements to be edited at the Contractor's will. This text is suggestions only and the Contractor can delete, replace or edit this text freely.

2 ORGANISATION

2.1 THE REPRESENTATIVES OF THE PARTIES

Authorised representatives of the parties:

For the Customer

Name:

Position:

Telephone:

E-mail:

For the Contractor

Name:

Position:

Telephone:

E-mail:

If the representatives is to be replaced, the other party shall be notified within 30 days for approval of the replacement.

Ordering of billable support not covered by the maintenance fee shall only be approved by the Contractor when ordered by the Customer's authorised representative.

2.2 CONTRACTOR'S KEY PERSONNEL

Contractor's key personnel may not be replaced without the Customer's prior consent. Costs related to changes in Contractor's key personnel shall be covered by the Contractor.

If the Customer wants to replace any of the Contractor's key personnel, based on reasonable grounds, the Contractor shall accept this and replace the resource with another resource with equal or better competency.

Contractor's key personnel:

Name	Role	Areas of expertise



--	--	--

2.3 USE OF SUBCONTRACTORS

The Contractor shall describe the use of subcontractors and their roles/responsibilities for maintenance of the solution. The Contractor shall upon request get access to the Contractor's agreements with subcontractors.

Approved subcontractors:

Name	Organisation number	Roles/responsibilities

2.4 USE OF THIRD PARTIES

Customer's selected third parties:

Name	Organisation number	Roles/responsibilities

3 COOPERATION PLAN

3.1 PROCEDURES FOR ERROR HANDLING

[The Contractor shall describe processes and procedures for error management. ITIL terminology is to be used where applicable.]

3.2 PROCEDURES FOR DEVELOPMENT REQUESTS

[The Contractor shall describe processes and procedures for development requests. ITIL terminology is to be used where applicable.]

3.3 PROCEDURES FOR MAKING NEW VERSIONS OF SOFTWARE AVAILABLE

[The Contractor shall describe their procedures for making new versions of software available for the Customer including information sharing prior to upgrades, delivery and production setup at Customer Site.]

3.4 PROCEDURES FOR CUSTOMER INVOLVEMENT IN SOLUTION DEVELOPMENT

The Contractor shall ensure the continuous development of the solution, and enable the Customer to affect the development through participation in reference groups or other relevant Customer forums.

[The Contractor shall describe how the Customer will be involved in designing and prioritising the future development of the solution.]

3.5 PROCEDURES FOR HANDLING CHANGES IN RULES AND REGULATIONS

[The Contractor shall describe their procedures for handling changes in rules and regulations that affects the solution. The description should include information of how the Customer will be involved, and how the Contractor will work to comply with deadlines set by the authorities.]

3.6 PROCEDURES FOR SUPPORT SERVICES

[The Contractor shall describe the process (workflow) for support requests and handling of reported/identified errors and incidents (cf. V Appendix 5). The description should also include a brief presentation of any supportive tools the Contractor have in place to ensure a systematic, traceable and adequate archiving of service performed.]

3.7 ROUTINES AND PLANS FOR MEETINGS

The meeting structure shall secure sufficient quality of collaboration. The meeting structure shall include meetings on operational, tactic and strategic level.

[The Contractor shall describe and suggest a meeting structure with form and content which can secure sufficient quality of collaboration. The description should at least include a definition of different kinds of meeting deemed to be appropriate, meeting frequency, purpose of the different meetings, standard agenda for different meetings if applicable and need for preparations etc.]

3.8 STATUS REPORTS

The Contractor shall within ten (10) calendar days after the end of each months, beginning at the start-date of this Agreement, send the Customer a concise maintenance report. The template for reporting will be agreed upon by the parties prior to the day effective.

Content of Contractor's status report

[The Contractor shall describe the content of the status reports and attach example(s) of status reporting templates. The description shall include what reports are relevant for the different types of meetings suggested in the meeting structure.

Status reports shall include status information on any parameters the Contractor in accordance with V Appendix 5 is responsible to provide.]

3.9 CUSTOMER SATISFACTION SURVEYS

The Contractor shall conduct Customer satisfaction surveys.

[The Contractor shall describe how they will conduct Customer satisfaction surveys. The description shall include frequency of the surveys, design of the surveys, Customer involvement in the design process and how the results will be reviewed in meetings with the Customer.]



3.10 ESCALATION ROUTINES

[The Contractor shall in describe escalation routines for error handling and support routines.]