



Process Requirements Specification (PRS)

of

RWIS

**Road Weather Information System for
the Netherlands**

Case ID: 31158671

Date: 13.06.2022

Status: Final

Version: 1.0

Content



Content	2
1. Introduction	3
1.1 Purpose of this document	3
1.2 Collaboration in the chain on the basis of craftsmanship	3
1.3 Applicable standards and values	3
1.4 Bookmarker	4
2 Project management (PM)	5
2.1 Composition of a Project management Plan	5
2.2 Quality management (KM)	6
2.3 Interaction between the Client and the Contractor (IN)	6
2.3.1 Composition of progress report	7
2.3.2 Officials attending consultations	7
2.3.3 Escalation process	7
2.3.4 Reports	7
3 Project control (PC)	9
3.1 Planning management (PL)	9
3.2 Financial management (FM)	9
3.3 Prices and fees	9
3.4 Quotations for advice and support	10
3.5 Risk management (RM)	10
3.6 Documentation (DO)	11
3.7 Sustainability (ST)	11
3.7.1 Energy reduction	11
4 Environmental management (EM)	12
4.1 Minimal nuisance	12
4.2 Coordinating organisation	12
4.3 Security management (SM)	13
5 Technical management (TM)	15
5.1 Design	15
5.2 Preparation for roll-out	15
5.3 (Integral) Tests	16
5.4 Taking assignments from Client	17
5.5 Delivery	17
5.6 Training and knowledge management	18
5.7 Development (on change and innovation)	19
5.8 Composition of delivery files	19
5.9 Warranty and aftercare	20
6 Appendices	21
Appendix A: Terms, definitions and abbreviations	21
Appendix B: Assessment list	21
Appendix C: Risk file	21
Appendix D: Baseline Information Security	21

1. Introduction

1.1 Purpose of this document

This Process Requirements Specification (hereinafter PRS) sets the requirements to the implementation of the Product/service by the Contractor. The PRS is about roles, tasks, responsibilities and processes to be applied. In addition to the Descriptive Document (DD) and the Demand Requirement Specification (hereinafter DRS), the PRS is an inextricable part of the Contract.

In general, it is the Contractor's responsibility to determine which work activities should be performed and which processes should be organised for the realisation of the Assignment. However, certain work activities and processes are of such importance, that the Client set requirements how it should be performed.

1.2 Collaboration in the chain on the basis of craftsmanship

The main drive for collaboration in this contract is that every participant in the RWIS-chain provides the best quality based on his expertise. This working method should provide space and freedom to chain parties in order to reach together their own objectives. The underlying forms of collaboration are further discussed in chapters 2 to 5 of this PRS:

- In C2 project management: how to combine strategy, knowledge and skill of Client and Contractor to reach effective implementation of the Assignment and control thereof;
- In C3 project control: how to organise administrative processes, e.g. price agreements such that for both Client and Contractor the collaboration is financially healthy and productive and that the risks are under control;
- In C4 environmental management: how to organise the interface with the RWS-organisation, so that Product/Service causes minimal nuisance to the environment and is adaptable to the changing environment in the future;
- In C5 technical management: how to combine the operational tasks of the Contractor in the RWIS-chain such that added value is created in delivery, advice and support.

1.3 Applicable standards and values

The Contractor provides the best possible quality within the following applicable standards (behaviour) and values (in bold) with additionally a referral to the chapter in which this predominantly returns:

- **moral unity (C2)**: Contractor contributes to the realisation and connection of assignments, in order to be a reliable partner towards society, together with Client;
- **integer (C3)**: Contractor provides safe & demonstrable work, in accordance with its certified quality management system and asks an honest price for honest labour;
- **equal (C4)**: Contractor works together in the chain, on the basis of equality and complementarity, where everyone has his own role and responsibility, to reach a correct match between supply and demand;
- **standard of care (C4)**: Contractor thinks, works, acts in the common interest, by seeking dialogue and anticipating the future;
- **supportive (C5)**: Contractor has a hands-on mentality and will seek discussion within the chain concerning risks, information needs and dilemmas. Contractor distinguishes himself by introducing formation of opinion and focus on the basis of his expertise, so that 'the right thing' will be done.

The Contractor must describe in an Project Management Plan (PMP) how within the applicable standards and values the best possible quality is being delivered. The Project management Plan (PMP) is a Document that is demanded by the Client.

