

**Service, Maintenance, Technical Support**  
**and Full Warranty**  
**For a Bicycle Robotic Parking System**

## **Contents -**

1. General.
2. Maintenance, technical support and service.
3. Arranging a user account for the ISR.
4. Customer service center.
5. Technical support calls.
6. Technical support staff.
7. Supplier planning for compliance with S.L.A.
8. Spare parts.
9. Computing Systems.
10. Liquidated damages.

**1. General:**

As part of a Tender for a Robotic Parking System for bicycles, customer service, maintenance and operation of the entire System is required for the full and proper functioning of the Parking System and its services.

Without derogating from the provisions of the Agreement and/or the Tender, this Appendix shall specify the requirements.

**2. Maintenance, technical support and service:**

2.1 All ISR interfaces will be displayed in both the application and the computer (without an application). The manner in which the screens are displayed to the customers in the application and in the computer site is conditional upon the written advance approval of the ISR.

2.2 The Supplier undertakes to grant the ISR, with no additional consideration, the possibility of producing the service and technical support reports upon demand independently in the designated software format and in Excel format.

2.3 The Center system will be based on CRM. The ISR will have the right to approve, at its discretion, a system equivalent to CRM. The Supplier waives any claim against the ISR if and to the extent that the alternative system is not approved.

2.4 User licenses:

2.4.1 The ISR will be provided with 15 user licenses. Licenses beyond this number will be provided after good faith negotiations with the Supplier and based on market costs.

2.4.2 During the entire period of the engagement, the Supplier will be responsible for the care of the system and all that entails in order for the system to operate at full capacity, including payments to any third party as required.

2.5 Training:

The Supplier will provide the ISR and/or anyone on its behalf with comprehensive training regarding the use of the system, including with respect to its manner of operation and/or care and/or service and/or any other matter required to operate and maintain the system fully and independently by the ISR. The trainings will be given in the first six months of each new parking system operation upon demand and with no limitation on the length of time or the number of times. Six months after the operation, the trainings will be given upon demand and up to 2 times a year, 6 hours for each training and up to 10 trainees in each training. The trainings will be performed at no additional cost. The ISR will be allowed to film the trainings and use them again in order to instruct on the use of the system.

2.6 Back office:

- 2.6.1 Response for the ISR - The Supplier will nominate a senior manager on its behalf who will personally and immediately provide the ISR with a response for any problem of inadequate operation, service and/or maintenance (“Operations Manager”). The Operations Manager as mentioned shall be a professional who will be well acquainted with the System and will be able to personally solve the problems detailed above in real time, based on his knowledge and experience.

Without derogating from the foregoing, the Supplier will provide the ISR with direct communication details of all employees subordinate to the Operations Manager and engaged in providing services for the ISR.

Without derogating from the provisions of the Agreement, the ISR will have the right to instruct the Supplier to replace the Operations Manager and the Supplier will comply with the provisions of the ISR and all as detailed in the Agreement.

2.7 Reports -

By the 3rd of the month, for the last following month (daily reports will be delivered on the following day), output in “Excel” format and output in the format that the Supplier system works with will be delivered to the ISR.

Daily/ Weekly/ Monthly/ Quarterly/ Semi-Annual/ Annual Report:

Each report shall be **detailed** at least because of:

- Amount of incoming calls.
- Amount of open calls.
- Amount of closed calls.
- Amount of deviating calls from SLA.
- Abandonments.
- Average response time.
- Average abandonment time.
- Maximum abandonment time.
- Response percentage.
- Response quantity/ percentage within 15/30/45/60/90/120 seconds.
- Segmentation of topics and locations.

Reports that specify and analyze:

1. Display of numerical quantity and percentage of parking usage (daily/ weekly/ monthly/ yearly). Including deposit / withdrawal times.
2. Details of customer service calls (dates, the case of the call) + treatment provided and service provider.
3. Report: faults and response times + treatment + repair + return to proper operation of the Parking System.
4. Monthly income/ billings report.
5. Monthly expense/ service payments report.
6. Any report characterized and decided by the ISR and only by it, as essential for a monthly issue on a regular basis.

All reports and data will be stored in the back office system for up to 7 years from the date of issuance.

- 2.8 Without derogating from the aforesaid, the ISR shall be entitled to demand additional reports, and the Supplier undertakes to furnish the said reports without additional consideration.

