
AI Agent Q&A Verification Document: Rammeaftale 02.15

Objective: This document provides a set of representative questions that a bid team might ask about the **Rammeaftale 02.15 It-rådgivning** tender. Each question is followed by a detailed answer derived directly from the provided documents and an explanation of the AI agent's approach to finding that answer. This serves as a benchmark for verifying the capabilities of the RAG agent.

Question 1: Simple Fact Lookup

Question: What is the specific financial penalty (bod) for submitting a monthly turnover report late to SKI?

Answer:

If the supplier does not submit a correct turnover report on time, and the report is still missing after SKI has sent a second reminder, the supplier will incur a penalty. The penalty consists of a one-time fee of DKK 5,000 and an additional daily fine of DKK 1,000 for each business day the report is delayed past the deadline given in the first reminder. The total penalty for a single late report cannot exceed DKK 100,000.

Approach (How the AI Agent finds the answer):

1. The agent identifies the keywords "penalty," "bod," "late," and "report" from the user's query.
 2. It searches the document library for these terms, giving higher relevance to documents dealing with supplier obligations and reporting, such as [O 02.15 Rammeaftale.pdf](#) and [02.15 Bilag D Leverandørens rapportering til SKI.pdf](#).
 3. The agent locates **Punkt 12.3.1 Bod - rapportering** in the [Rammeaftale](#) document.
 4. It extracts the specific financial figures and conditions directly from this section.
 5. The agent structures these facts into a clear and concise answer.
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Question 2: Data Extraction & Consolidation

Question: List all the sub-services (Ydelser) we must be able to provide under the mandatory service area "Ydelsesområde 4: It-sikkerhed, business continuity og it-compliance".

Answer:

Under "Ydelsesområde 4", the supplier must be able to provide advice on and potential execution of the following services, broken down by sub-area:

- **Etablering af it-sikkerhed (Establishment of IT security):**
 - Setting up and documenting IT security policies and handbooks.
 - Establishing processes for monitoring and escalating security breaches.
 - Anchoring the IT security policy within the organization.
 - Designing and implementing solutions for access control, digital signatures, and ensuring authenticity.
 - Designing and implementing solutions for data encryption during storage and transmission.
 - Designing and implementing solutions to protect against hacking and virus attacks.
 - Designing and implementing solutions for access and usage logging (audit trails).
 - Analyzing usage logs to detect irregularities.
 - Auditing the client's IT security and providing recommendations.
 - Choosing and implementing IT security standards and planning for certification.
 - Designing and establishing backup and transaction logging solutions based on business requirements.
- **Sikring af business continuity (Ensuring business continuity):**
 - Conducting risk and vulnerability analyses of the client's business and IT support.
 - Planning, testing, and creating a business continuity plan for the client.
 - Executing the business continuity plan in emergencies.
 - Performing penetration testing and reporting on vulnerabilities.
 - Reducing vulnerabilities to illegal use of the client's IT systems and data.
- **It-compliance (IT compliance):**
 - Establishing guidelines for the client's handling of personal data.
 - Establishing processes for monitoring and escalating non-compliance.
 - Anchoring compliance organizationally and implementing the above.

- Managing the client's data responsibility.

Approach (How the AI Agent finds the answer):

1. The agent receives the query for "Ydelsesområde 4" and its sub-services.
2. It identifies [02.15 Bilag F Ydelsesområde 4.pdf](#) as the definitive source for service descriptions.
3. The agent navigates to the section **"2.4 Ydelsesområde 4: It-sikkerhed, business continuity og it-compliance"**.
4. It systematically processes the three sub-areas (2.4.1, 2.4.2, 2.4.3) within this section.
5. For each sub-area, it extracts all the distinct services listed in the "Ydelser" column of the tables.
6. Finally, it formats the extracted list into a structured, hierarchical answer with clear headings for readability.

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Question 3: Cross-Document Synthesis

Question: A customer wants us to sign a [Leveringsaftale](#) (Bilag C). Where in this agreement do we specify the consultants who will work on the project, and which document defines the qualification levels for these consultants?

Answer:

The specific employees allocated to a project are to be listed in Bilag C.3: Allokerede medarbejdere (Appendix C.3: Allocated employees), which is an appendix to the Leveringsaftale.