1.4 Bookmarker

The requirements in this PRS have been formulated as much as possible in accordance with a fixed pattern with top requirements (010) and underlying requirements (X00). For purposes of unambiguity, requirements were fitted with an ID-number consisting of two first letters that indicate the process that the requirement is related to and it has a sequence number. For each requirement also a relation was specified with one or more higher-level requirements.

ID-number	Description of requirement	Higher-level requirement
XX100	The Contractor must ...	XX010

In addition to the requirements, provisions were included that an obligation for the Contractor doesn't derive from directly, other than that the Contractor should take account of what was decided. It is a further specification or expresses the description of the core of present requirement and is subject to that core. The identification number of a provision is always preceded by the "B-" for "Bepaling" (Provision).

ID-number	description of provision	Higher-level requirement
B-YY100	The Client ...	XX010

In this PRS there is a referral to appendices. These appendices are an integral part of the set of contract documents.

The terms, definitions and abbreviations used in this PRS can be found in **appendix A 'Terms, definitions and abbreviations'** at the Requirement specification.

2 Project management (PM)

PM010	The Contractor must manage the Assignment to such an extent (planning, organising, monitoring, managing, reporting and correcting), that the Performance/Service is realised in accordance with the requirements deriving from the Contract and connected with the Assignment, a permanently functioning RWIS standard solution from the market for RWS.	PM010
-------	--	-------

2.1 Composition of a Project management Plan

PM100	The Contractor must elaborate his offer as submitted during the Enrolment into a Project management Plan (PMP). The elaboration will be such that the objectives to be achieved are established and the road along which these objectives are realised will be made comprehensible.	PM010
PM110	The Contractor can subdivide the PMP into underlying plans.	PM100
PM120	The Contractor must present the PMP 1 month after commencement of the Contract at the latest. The appendices referred to in the PMP must be handed over to the client at the same time as the PMP.	PM100
PM130	The Contractor must at least describe the following subjects in the PMP and fully elaborate them: • a description of activities essential to the successful realisation of the project objectives (critical success factors) and translation to what is required for this in terms of processes, roles and functions and the related necessary competences; • a description of the project organisation in which at least the supervising positions and the key positions are presented, with their tasks, responsibilities and powers and in which way they are in alignment with the Client's organisation to continuously find the correct match in the changing supply and demand over time, to such an extent that the intention is being worked towards; • process descriptions & quality assurance, in accordance with the certified Quality management system(s), where at least the process requirements set in the Contract are substantiated and which the Contractor uses to demonstrate that these processes have the capability to realise the Assignment; • the method of information transfer towards the Client and other people involved, including consultation appointments, to such an extent that Contractor conducts the dialogue and applies anticipation in order to be agile and future-proof; • a description of, or a referral to, the applicable procedures and work instructions which are part of the Quality management system, to such an extent that delivery takes place on the basis of speed and that the correct knowledge is being applied.	PM100
PM140	The Contractor must, based on his professional expertise and experience, complement and/or improve the requirements for the realisation of the Assignment, deriving from the Contract to such an extent that the requested Assignment is always guaranteed. The Contractor will, as such, never be released from his obligation to always comply with the requirements of a professional Contractor and good craftsmanship and, additionally, from his obligation to automatically complement or improve any possible gaps and to inform the Client of these improvements. The Contractor can therefore not rely on merely substantiating the requirements set in the Requirement specification.	PM100