Any other report or document required by the ISR shall be furnished no later than within 2 business days.

**3. Arranging a user account for the ISR:**

3.1 Tariff screen -

The Supplier shall provide and maintain a “user friendly” remote access editing screen for the ISR, for real-time entry of tariffs for use per facility and per Parking System.

The manner of displaying the screen and the actions that the screen will allow will be with the written advance approval of the ISR. The ISR shall have direct access to the access screen as aforesaid, including the ability to change data. The Supplier will change the screen according to the ISR demand and without additional consideration.

The Supplier shall provide and maintain a “user friendly” remote access editing screen for the ISR, for setting reserved parking numbers for this or that subscription type according to the ISR’s decision. It is clarified that the number of parking spaces, type of parking spaces, and location of the parking spaces in the Parking System will be determined by the ISR only. The manner of displaying the screen and the actions that the screen will allow will be with the written advance approval of the ISR. The ISR

shall have direct access to the access screen as aforesaid, including the ability to change data. The Supplier will change the screen according to the ISR demand and without additional consideration.

3.2 Master screen -

The screen will be on a user-friendly web server with an up-to-date online snapshot: number of open calls, SLA delayed calls, storage quantity per facility, number of calls closed in time/ not in time. The above data will be displayed numerically and graphically.

4. **Customer service center:**

4.1 Contacting customer service using email, Internet chat, phone.

Standby time for qualified human telephone response - up to 60 seconds.

4.2 The customer service center will provide a response to all users' calls, while it is clarified that from 8:00 to 17:00, full service will be provided for every problem, however from 17:00 until 8:00 the following day, only the operational and technical problems of the Parking System will be addressed while problems related to financial issues or general training will not.

4.3 The conversation with the service providers will be via a telephone line that will allow hearing the call in a clear and qualitative manner. The ISR has the right to order a change in the manner of conversation and the Supplier undertakes to do so at no additional cost.

4.4 **The Center Manager:**

4.4.1 The Supplier shall appoint a Center Manager. The Center Manager shall comply with all the requirements as follows:

- Academic education is compulsory.
- A year of experience in managing at least 30 workstations.
- Service orientation.
- Management experience in a dynamic and changing work environment, with the ability to incorporate and assimilate changes.
- High verbal and written expression ability in both Hebrew and English.
- Creativity and the ability to resolve conflicts.
- Motivating and leading teams of representatives and management teams and meeting objectives.

- If there is a Center Manager, the ISR has the right to demand their replacement/ re-approval.
- The Supplier must nominate a professional team manager who will perform at least 5 monthly listenings to the calls of each representative. The center manager must provide appropriate feedback and score. All data will be submitted to the ISR. In the event that the score is below 85, the ISR has the right to disqualify this representative.

4.4.2 The identity of the Center Manager shall be subject to the prior written approval of the ISR. Without derogating from the provisions of the Agreement, the ISR will have the right to instruct the Supplier to replace the Center Manager and the Supplier will comply with the provisions of the ISR and all as detailed in the Agreement.

4.4.3 The information will be organized under the responsibility of the Center Manager in the knowledge management system or anyone trained for it on their behalf. **The information will be owned by the ISR at any time.** The ISR may retrieve and store it in the ISR systems.

4.5 **Qualified professional human response:**

It is the responsibility of the Supplier to establish a qualified professional human response, as detailed below.

- All the employees will speak fluent Hebrew and English.
- All employees will have at least 12 years of schooling.
- All employees will have 3 months of service through a call center.
- Each employee at the Center will be trained by the Supplier at the Supplier's expense. The training shall be approved by the Israel Railways Ltd.

4.5.1 The Supplier will perform screening by means of the evaluation center method, present the results of the evaluation center to the ISR and obtain its approval for the employment. Or recruitment from manpower that is in its possession and its quality is documented.

4.5.2 The ISR is entitled to be present at the evaluation center when examining the candidates for the various centers. In addition, the ISR has the right to intervene in the future assigning of the back office staffing. All trainings and instructions are included in the price and will be the sole responsibility of the Supplier.

4.5.3 The Supplier will present the syllabus and the lesson plans to the ISR for approval, the ISR has the right to make changes.

