

## **Provision of technical support**

### **1. Scope of technical support:**

- a. Implementation of all changes requested on the website throughout the Action.
- b. Domain renewal for a period of 3 years.
- c. Web hosting until the end of the Action.
- d. Disk space and monthly traffic: 20GB
- e. Emails: IMAP or POP3
- f. Maximum number of e-mail boxes: 50
- g. Regular Security Updates
- h. Backup Management
- i. Software Updates
- j. Support and correction of errors and anomalies

### **2. From the start of routine operation until the end of Action, the Contractor undertakes to provide technical support services divided into the following categories:**

#### **a) A - Methodological/user assistance:**

User and technical support, hot-line and other forms of support consisting in the operative elimination of minor problems caused, for example, by the user's ignorance in the form of remote administration or other forms of professional assistance aimed at explaining technical issues (not only solving problems or complaints) provided via the Helpdesk or by e-mail

#### **b) B - Critical defects:**

A critical defect is a condition in which the application as a whole or any of its parts cannot be run. Thus, the system cannot be operated at all, or the system cannot be logged into, or data cannot be entered, or the standard user interface of the system is not available.

#### **c) C - Serious defects:**

A serious defect is a system condition in which some application functions malfunction or fail to function completely. Expected data is not displayed, data transformations are incorrect, data transfer is incorrect, searches do not work, outputs provide inconsistent results, etc.

#### **d) D - Common defects:**

Common defects do not significantly affect the use of the system. These are visual inconsistencies in the system or data visualisation, e.g. typos, incorrect display of diacritics, incorrect sorting of data, etc.

#### **e) E - Product SW update:**

This is mainly the Contractor's own product development. The term application update here means mainly improvement of the user experience of minor importance. The deployment of updates is decided by the Contractor.

#### **f) F - Other services:**

Development work on further development of the application according to the Customer's requirements on the basis of its individual orders, for example, making changes to the product resulting from changes to internal directives, etc. The Contractor shall always submit a quotation for the implementation of the request to the Customer for approval.

### 3. Forms of ordering and providing technical support services

- Helpdesk - used for entering the Customer's requirements for defect resolution, for raising methodological, user and other questions. The Helpdesk allows for documenting the requests entered (date and time of entry/resolution). The Contractor shall provide an email address for providing these services - **granja@boutik.pt**.
- Remote administration - used to resolve defects and the like. Remote administration is not intended for training and methodological guidance. The Client shall allow remote access (RDP or VPN) for the Contractor to the extent necessary to allow access to the station where the problem is being addressed and also meet the condition of Article III, paragraph 4, bullet 2.
- Service interventions at the Customer's location - provided in connection with warranty defects of the work are performed free of charge in the event that the defect cannot be removed by remote administration despite the fact that the Customer has provided remote access for the Supplier in the required scope, quality and time.

### 4. The paid technical support includes regular backup of the Customer's data, namely:

- Backup of the website and digital platform 1x per month.
- The Client has the right to request data recovery within the framework of paid technical support in case of data damage or loss not caused by its own error. In other cases, it is at the Contractor's discretion whether it will be a paid service or not. In the case of a paid service, the Contractor shall always submit a quotation to the Customer for approval.
- The Contractor shall ensure that the website and digital platform can be migrated to other servers or systems without loss of data and functionality.

### 5. Technical support service parameters

Service name	Operating hours	Start of defect / request resolution [hrs]	Max. resolution time defect/request [hrs]
A - Methodological/user assistance	8:30 am - 4 pm / 5	36	168
B - Critical defects	8:30 am - 4 pm / 5	48	96
C - Serious defects	8:30 am - 4 pm / 5	72	120
D - Common defects	8:30 am - 4 pm / 5	120	336
E - Product SW update	-	-	-
F - Other services	as agreed	as agreed	as agreed
Data recovery / foreign cause	8:30 am - 4 pm / 5	48	168
Data recovery / self-inflicted	as agreed	as agreed	as agreed

**The service uptime** is the period of time that specifies the minimum time that the service must be available. The values of "service uptime" are defined as hours per day (or from-to) / number of days in a calendar week. Hours of service are defined outside of weekends and holidays.

**The defect/request resolution start time** is a parameter that determines how long it takes to start active defect/request resolution. The parameter is measured in hours and takes into account the service operating hours.

**The maximum time to resolve a defect/request** is a parameter that specifies the maximum time by which the defect/request must be resolved from the time of onset to resolution. The parameter is measured in hours regardless of the operating hours.

The Client undertakes to provide the Contractor with all assistance that may be reasonably requested and that is necessary to fulfil the Contractor's obligations under the Contract.

If objective facts show a need for a longer time limit than that laid down for each category, a longer time limit may be agreed on a case-by-case basis. Objective circumstances may include force majeure, malfunctioning of the operating and database platforms, or the extent of the work required going beyond the time limits.