

Annex 1 – Requirement specifications

1 Purpose

The Danish Return Agency (hereinafter referred to as the "contracting authority") want to purchase access to artificial intelligence software (hereinafter referred to as the "software") in the form of an AI-chatbot.

The software shall be used for testing new workflows by the use of AI-chatbot for better communication, research, analyses and generation of knowledge etc.

2 Requirements

The contracting authority have the following requirements for the software:

- The software shall be delivered as Software-as-a-Service (SaaS).
- The software shall be accessed using a standard internet browser such as Microsoft edge, Safari, Google chrome or similar.
- The software shall be based on generative artificial intelligence.
- The contracting authority shall be able to ask the software written questions and the software shall be able to generate answers using the information provided.
- The software shall be able to receive information in Danish and/or English and deliver answers in Danish and/or English.
- The software shall be kept security updated.

The requirement is met if

- 1) the software and any third-party libraries on internet-facing systems are under active support (i.e. that security updates are released that address known vulnerabilities) and
 - 2) technical and/or organizational measures have been introduced to ensure that noncritical systems are security updated within 30 days, and that critical systems are security updated as soon as possible before then.
- Access to the software shall be through an encrypted connection.
The requirement is met if the software is used over an encrypted connection, including that:
 - a) HTTP accessible services automatically redirect to an HTTPS connection and
 - b) HTTPS-based services only support TLS 1.2 or higher and
 - c) TLS encrypted connections are based on the configuration parameters in Appendix 1 cf. [De tekniske minimumskrav for statslige myndigheder 2024 \(sikkerdigital.dk\)](#).
 - The contracting authority shall be able to have up to 15 simultaneous users using the software at the same time.

The contracting authority shall have access to the software for up to 12 months from entering into the contract.

The contacting authority shall pay a price per activated user.