4.5.4 At the end of the training, a practical and theoretical test will be held in which the representatives who passed the score of 80 will be certified. The ISR has

the right, but not the obligation, to review the performance of the tests. The test method and wording will be approved in advance by the ISR. The ISR has the right to demand changes, from time to time, in the wording and level of difficulty of the test, and the Supplier will comply with the requirements of the ISR.

- 4.5.5 In the monthly routine at the Center, it is required to perform tests, and the test scores and wording must be presented to the ISR. Passing threshold - 85.
- 4.5.6 The ISR has the right to disqualify a candidate after failing 3 consecutive tests.
- 4.6 Peripheral equipment for the activities of the Center -  
Printers, scanner, fax machine, photocopier, storage area for filed materials, open internet stand with a separate connection, as well as any additional equipment required for the Supplier to meet all its obligations.
- 4.7 The Centers' call routing system will be based on the CTI system or equivalent. It is clarified that a system that is not CTI will require the ISR's written advance approval and the ISR may not approve such a system and the Supplier waives any claim and/or demand.
- 4.8 The ISR has the right to demand a call back service and the Supplier undertakes to provide such a system on the schedules ordered by the ISR and without additional consideration on the part of the ISR.
- 4.9 The service will be provided in Hebrew and English. As per the ISR's request, additional languages will be added in certain areas, all at no additional cost.
- 4.10 The Supplier will submit the customer service procedures to the ISR for approval as a condition for receipt of a Completion Certificate, as defined in the Agreement. The service procedures approved by the ISR shall bind the Supplier and it undertakes to act accordingly. Any change in the service procedures will require the written advance approval of the ISR. As per the ISR's request, the service procedures will be changed and the Supplier undertakes to act according to the rules dictated by the ISR and waives any claim and/or demand in this regard.
- 4.11 Call recording will be performed completely for 100%, with the ISR having free external access to listening at any given time, with each call being cataloged according to the time of receiving the call and the phone number from which the call was obtained. These recordings will be kept for one year. The supplier shall make sure to obtain all the necessary approvals in order to enable the recording of the conversations and allow the ISR to listen to such calls.
- 4.12 Visual screen recordings will be performed for 80% of the service calls, with the option of 100% recording as per the ISR's request, at no additional cost and according to the schedules set by the ISR at its discretion. The recordings will be submitted to the ISR upon demand. The supplier shall make sure to obtain all the necessary

approvals in order to enable the recording of the conversations and allow the ISR to listen to such calls.

4.13 The Center staff will perform a remote scan twice a day to check the integrity of the cameras.

4.14 The Supplier will arrange access for the ISR at any given time to all cameras for direct viewing in real time.

4.15 All video footage will be stored and kept on the Supplier's server for 14 days.

5. Technical support calls:

User call types: ordinary call / disabling call.

5.1 Disabling call -

A call that reports an impairment of the Parking System's ability to provide full service to the customers or is likely to cause damage in the short term to the Parking System's functionality and the disabling of its activity.

Including a call that constitutes a safety hazard.

5.2 Ordinary call -

A fault in the system that does not impair the ability of the Parking System customers to receive full service through the Parking System (e.g., a crack in the screen, dim lighting).

5.3 The decision as to whether a particular type of fault is considered disabling or ordinary shall be made by the ISR at its sole discretion.

6. Technical support staff -

6.1 **s.l.a:**

6.1.1 Disabling call - arrival at the Parking System up to two hours from moment of the user's reporting call. Removal of the disabling fault - within 3 hours of the arrival of the technical support team, and up to 5 hours in total from the time of the user's reporting call.

6.1.2 Ordinary call - arrival and completion of handling the fault up to 24 hours from the time of the user's reporting call.

6.2 Without derogating from the provisions of the Agreement, the Supplier will provide full maintenance and support services at the Full Warranty level, including taking care of the ongoing proper operation of the Parking System.

6.3 Without derogating from the foregoing, the Supplier shall repair any fault, bug, defect or incompatibility in the System and/or replace equipment and/or materials as necessary, carry out preventive maintenance and fracture maintenance as required

according to the manufacturer's instructions and/or as required, supply spare parts on an ongoing basis and install them. The ISR's determination that an equipment component, hardware and/or material is defective shall constitute irrefutable evidence of its correctness and require replacement thereof without consideration and without delay.

