

Non-Functional Specifications for Upgrading System for Vineyard Crops

System Availability

The system will be available 24/7, except for planned maintenance windows, which will be scheduled during periods of minimal user activity.

Scalability

The system will be scalable to accommodate the growth of Vignerons Indépendants. It will handle up to a 50% increase in data volume and user load without performance degradation.

Security

The system will comply with all relevant data protection and privacy legislation. Data will be encrypted both at rest and in transit, and access controls will be in place to ensure that only authorized users can access the system.

Disaster Recovery

A disaster recovery plan will be in place, including regular system backups and a plan for system restoration in case of a data loss event. The recovery time objective (RTO) will be within 24 hours and the recovery point objective (RPO) will be no more than 1 hour.

Usability

The system will be user-friendly, with an intuitive interface that requires minimal training for users. Documentation and user training will be provided as part of the system implementation.

Performance

The system will provide real-time data processing and reporting for daily operations. Response times for key user transactions will not exceed 2 seconds under normal operating conditions.

Interoperability

The system will be compatible with existing IT infrastructure at Vignerons Indépendants and should have the capability to integrate with other systems if required.

Maintenance

We will provide ongoing system maintenance, including regular software updates and patches to ensure the system remains secure and functions optimally.

Support

A support team will be available to respond to system issues during business hours, with an option for 24/7 support as needed. The support will include a ticketing system for tracking and managing support requests.

Legal and Regulatory Compliance

The system will be designed and implemented to comply with all relevant legal and regulatory requirements applicable to Vignerons Indépendants's operations.

We look forward to the opportunity to meet these requirements and exceed expectations with our commitment to quality and customer service.

Please revise and adjust these non-functional specifications as needed based on your specific circumstances and the requirements of the invitation to tender. It may also be beneficial to engage with a subject matter expert to ensure the specifications are tailored appropriately.