2.2 Quality management (KM)

KM010	During the contract period, the Contractor must guarantee compliance with the obligations deriving from the Contract, and meeting the expectations tuned together with the Client, by means of international quality management standard ISO 9001.	PM010
KM020	The Contractor must provide assistance to the Client at all times, in order to perform a risk-based audit, system-, process- or product assessment (or to have this done) and provide the necessary related documents and information. For this reason, the Client is authorised at all times to access any construction and work areas, equipment, factories, workplaces and warehouses of the Contractor and his suppliers, where work activities are performed on behalf of the Assignment, and to have himself accompanied by third parties or experts.	KM010
B-KM030	The Client submits results and conclusions of the Client in positive or negative findings. The Client submits negative findings in writing within 10 working days available to the Contractor. The Client is entitled to classify a negative finding as shortcoming.	KM010
KM040	The Contractor must make his audit organisation available for performing tests as ordered by the Client.	KM020
KM050	Assessments takes place as listed in appendix B 'Assessment list' .	KM010
KM060	Acceptance takes place when it is demonstrated that: • the (set of) delivery(s) meets the requirements, is complete - whereby verification and/or test report is part of the (set of) delivery(s) - and is consistent, and • the verification method and/or the testing process in accordance with the quality system of the Contractor has taken place.	KM010
B-KM060	Acceptance takes place on deliverables. The Client informs the Contractor in writing whether it will or not proceed to Acceptance of (the part of) the Performance. If the Client does not accept Acceptance of (the part of) the Performance, the Client will thereby indicate which requirement(s) have not been met. The Client will then regard the Performance as not being delivered on time.	KM050
B-KM070	Assessment takes place on advisory and supportive deliverables as part of its quality management system. The Client informs the Contractor in writing (whether or not) to have no objection against the submitted for assessment by the Contractor deliverables. With a positive assessment , the Client expresses confidence in the knowledge and experience available could lead to satisfying results.	KM050

2.3 Interaction between the Client and the Contractor (IN)

IN010	The Contractor must contribute to an effective information exchange with the Client, to such an extent that both parties are informed correctly, timely and completely.	PM010
-------	---	-------

IN100	The Contractor must have strategic consultation with the Client at least once per year, in such a way that the strategy chosen in PMP is current and is assessed for effectivity and is adjusted where necessary.	IN010
IN110	The Contractor must conduct tactical consultation with the Client every quarter, during which the Progress Report (PRP) is discussed. PRP is handed over to the Client no later than two weeks before the consultation.	IN010
IN120	The Contractor must conduct periodic operational consultation with the Client with regard to daily progress.	IN010

2.3.1 Composition of progress report

IN200	The Contractor must draw up a progress report (PRP) every quarter and the Client must be notified of this PRP no later than the fifth working day after the relevant quarter has ended.	IN010
IN210	The Contractor will align the content of the progress report further with the Client during the Start-Up (SU) and will document it in the PMP.	IN200

2.3.2 Officials attending consultations

IN300	In order to facilitate quick decision-making, the Contractor's officials must have adequate mandate available during each consultation, for the discussions to be held and decisions to be taken within the framework of the Contract. This mandate should correspond with the consultation level.	IN010
-------	--	-------

2.3.3 Escalation process

IN400	The Contractor shall be in line with the escalation levels of the Client and must equip these escalation levels with the correct mandate, such that the progress of the work activities and the quality of the Performance remain guaranteed.	IN010
B-IN410	The possibility of escalation is without prejudice to the right of claims for liability (as intended in article 26 ARBIT 2018) or to dissolution or termination (as intended in article 30 ARBIT 2018).	IN400
B-IN420	If, at the level at which the dispute has arisen, at some point the requirements and/or arrangements set are not complied with, in terms of the Performance to be delivered, according to Client and/or Contractor, resulting in this dispute, both Client and Contractor, can present/escalate this dispute to a higher level, after having informed the Counterparty.	IN400

2.3.4 Reports

IN500	Contractor must digitally present reports to the Client.	IN010
IN510	Reports must be current, reliable and complete and must keep serving the Client's information requirements.	IN500
IN520	Reports must give insight in results achieved within the reporting period as well as the period already expired, to such an extent that both the Contractor and the Client are able to identify trends.	IN510
IN530	The composition and adjustment of reports is part of the Contractor's work activities and shall not result in surcharges.	IN500

3 Project control (PC)

PC010	The Contractor must manage the work activities such, at the level of project management aspects (including scope, time, money, risks, information, organisation, quality, safety and the environment), that the Assignment is demonstrably and traceably realised, in accordance with the requirements deriving from the Contract, and that the collaboration is financially healthy and productive, while the risks are under control.	PM010
-------	---	-------