The required qualification levels and definitions for the different consultant categories (e.g., Juniorkonsulent, Konsulent, Seniorkonsulent) are not in the [Leveringsaftale](#) itself, but are defined in a different document: **Bilag F.2: Leverandørens timepriser** (Appendix F.2: The Supplier's hourly rates). This document outlines the requirements for each category across five areas: Education and experience, Independence, Influence, Complexity, and Business skills.

Approach (How the AI Agent finds the answer):

1. The agent first queries the document [02.15 Bilag C Leveringsaftale.pdf](#) for

terms like "medarbejdere" (employees), "konsulenter" (consultants), and "allokerede" (allocated).

2. It finds references in the table of contents and the main body pointing to **Bilag C.3** as the place to list the project team.
3. Next, for the "qualification levels," the agent expands its search across the entire document set for keywords like "kvalifikationer" (qualifications) and "konsulentkategorier" (consultant categories).
4. This search leads it to 02.15 Bilag F.2 Leverandørens timepriser.pdf, which contains the detailed definitions for Consultant Categories 1 through 4.
5. The agent synthesizes these two findings to provide a complete answer, showing that the *list* of people goes in one document (Bilag C.3), while the *definition* of their roles comes from another (Bilag F.2).

Question 4: Analytical Reasoning

Question: According to Bilag B, what is the weighting between Price and Quality when a customer performs a Direct Award? Based on this, what should our primary focus be to win?

Answer:

When a customer performs a Direct Award, the evaluation is based on the "best relationship between price and quality". The specific weighting between the two main criteria is:

- **Price (Pris): 30%**
- **Quality (Kvalitet): 70%**

Based on this weighting, the primary focus for winning a project should be on **Quality**. Quality is weighted more than twice as heavily as price, meaning a superior qualitative proposal can significantly outperform a cheaper offer. The quality score is further divided equally between "Kompetencer samt metoder og værktøjer" (Competencies, methods, and tools) and "Sektorindsigt og -viden" (Sector insight and knowledge), each contributing 50% to the quality score.

Approach (How the AI Agent finds the answer):

1. The agent identifies the query relates to the evaluation model for a "Direct

Award."

2. It correctly locates the relevant document: 02.15 Bilag B Retningslinjer for gennemførelse af Direkte tildeling.pdf.
3. Within this document, it finds **Punkt 2.1 "Sådan foretages en Direkte tildeling"**, which contains a diagram and text explicitly stating the weights.
4. The agent extracts the "30%" and "70%" values.
5. It then performs a logical inference: it compares the two values and concludes that 70% is significantly larger than 30%.
6. This analysis allows it to formulate the strategic advice that Quality should be the primary focus for the bid team. It enhances the answer by also providing the breakdown of the Quality sub-criteria.

Question 5: Strategic Scenario Analysis

Question: We have been asked to take on a project involving the processing of personal data for a customer. What are our immediate contractual obligations according to the tender documents before we can begin the work?

Answer:

If a project involves processing personal data, there are several critical obligations that must be met before any work involving that data can begin:

1. **A Data Processing Agreement (DPA) is Mandatory:** The parties are obligated to enter into a Data Processing Agreement (Databehandlersaftale). This agreement will become **Bilag C.4** to the Leveringsaftale.
2. **Use the Standard Template:** SKI recommends that the customer uses the standard DPA template provided by the Danish Data Protection Agency (Datatilsynets... standardskabelon).
3. **Work Cannot Start:** Most importantly, the Leveringsaftale explicitly states that the supplier **may not begin processing personal data before the Data Processing Agreement has been entered into (signed)**.

Therefore, the immediate and most critical obligation is to work with the customer to complete and sign Bilag C.4 Databehandlersaftale before commencing any project activities that involve access to or processing of personal data.

Approach (How the AI Agent finds the answer):

1. The agent processes the query, identifying the key concepts: "personal data" (persondata), "obligations," and the critical context "before we begin work."
2. It searches the document library for these terms. The search will highlight Bilag C Leveringsaftale.pdf and Bilag C.4 Databehandleraftale.pdf as highly relevant.
3. The agent first analyzes Bilag C.4 to understand its purpose—it is a directive to use a standard DPA template.
4. It then cross-references this with the main Leveringsaftale (Bilag C), finding the detailed legal obligations in **Punkt 7.9.2 "Persondata"**.
5. Within this section, the agent identifies the crucial prerequisite in the sentence: "Leverandøren må ikke påbegynde behandling af personoplysninger forinden, databehandleraftalen er indgået".
6. The agent synthesizes these findings to formulate a clear, strategic, and risk-averse answer, emphasizing the single most important action the bid team must take to remain compliant

Diff Levels:

Level 1: Direct Information Retrieval (Factual & Specific)

These are foundational queries requiring the AI to locate a specific piece of information within a single document. The answer is explicitly stated in the text.