6.4 Without derogating from the foregoing with regard to preventive maintenance, the Supplier will perform preventive maintenance once every three months (or according to the manufacturer's instructions, whichever frequency is higher). The Supplier will perform geolocation for the System, check the integrity of the peripheral equipment (drainage pump, etc.), general complete cleaning, inside and outside, from the roof to the bottom of the Parking System according to the manufacturer's instructions and recommendations. The preventive maintenance work will be carried out at night when the Parking System activity is the lowest throughout the day.

6.4.1 The Supplier shall act to the extent possible, that the maintenance work as described above will disturb the users of the Parking System to the minimum extent.

6.4.2 The Supplier undertakes to carry out the provisions of the ISR as may be, however, the above does not impose any liability on the ISR and the responsibility for carrying out the foregoing acts is the Supplier's.

7. Supplier planning for compliance with S.L.A.:

The Supplier will present the ISR, from time to time, with the shift planning and the number of workstations for the provision of the services. The Supplier will change the shift planning as per the ISR's request, which will be done on reasonable grounds.

No later than 15 days from the winning notice, the Supplier shall specify the basic assumptions for calculating the quantities of representatives required in order to comply with the SLA and shall bring them for the approval of the ISR. The ISR has the right to order a change in the displayed structure and the Supplier undertakes to perform any change at no additional costs. In addition, from time to time, the ISR may request from the Supplier a breakdown regarding the quantity of the representatives and demand an increase of the quantity if, in the ISR's opinion, this requires a change, and the Supplier undertakes to do so immediately and at no additional cost. Nothing in the aforesaid shall derogate from the responsibility of the Supplier, and the Supplier must ensure that the services are provided optimally and in full even without receiving instructions from the ISR.

8. Spare parts:

- 8.1 The Supplier will hold a spare parts warehouse with a safety coefficient of part quantities. All mechanical/ electronic spare parts will be properly stored in the warehouse according to the manufacturer's instructions and recommendations. This warehouse will contain all the parts that make up the Parking System and may wear out or be damaged. The warehouse will be accessible to the technical support team 24/7.
- 8.2 The prices of spare parts, including delivery dates, should be specified. Prices include work.

9. Computing System:

- 9.1 Backup - All information (billing, camera recording, user information) will be backed up to a server external to the system and protected from cyber attacks.
- 9.2 Hardware and Software - All computing systems of the Parking System with all their components, and the speed of operation and functioning, will be subject to the written advance approval of the ISR.
- 9.3 Information streaming to the main system - the information will be streamed from the systems of the Parking System in real time to the main systems and backup systems.
- 9.4 ISR access - the ISR will be issued a user authorized for real-time access to all the systems, including call center, technical support, warehouse inventory, Parking System inventory, and usage quantity.

**10. Liquidated damages:**

The following is a breakdown of the Liquidated damages mechanism to be operated by Israel Railways by way of offsetting from the consideration due to the Supplier and if no consideration is due to the Supplier in any other way according to any law and/or agreement, in each of the following cases:

<u>Action</u>	<u>Amount of Liquidated damages (NIS)</u>	<u>Calculation unit</u>
Failure to perform periodic cleaning	800	A day
Improper performance of periodic/ proactive cleaning	300	A day
Delayed submission of any report section 2.7	400	A day
Violation of safety procedures	2,000	Case/ event
Delay in installation times, from the order date	5,000	A day
Delay in relocation/ mobility times	5,000	A day
System delay when depositing a bicycle	400	Based on the ISR's examination in the field
System delay when withdrawing a bicycle	400	Based on the ISR's examination in the field
Late Arrival for an ordinary call	1. 500 2. 100	1. Up to 120 min 2. From 120 min and on for every 30 min
Late Arrival for a disabling call	1. 1,000 2. 300	1. Up to 30 min 2. From 30 min and on for every 30 min
Failure of the call center to respond to a user on time	1. 500 ₪ 2. 1,000 ₪ 3. 1,500 ₪ 4. 2,000 ₪ 5. 2,500 ₪ 6. 4,000 ₪ 7. 5,000 ₪	1. From 10% up to 20% of total calls 2. Up to 30% of total calls 3. Up to 40% of total calls 4. Up to 50% of total calls 5. Up to 60% of total calls 6. Up to 70% of total calls 7. Up to 80% of total calls

	8. 6,000 ₪ 9. 7,500 ₪	8. Up to 90% of total calls 9. Up to 100% of total calls
Website/ application is not fully functional	400	An hour

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