3.1 Planning management (PL)

PL010	The Contractor must plan work activities to such an extent that the work activities and related coordination with the Client, as well as the activities scheduled by the latter, in terms of time, are managed and that the Product/Service is realised on the set delivery date at the latest.	PC010
PL100	The Contractor must present a schedule plan. The plan must reveal at least the following: - relevant coordination with the Client and dependencies with ancillary activities; - making the start and end date of the payment items visible, whereby the lead time of a payment item is determined by the critical path of that payment item, with a leeway of 0 (zero) working days; - critical path(s), with a leeway of 0 (zero) working days; - measures from the risk file, forming activities that contribute to reaching the planning.	PL010
PL110	The Contractor must deliver documents as listed in appendix B 'Assessment list' .	PL010

3.2 Financial management (FM)

FM010	The Contractor must perform the work activities with respect to financial management such that payments are proportional to the work activities and the realisation of the Assignment.	PC010
FM100	The applicable fees are specified in Article 7 of the Contract.	FM010
FM120	Invoicing will take place every quarter, linked to the progress, as set out in the progress report and verification thereof.	FM010
B-FM020	Client or proxy of the Client will order RWIS-measuring stations and/or components at the Contractor via an Order referring to the case number 31158671 of the Contract between RWS and the Contractor.	FM010
B-FM030	Client will place an Order at the Contractor by means of a still to be agreed Order form .	FM010

3.3 Prices and fees

FM200	For the delivery of RWIS-measuring stations and/or individual components, depending on the type Order, the Contractor must use the fees set out in Article 7 of the Contract.	FM010
-------	---	-------

B-FM210	The additional Compensation for an urgent assignment of 10 working days has been specified on the price sheet by the Contractor as a surcharge of 15 % percentage on top of standard deliveries.	FM200
B-FM220	After payment all deliverables are property of the Client.	FM200

3.4 Quotations for advice and support

FM300	The Contractor is obliged to issue quotations, upon request of the Client, for additional work activities, consultancy services for instance.	FM010
FM310	All quotations issued in this context must be in conformity with the market, transparent and specified sufficiently.	FM300
FM320	The Client is entitled, at any time, to request a quotation from, and to grant it to other measuring station-Contractors or other market parties, if the Client has doubts about the market conformity of the Contractor's quotation.	FM300
FM330	The Contractor must draw up the quotation within 10 working days.	FM300
FM340	Every quotation must have a minimal term of fulfilment of 3 months.	FM300
FM350	The Contractor undertakes to implement the work activities described in the quotation in accordance with the issuing of the contract and to start these work activities within 10 working days after issuing of the contract.	FM300
B-FM360	The Client will not be charged for the composition and submittal an additional quotation by the Contractor, even if the Client decides that the work activities will not be performed, or will be performed differently.	FM300

3.5 Risk management (RM)

RM010	The Contractor must perform the work activities, with respect to risk management, such that the risk of occurrence or the consequences of undesired events are minimised for the Contractor and the Client.	PB010
RM100	The Contractor must guarantee risk management (risk analysis and risk control) within his PMP and maintain it throughout the term of the Contract.	RM010
RM120	The Contractor must take risk measurement measures within his PMP for the initial risks as listed in appendix C 'Risk file' .	
RM130	Before commencement of the Contract, the Contractor must draw up a risk register and maintain this risk register throughout the term of the Contract.	RM010
RM140	In the risk register, the Contractor must at least: • Include risks related to the Contract, for both the Client and the Contractor; • Quantify the risks; • Name top risks; • Determine and take management- and mitigating measures.	RM010
RM150	The Risk register must at least contain the current risks and meanwhile controlled risks, with per risk at least: • a description of the risk; • a description of the cause;	RM010

	• a description of the consequence; • an estimation of chance and consequence classes of the risk; • a description of the management and mitigating measure(s); • the status of the management and mitigating measure(s); • the names of the risk-owner and the action holder.	
B-RM160	The Contractor and the Client will fine-tune together, at least 1x per year, the risks and the management and mitigating measures, with attention to taking management and mitigating measures in relation to mutual risks.	RM010

3.6 Documentation (DO)

DO010	The Contractor provides all documentation, new or to be amended, to such an extent that it facilitates intended use.	PC010
DO100	All documentation submitted by the Contractor must be drawn up in English language, unless agreed otherwise.	DO010
DO200	All documentation developed or edited by the Contractor must be kept up to date throughout the contract period.	DO010
DO300	The Contractor shall see to searchable digital documentation of all required information.	DO010
DO400	Upon request of the Client, the Contractor must deliver a complete set of information, as intended in DO030, to the Client.	DO010
DO500	The Contractor must (digitally) store and archive all required documentation within 10 working days after Acceptance by the Client, and keep it available for the Client until at least 2 years after termination of the Assignment.	DO010

