

Annex 4

General FAQ

- What unit of use is desired? (user, devices, facilities, clients/patients, etc.)
 - Users
- What is the anticipated number of usage units?
 - 500 assuming a 10% growth rate after full operationalization
- What minimum number of usage units can be guaranteed? (minimum order quantity)
 - Ca. 75
- What is the planned usage period?
 - PPM is intended to be used in perpetuity
- From which organizational units do the users originate?
 - Malteser International & partner organizations
- Is a data processing agreement (DPA) required with the manufacturer?
 - Yes
- Is there any specific requirements regarding software development?
 - Yes:

Malteser International is a sponsor of Free and Open Source Software, and we expect our partners to communicate their best practices in open source software maintenance and coding (e.g. modular code, readable code, code documentation in-line, project documentation .md files, version control, linting etc.), preferably referring to externally accessible authoritative best practice documentation.

1. Firstly, the partner is expected to leverage existing FOSS modules wherever possible.
2. Where a FOSS module exists, but does not cover the full requirements, the partner is expected to contribute an extension, sub-module or improvement to that existing module.
3. In the case where no relevant FOSS module exists, the partner must evidence that due diligence has been carried out, prior to beginning custom development.
4. All custom development generated during this engagement is to be published to the public domain under GNU General Public License v3, attributed: "Developed by X, Sponsored by Malteser International".

Technical Requirements

!!! Note: The technical requirements provided below represent a guidance to you, our prospective Partners. Improvements, additions or amendments are permitted and encouraged; however, you must clearly indicate changes and provide an explanation why the alternative is proposed (cost efficiency, effectiveness, stability, security and modularity being primary measures).

Regarding technical architecture or technical stack descriptions, we have provided examples of vendor products in brackets (e.g. AWS Fargate). The vendor products have been selected primarily from Amazon Web Services (AWS). AWS does not necessarily represent MI's preference but is used solely for demonstrable purposes in this document. Typically, MI's preferred technology vendor is Microsoft.

Respecting the aforementioned indication of changes and inclusion of explanations, you are free to propose alternative architectures and/or vendor products.

We request any acronyms used to be explained in a glossary.

Module 5 – Roll-out of Software - requirements:

- Managed container orchestration platform for the Odoo application
- Managed Postgresql (AWS Relational Database Service) with dedicated hot standby instance and Write-Ahead Log archiving.
- Time Recovery (Point In Time Restore).

- Odoo Filestore storage stored on distributed multizone filestore (AWS Elastic Block Store)
- Multizone load balancer and SSL proxy (Elastic Load Balancing/Application Load Balancer) or using NGINX (caching, header metadata, load balancing and session management)
- Content Delivery Network set up and management (AWS Cloudfront)
- Encrypted (at rest and in transit) database and document filestore (AWS Key Management Store)
- Rolling backups and snapshots
- Integrated monitoring & logging
- Secure access control with fine-grained permissions for services and users. (Identity & Access Management)

Module 6 – Hosting - requirements:

- What server infrastructure is needed? (system requirements)
 - E.g. x86-64 container runtime: Generation of an MI Odoo distribution in Docker images, which include the Odoo core application, add-ons and the multiworker HTTP server. The images can be operated on any common container platform: Docker, Kubernetes, AWS Elastic Container Service, Elastic Kubernetes Service, Google Kubernetes Engine, Azure Kubernetes Service, etc.
 - scaled average of 20 hours of active system usage for each user
 - e.g. Odoo-Container-Hosts: 42 vCPUs, 27 GB RAM
- How much storage is required, and what is the projected growth?
 - File storage: Initial volume 10 GB, annual growth 10 GB
 - 10% growth expected
- Is a database required? (Which one? Version? Storage needs?)
 - Odoo is usually operated with PostgreSQL, currently with version 14.
 - E.g. 2 x AWS Relational Database Service (4 vCPUs, 16 GB RAM per instance), initial 0,5 GB, annual growth ca. 1 GB
 - Updates are carried out as required (usually every few years). The memory requirement naturally depends heavily on the number of parallel users.
- Is SSO integration (Entra ID) needed?
 - Yes (OAuth).
- Is a web server needed? (Which one? Version?)
 - Odoo itself is a web server and is usually supplemented by a proxy server (e.g. NGINX).
- Is an SSL certificate required? (Type? Duration?)
 - Yes. Type: Wildcard. Duration: Maximum duration, renewed in perpetuity.
- Will there be internet access to the system? (number of concurrent sessions? projected data transfer volume?)
 - Yes. Real world data is to be collected by the through experiments in the next months. Please assume your best guess based on already provided information.