Target Users: All team members (for quick fact-checking).

Example Questions:

1. Specific Clauses & Figures:

- "What is the percentage fee (SKI's andel) that must be paid to SKI based on turnover?" (Source: Rammeaftale.pdf, Section 8.5)
- "What is the required professional liability insurance coverage amount?" (Source: Rammeaftale.pdf, Section 13)
- "How often and by what percentage are the hourly rates (timepriser) regulated annually?" (Source: Rammeaftale.pdf, Section 10.1)

2. Deadlines & Timelines:

- "What is the initial duration of the Framework Agreement, and what are the options for extension?" (Source: Rammeaftale.pdf, Section 17.1)
- "By what date must the monthly sales report be submitted to SKI?" (Source: Bilag D.pdf, Section 2.1)

3. Definitions:

- "How does the agreement define 'Arbejdsdag' (Working Day)?" (Source: Rammeaftale.pdf, Section 1)
- "What is the definition of 'Kunde' (Customer), and does it include § 60-selskaber?" (Source: Rammeaftale.pdf, Section 1)

4. Scope Identification:

- "Is 'Ydelsesområde 11: Test' mandatory or optional?" (Source: Bilag F Ydelsesområder.pdf, Section 1 & 3)

Level 2: Summarization and Explanation (Conceptual)

These queries require the AI to synthesize information from a section or an appendix and present it clearly. It involves understanding context rather than just locating keywords.

Target Users: Bid Writers, Solution Architects, Compliance Officers.

Example Questions:

1. Summarizing Obligations:

- "Explain the 'Vejledningsforpligtelse' (Guidance Obligation) the supplier has towards customers. Are we allowed to suggest they buy outside this framework?" (Source: Rammeaftale.pdf, Section 5.2)
- "Summarize the supplier's obligations regarding 'Anti-korruption' (Anti-corruption)." (Source: Bilag E CSR.pdf, Section 3.5)

2. Describing Concepts:

- "Explain the concept of 'Nødvendig omhu' (Due Diligence) as described in the CSR appendix." (Source: Bilag E CSR.pdf, Section 4)
- "What does the tender say about the use and replacement of 'underleverandører' (subcontractors)?" (Source: Rammeaftale.pdf, Section 6.3)

3. Extracting Requirements:

- "Extract the required qualifications (Uddannelse og erfaring, Selvstændighed, etc.) for 'Konsulentkategori 3 (seniorkonsulent/specialist)'." (Source: Bilag F.2 Leverandørens timepriser.pdf, Section 2.3)
- "What are the specific data fields (Feltnavn) required in the CSV format for monthly reporting?" (Source: Bilag D.pdf, Section 2.3.2)

Level 3: Cross-Document Synthesis (Relational)

These questions require the agent to integrate information from multiple documents to provide a comprehensive answer. This tests the agent's ability to understand relationships between different clauses and appendices.

Target Users: Bid Managers, Contract Managers, Senior Architects.

Example Questions:

1. Compliance Linking:

- "If we fail to submit the annual 'revisorerklæring' (auditor's statement) mentioned in Bilag D (Section 3), what specific penalties (Bod) are we subject to according to the main Rammeaftale (Section 12.3.1)?"
- "The main agreement (Rammeaftale 12.5.1) states that violation of Bilag E (CSR) is grounds for termination. What specific actions detailed in Bilag E (Section 7) must we take if a violation is suspected to mitigate this

risk?"

2. **Scope and Process Alignment:**

- "If a customer requests services under 'Ydelsesområde 5: It-arkitektur' (Bilag F), what specific evaluation criteria from Bilag B (Section 2.1) will they use to assess our proposal, and how is the quality score calculated (Section 2.2.3)?"

3. **End-to-End Process Overview:**

- "Explain the complete requirements for sales reporting, combining the monthly process and data requirements (Bilag D, Section 2) with the annual auditor's statement process (Bilag D, Section 3) and the payment terms (Rammeaftale, Section 8)."

Level 4: Procedural Guidance and Workflow Simulation

Bid teams need to understand *how* processes work. These questions require the agent to detail workflows step-by-step, often involving conditional logic.