3.7 Sustainability (ST)

3.7.1 Energy reduction

ST010	The Contractor must perform the work activities such that energy reduction is demonstrably realised during the term of the Contract.	PC010
ST100	To this end, the Contractor must indicate at the end of every contract year, what percentage of the total energy provision is used for the following: 1. In-house generation of electrical energy using which resource; 2. Green energy; 3. Energy-efficient transport; 4. Energy-efficient equipment.	ST010

4 Environmental management (EM)

EM010	The Contractor must manage his work activities (plans, organisation, guarding, management, reporting and correction) such, that the Performance/service is realised with minimal nuisance for the environment (stakeholders), secured and fits optimally in its environment, in accordance with the requirements deriving from the Contract.	PM010
B-EM020	Nuisance if defined as: a negative influencing of the reachability, liveability and/or safety for the environment.	EM010

4.1 Minimal nuisance

EM100	The Contractor must minimise loss of data or a break in data trend in such a way that system users do not experience nuisance.	EM010
EM110	The Contractor must design and deliver RWIS to such an extent that management and maintenance can be performed with minimum use of traffic measures.	EM010
EM120	The Contractor must plan the delivery of components, in coordination with Client, such, that this makes installation in clusters possible with as little traffic measures as possible.	EM010
EM130	The Contractor must deal with complaints from users and managers, in terms of the work activities, uttered to the Contractor directly or via the Client, within 10 working days, via the 3 rd line management desk.	EM010

4.2 Coordinating organisation

EM200	The Contractor must set up a (coordinating) organisation that it engages in dialogue with relevant parties in such way that it takes self-initiated anticipatory actions in terms of implementation, the development of new services and the adjustment of the existing service, in order to be agile and future-proof.	EM010
EM210	The Contractor coordinates and monitors the changing demand (business need) and range (IT-developments hardware and software) in such a way, during the contract period, that RWIS will persistently function as a standard solution for RWS in the future.	EM200
EM220	The Contractor must keep delivering fit for purpose quality.	EM200
B-EM230	Based on his craftsmanship, the Contractor is an intermediary between question and demand, the Contractor will ensure such interplay and coordination between key roles of Client and Contractor that he is aware of the intention to be able to keep delivering fit for purpose quality.	
B-EM240	In the (coordinating) organisation, the Client will make key roles available as a point of contact, at strategic-, tactical and operational level.	EM200
EM250	On a strategic level, the Contractor must further specify the substantive specification (strategy, policy and organisation development) into quantifiable objectives for the short, medium and long-term and organise and execute the range of service.	EM200

B-EM260	The Client provides input on strategy & policy, organisational development from different departments, teams and ultimately employees. The Client will develop its internal employees more and more from operational managing to coordinating and controlling of managers, mapping out the landscape, coordinating and improving service granting, maintain an overview on portfolio projects and changes, driving reporting. The Client's key role keeps track of these developments and will present the content during the strategic consultation with the Contractor.	EM200
EM270	On a tactical level, the Contractor must further specify the critical activities for success into critical success factors (CSF) and monitor and adjust progress on the basis thereof. In addition, Contractor will inform with regard to changes in demand, over time, and relevant innovative developments.	EM200
B-EM280	The Client has different projects running, as part of implementation strategy traffic management. Relevant developments in the area of weather related traffic management and its possible impact on RWIS-service granting, will be presented during the tactical meeting, by the relevant key role holder of the Client, such as managing needed functionalities.	EM200
EM290	On an operational level, the Contractor must further specify, organise and monitor the interfaces, at operational level, with the Client in the chain, with respect to; 1. (physical) integration of the logistic supply chain and stock management by installer; 2. Information - & data access of RWIS in an own presentation layer and/or integration with application of other parties (such as BG engineering); 3. Counter for support Client in the role of Central purchasing body (dealing with orders of Clients, handling complaints by stakeholders, customer satisfaction, give presentations, 3rd line management etc.).	EM200

