Vienna, 30.11.2023

**Remote Support Contract**

**between**

**NOA GmbH**

Johannagasse 42/4,

1050 Vienna, Austria

**(refered to as Contractor)**

and

**Moravská Zemská Knihovna v Brne (MZK)**

Kounicova 65a

60187 Brno, Czech Republic

**(refered to as Client) for the following services to be executed on the currently installed NOA system:**

1) Database Clean-up and Performance Optimization:

* Perform a comprehensive review and cleanup of the jobDB database.
* Execute one-time performance optimization strategies to enhance overall database efficiency.

2) Installing Security Patches and Bugfixes:

* Apply necessary security patches and bugfixes to address potential vulnerabilities and improve system stability.

3) Performance Monitoring:

* Conduct a single session of collecting and analyzing statistical performance data to gain insights into the system's behavior.
* Utilize performance monitoring tools for a one-time assessment of resource usage patterns and identification of potential bottlenecks.

4) Workflow Monitoring and Correction:

* Implement corrective measures for the detected issues to ensure the seamless execution of workflows during the specified service period.

**for the total cost of € 3,850.00 (3.5 man days), as offered in quotation AN-202311/2539.**

A written report of handover and acceptance must be drawn up and signed by both parties (can be replaced by a delivery note signed by the client or a confirmation of acceptance sent by e-mail); for handover of parts of the work, the report can be replaced by an e-mail confirmation of the proper execution of the relevant part of the work.

In the event of delay by the Client in payment of the price of the work, the parties agree on a contractual penalty of 0.1% for each day of delay.

In the event of delay in the performance of the work, or part thereof, on the part of the Contractor, the Client shall have the right to charge the Contractor a contractual penalty of CZK 250,- for each day of delay.

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| **For NOA GmbH** |  | **For MZK** |
| Jean-Christophe Kummer  Managing Director |  | Petr Žabička  Associate Director |
| Vienna, 30.11.2023 |  | Brno, |