Target Users: Bid Coordinators, Project Managers (post-award planning).

Example Questions:

1. **Workflow Description:**

- "Describe the complete 6-step process (Trin 1-6) a customer must follow to execute a 'Direkte tildeling' (Direct Award)." (Source: Bilag B.pdf, Section 2.2)

2. **Conditional Logic (If/Then Scenarios):**

- "What happens if we are late with our monthly reporting? Describe the escalation process, including reminders (rykkerskrivelser) and fines." (Source: Rammeaftale.pdf 8.6 and Bilag D.pdf 2.1)
- "If a customer contacts us in 'Trin 5' of the Direct Award, but we do not have the capacity, what is the procedure for the customer?" (Source: Bilag B.pdf, Sections 2.2.5 and 2.2.3)
- "What is the exact process if the supplier wishes to transfer the agreement ('Overdragelse') to a new entity?" (Source: Rammeaftale.pdf, Section 15.1)

Level 5: Risk Assessment and Impact Analysis (Analytical)

These are complex queries requiring the AI to identify potential risks, analyze the

consequences of specific actions or inactions, and interpret clauses related to liability and termination.

Target Users: Bid Managers, Legal, Finance Directors.

Example Questions:

1. Risk Identification:

- "What are the implications if we cannot prove that a sale to an eligible customer was made outside this framework agreement ('bevisbyrde ved salg uden for Rammeaftalen')?" (Source: Rammeaftale.pdf, Section 8.3)
- "What are the key conditions under which SKI can immediately suspend (Suspension) our right to deliver services?" (Source: Rammeaftale.pdf, Section 12.4)

2. Liability Analysis:

- "Explain the limitations on the supplier's liability ('Erstatningspligt') towards SKI versus the liability towards an individual Customer. What are the maximum amounts?" (Source: Rammeaftale.pdf, Sections 13.1 vs 13.2)

3. Breach and Termination:

- "Analyze the list of conditions that constitute 'væsentlig misligholdelse' (material breach). Which ones relate specifically to financial reporting failures?" (Source: Rammeaftale.pdf, Section 12.5)

Level 6: Strategic & Hypothetical Scenarios

These questions test the AI's ability to apply the tender rules to hypothetical situations, helping the bid team formulate strategy and anticipate outcomes.

Target Users: Bid Directors, Strategy Leads.

Example Questions:

1. Competitive Positioning:

- "Analyze the evaluation model for Direct Award (30% Price, 70% Quality). How should the weighting of 'Sektorindsigt og -viden' (Sector Insight and Knowledge) influence how we describe our capabilities in Bilag F.1?" (Source: Bilag B.pdf, Section 2.1)

2. Resource Allocation Strategy:

- "Based on the descriptions in Bilag F.2, how should we strategically map our internal senior architects and lead consultants to 'Konsulentkategori

3' vs 'Konsulentkategori 4' to optimize competitiveness while maintaining compliance?" (Source: Bilag F.2.pdf)

3. Scenario Planning:

- "If a Municipality (Kommune) undergoes a major structural change or merger, how does Bilag A (Section 2) ensure they remain a customer, and how does this impact our market access?" (Source: Bilag A Kundeliste.pdf)

4. Conflict Resolution:

- "If there is a discrepancy between the main Rammeaftale document and a specific Leveringsaftale (Delivery Agreement), which document takes precedence according to the interpretation rules?" (Source: Rammeaftale.pdf, Section 19)

Level 7: External Knowledge Integration (Document + Web Search)

To provide a complete answer, the AI may need to reference the documents and then search the web for external context, legal definitions, or standards mentioned in the text.

Target Users: Legal, Compliance, Solution Architects.

Example Questions:

1. External Standards:

- "Bilag E (CSR) requires adherence to 'ILO-konvention nr. 111' (Section 3.1). What does this convention specifically cover regarding discrimination?" (Requires Web Search)

2. Legal Context:

- "The Rammeaftale (Section 9.3) mentions 'udbudslovens § 135' (Danish Procurement Law § 135) regarding exclusion grounds. What are the current stipulations of this specific law?" (Requires Web Search)

3. Market Context:

- "What is the typical procurement strategy of SKI (Staten og Kommunernes Indkøbsservice A/S) for IT services in Denmark?" (Requires Web Search + Context from Rammeaftale Section 2)