4.3 Security management (SM)

SM010	The Contractor must perform the work activities such that hazards or damage caused by disruption, failure or misuse of ICT and Industrial Automation (IA) is prevented.	SM010
SM100	In terms of information security, the Contractor must be certified in accordance with the most recent version of the NEN-ISO/IEC 27001 standard or equal, which will apply during the term of the Contract.	SM010
SM110	In events where Client does not refer to specific security directives for the measures to be taken, the Contractor must observe the directives from the latest version of the NEN-ISO/IEC 27002.	SM010
SM020	At the start of the Contract, the Contractor must integrally comply with the security requirements standard IEC 62443 and the specific requirements listed in appendix D 'Baseline Information Security' and have demonstrably and traceably safeguarded these requirements in his PMP.	SM010
SM030	The Contractor must elaborate a Cybersecurity plan, in coordination with the Client, in which the relevant control measures were established and developed. The Contractor must update the Cybersecurity plan annually,	SM010

	in response to the periodic assessments on setup, existence and functioning of the control measures.	
--	--	--

5 Technical management (TM)

TM010	The Contractor must integrate his Performance/Service in the chain to such an extent that work activities ensure added value, based on speed and application of correct knowledge in terms of consultation and support.	PM010
TM020	The Contractor must have sufficient substantial expertise throughout the contract period, such that hands-on mentality is applied on the basis of formation of judgement and focus on the right actions being taken.	TM010

5.1 Design

TM100	The Contractor must design three simple standard configurations, such that it can be installed on location independently by Client and can be managed and maintained effectively.	TM010
TM110	During the assembly of components into RWIS-measuring stations, the Contractor must keep the necessary preventive and corrective maintenance on location limited and clustered, such that use of traffic measures is kept to a minimum.	TM100
TM120	In the rough design, the Contractor must develop the concept and indicate the necessary adjustments to the interface system and coordinate it with the Client, such that they have early stage consultation regarding risks, information needs and dilemmas.	TM100
TM130	In the definitive design, the Contractor must fill in the location-specific (installation-related) requirements of Client, such that minimal effort is required on location to get RWIS-measuring stations operational.	TM100
B-TM140	The Client wants to keep variation of products, as implemented to a minimum. For any new products, the processes below apply, in terms of the implementation of amendments on the hardware list at the Requirement specification: 1. An interested party can substantively propose to Client to add a product to this list, by means of an "amendment proposal for hardware components". RWS can also autonomously initiate this; 2. After consulting other interested parties, if necessary, RWS will assess the proposal assessing on aspects such as functional specifications, uniformity, availability and costs. In the event of a positive advice, the suggested product will "provisionally" be added to the list; 3. After the product has been validated, as part of the RWIS-measuring station, RWS will advise about the definitive integration of the product in the list, as also possibly declare another product, that implements the same functional component, "historical". In this instance, a validation process applies, coordinated by RWS and leading to a declaration of no objection for operational applications of hardware components tested and to adjustment of the list at the Requirement specification.	TM100

5.2 Preparation for roll-out

TM200	The Contractor must draw up a roll-out plan for Client on the basis of his expertise, such that the roll-out is phased and implemented in a controlled manner and that it is prevented that end users must check multiple systems to decide whether to scatter or not or to warn traffic.	TM010
-------	---	-------

	In the roll-out plan, the following phases must be elaborated; • Advice for installation of all RWIS-measuring stations configurations to be purchased; • Demonstration and instruction of different (prototype) system configurations to installing party, each unit installed and tested at a production location of the Contractor and 1 unit on test platform at KNMI in the Netherlands; • Advice for relocation of the solution to some representative measurement sites in the region Mid-Netherlands, if parallel testing was completed successfully; • Advice, if parallel testing was completed successfully, replacement of 'old by new' to be organised such that necessary end-of-life replacement is taken care of as much as possible per RWS coordination area, by the new RWIS-system.	
TM210	The Contractor must supply his prototype and having it accompanied by at least: 1. The configuration of the measuring station to be verified, including the most important hardware components, in accordance with the Requirement specification ; 2. An as much as possible completed overview of the evidence demonstrating the conformity of the measuring station with the requirements; 3. All underlying argumentation; 4. A concept 'Manual Installation measuring station'; 5. A concept 'Manual Maintenance measuring station'.	TM010
TM220	The Contractor can present hardware components (e.g. due to End-of-Life), other than mentioned at the Requirement specification, for use in the RWIS-measuring station. In that instance, these hardware components must be tested in combination with the measuring station-software.	TM010