Module 7 – Maintenance (managed service) - minimum requirements:

- Are there any specific maintenance concepts and pricing required as part of the full-stack Managed Service proposal?
 - Yes, at least;
 - Application of security hot fixes,
 - Application of minor version upgrades,
 - Application of major version upgrades,
- Is there a specific Backup cadence requirement?

- Yes, at least;
 - full backup weekly,
 - differential backup daily,
 - full offsite backup monthly,
 - testing of backups quarterly.

Module 8 – Onboarding Sessions for MI Staff FAQs:

- Are there any expectations regarding user onboarding?
 - Yes;
 - User onboarding is to be provided in English, French and Spanish,
 - We prioritise automated and guided user onboarding (e.g. userflow) experiences,
 - A planned roadmap to limit the number of virtual user onboarding sessions.
 - Any virtual user onboarding sessions must be recorded and provided to MI training center team.
 - Nice to have: Professional dedicated user onboarding recordings (with no audience).
 - Any virtual user onboarding sessions are to be offered according to the appropriate time zones of the targeted user group and in the appropriate language (e.g. Latin America user group onboarding is in Spanish at 1000 GMT-5).

Module 9 – First Level Support FAQs:

- What language and time zone coverage does the first level support need to be?
 - Service needs to be in English, French and Spanish
 - Service to be provided Monday to Saturday covering business hours of all time zones
- What is the expected workload of the first level support?
 - Provide an informed estimate of what amount of service requests (tickets) you expect for the first days and six weeks of the full operationalisation and then annually after full operations. Make the composition of the total cost estimate transparent by indicating how much time you calculate per ticket resolution and what the hourly rate of service personnel is.
- What support services are desired from a first level Support desk?
 - User Account Assistance, User Access Assistance, User Application Usage Assistance, Basic Troubleshooting.
- What support services are desired from application support?
 - Managed container orchestration platform for the Odoo application
 - Managed Postgresql (RDS) with dedicated hot standby instance and WAL archiving for Pointin-
 - Time Recovery (PITR).
 - Odoo Filestore storage stored on distributed multizone filestore (EBS)
 - Multizone load balancer and SSL proxy (ELB/ALB) or using NGINX (caching, header metadata, load balancing and session management)
 - Encrypted (at rest and in transit) database and document filestore (KMS)
 - Rolling backups and snapshots
 - Integrated monitoring & logging
 - Secure access control with fine-grained permissions for services and users. (IAM)
- Are there special requirements regarding response/recovery times (SLA)?
 - The following information are estimates that are only meant to support a cost estimate:

- Critical issues (high priority)
 - Response Time: Within 1 hour.
 - Resolution Time: Up to 4 hours to minimize disruption and quickly restore essential functions.
- Moderate issues (medium priority)
 - Response Time: Within 2-4 hours.
 - Resolution Time: Within 1 business day, as these do not critically impact operations.
- Minor issues (low priority)
 - Response Time: Within 24 hours.
 - Resolution Time: Within 3-5 business days
- Service to be provided in English, French, Spanish
- Service to be provided Monday to Saturday covering business hours of all time zones
- Should/can certain support services be excluded? (e.g., no support for usage on personal devices)
 - No
- What support services does the client provide? (e.g., key users, coordinators, multipliers, etc.)
 - Malteser International will have a small number of internal staff members (~3) with Administrative access to the Application only.
 - Each country/region unit will have one focal person that coordinates his country or region.