5.3 (Integral) Tests

TM300	The Contractor must test every measuring station to be delivered, in accordance with the requirements deriving from the Contract.	TM010
TM310	In this phase, the Contractor must go through below mentioned partial phases at least: 1. Organising testing environment for the benefit of FAT; 2. Testing of measuring station and sensors on the basis of applicable regulations of NEN-certification (FAT) in the presence of the Client and/or another party on behalf of RWS, if the Client or RWS prefers this; 3. Coordination of the iFAT in collaboration with Client.	TM300
TM320	In this phase, the Contractor must at least produce the following documents: 1. FAT report per measuring station; 2. iFAT report per measuring station.	TM300
TM330	The Contractor must give support to SAT and (i)SAT in such way that the installation will be successfully implemented.	
B-TM330	Other parties will perform the (Integrated) Site Acceptance Test ((i)SAT) at the location. It is important that these parties have	

	necessary preparations and product knowledge to perform the site tests.	
--	---	--

5.4 Taking assignments from Client

TM400	The Contractor must accept Orders for the delivery of RWIS-measuring stations, in accordance with the requirements deriving from the Contract. In the Order, the Client will specify in which composition and on which date the RWIS-measuring station must be delivered by the Contractor.	TM010
TM410	In this phase, the Contractor must go through below mentioned partial phases at least: 1. Organising a contact point until the termination of the Contract, so as to enable Client to ask question about the status of Orders during office hours, via telephone and email; 2. Taking orders from Client for the delivery of (multiple) RWIS-measuring stations or components in (a) composition pre-defined by the Client, on the basis of a still to be agreed Order form RWIS; 3. Coordinating production and delivery planning with Clients and other parties; 4. Inform the Client about the overview of the number RWIS-measuring - stations or components to be delivered and the number of delivered - measuring station with delivery dates 1x per quarter, via the Progress Report (PRP).	TM010
TM420	The Contractor must send a written confirmation to the Client for each Order within 2 working days, including a delivery date and an overview per RWIS-measuring station of the composition and any particularities.	TM010

5.5 Delivery

TM500	The Contractor must organise the delivery such that delivery is done directly to Client (or third party) and that the correct product ends up at the correct location at minimal costs.	TM010
TM510	On the basis of the Order, the Contractor must deliver an RWIS-measuring station delivery to the Client in accordance with the requirements deriving from the Contract.	TM500
B-TM520	A RWIS-measuring station delivery may comprise: 1. the delivery of one or multiple measuring stations in a composition determined by the Client; 2. individual components for the benefit of a (previously delivered) measuring stations; 3. a combination of the above.	TM500
TM530	The Contractor must at least produce the following documents upon delivery of a measuring station: 1. A form signed by the Client (or third party), used by the Contractor to demonstrate that the measuring station was composed and delivered in accordance with the Order; 2. A Quick Reference Card for the installation of the measuring station; 3. A Quick Reference Card for the maintenance of the measuring station; 4. An instruction video for installation and maintenance of the measuring station.	TM500

TM540	The Contractor must deliver every measuring station to the Client on the agreed delivery date, at the Client's location. The agreed delivery date shall be no later than 90 calendar days from the order date and in consultation prevent putting the Client and its chainpartners in waiting mode.	TM500
TM550	For urgent assignments a delivery time of 10 working days applies. The delivery date must be determined in consultation with the Client and confirmed in writing by the Contractor, by means of an order confirmation. The number of measuring stations per urgent assignment was maximised to 5 units , by the Client.	TM500
TM560	The delivery of individual measuring station-components during the management - and maintenance phase must take place within 10 working days, at the location indicated by the Client in his Order.	TM500
B-TM570	In consultation with Client for some locations there will be an additionally effort put in delivering within 2 working days.	
TM580	The Contractor must produce at least the following documents upon delivery of individual measuring station components: 1. A form signed by the Client used by the Contractor to demonstrate that the measuring station was composed and delivered in accordance with the Order; 2. Key figures that are specific to the individual measuring station component, such as firmware-version and serial number.	TM500

5.6 Training and knowledge management

TM600	Contractor must give training and share knowledge in such way that all parties involved are be able to operate independently for the duration of the contract.	TM010
TM610	Contractor must train third parties before acceptance of RWIS-components takes place.	
TM620	The Contractor must train the Client and his contractors in such a way that the Client and other contractors can perform activities independently. Contractor must give initial training to all parties (and future parties) involved in maintenance of the RWIS.	TM600
B-TM630	Training is based on the concept of doing first (demonstration), let the other participate (train) and then finally have it done by the other independently (knowledge management).	TM600
TM640	The Contractor is responsible for conducting knowledge management and managing and making (digital) knowledge systems available during the entire term of the Contract. The Contractor must submit a knowledge management plan including training schedules to be assessed by RWS. For knowledge management the Contractor has to at least perform following tasks; 1. actively offers the necessary and relevant (management and development) knowledge, collects and builds with regard to the systems and/or applications associated with have been given to him; 2. actively supplements this knowledge with relevant general knowledge in the field of methods, techniques and technologies, best practices common in the market and the developments taking place in it, and which may be relevant are for services to the Client in a general sense (now and in the future);	TM600

	3. retain this knowledge throughout the contract period (knowledge assurance) and further develops; 4. makes the knowledge base thus created available digitally in an effective and efficient manner, for both its own employees and the employees of the Client (without a request to the Contractor or the intervention of the Contractor is necessary for this); 5. the full knowledge base at the end of the contract period free of charge and is transferred to the Client free of rights. The transfer of the knowledge base must be in digital form and must be limitation or (IT) tooling can be consulted by the Client and to be reusable.	
--	--	--

5.7 Development (on change and innovation)

TM700	The Contractor must act anticipating where the development of new products and services, as well as the adjustment of the existing products and service granting are concerned, such that the Client is enabled to be agile and future-proof.	TM010
B-TM710	Examples of the Client's vision: • To no longer need to install sensors in the road surface, in connection with the disruption they cause for road traffic, as also the added costs; • To add vehicle data to the data regarding winter maintenance or extreme weather. • The use of Artificial Intelligence, blockchain, big data, Internet of Things (IoT). These developments will lead to a better image of the road condition and could contribute to scattering decisions or warnings with regard to use of the roads.	TM700
TM720	Contractor must make use of a structured method for 'requirements analysis', such that the 'question behind the question' can be identified. In addition to the desired functionality, also terms like sustainability and future-proofness play a significant role here.	TM700
B-TM730	Contractor defines the problem, the features of the solution, as well as the preconditions. Contractor will also see which policy themes are topical at Client and will align with these as much as possible.	TM700
TM740	Contractor must transform needs into concrete suggestions and ultimately into products that can be used as a standard product by clients.	TM700
B-TM750	Contractor and Client shall persistently jointly determine the purchase requirement and together they will decide about go/no-go. Obviously, Client is always free to still market an innovation, even if not purchase by Contractor.	TM700

5.8 Composition of delivery files

TM800	At the moment that the RWIS-measuring station is delivered to the Client, the Contractor must submit a delivery file to Client for Acceptance, and also inform the Client of an overview of the content of the delivery file.	TM010
-------	---	-------

5.9 Warranty and aftercare

TM900	The Contractor must provide a warranty and aftercare for each RWIS-measuring station or component delivered, in accordance with the requirements deriving from the Contract.	TM010
TM910	The warranty term on the measuring station, including <u>all</u> components, is at least 1 year, starting on the Delivery date, regardless the party that installs the measuring station or the components. The warranty entails the free of charge delivery by the Contractor of a new measuring station in an equal composition as with the initially delivered measuring station, or the delivery of equal individual measuring station-components as with the initial delivery.	TM900
TM920	A replacement measuring station must be delivered to the Client within 30 calendar days after the call-date of the warranty, at the company location as indicated by the Client in his Order. Individual measuring station components must be delivered on an effort base, within 48 hours after the call date and the call time of the warranty, at the company location indicated by the Client in his Order.	TM900
TM930	The Contractor must set up and maintain a contact point until the termination of the Contract, so as to enable Client to ask questions during office hours, via telephone and email, regarding warranty claims and aftercare in terms of the products delivered by the Contractor.	TM900

6 Appendices

Appendix A: Terms, definitions and abbreviations

Appendix B: Assessment list

Appendix C: Risk file

Appendix D: Baseline Information Security