

# SaphetyBuy

## Private Procurement

### SaphetyBuy Advanced Services – Specialized Support

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# Price list

Platform	Product Code	Product's name	Service cost + VAT (current legal rate)
SaphetyBuy	P35439	Support Portal SaphetyBuy	80
SaphetyBuy	P54672	Transfer history between users	Under quotation
SaphetyBuy	P54673	Special Requests	Under quotation
SaphetyBuy	P63694	4 hour pack	280
SaphetyBuy	P63474	8 hour pack	500
SaphetyBuy	P63698	24 hour pack	1200
SaphetyBuy	P63475	75 hour pack	3000
SaphetyBuy	P63476	150 hour pack	6000
SaphetyBuy	P54664	Urgency fee	100

# SaphetyBuy platform access

The SaphetyBuy support service is carried out remotely, in real time, addressing a user.

This service consists of platform functional support, query handling and action monitoring, namely: orders, order aggregation, RFQ response.

## **The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- Support for one User;
- Maximum time of the support service one hour;
- The equipment used must have the TeamViewer software installed, in the version recommended by Saphety;
- The client must indicate the date/time intended for the support at the time of subscription;
- The support performance is subject to scheduling confirmation by Saphety's customer support service;
- Service delivery SLA, after formal procurement/payment: up to 3 business days;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price:** 80€ + IVA (current legal rate).

# User history transfer

The service consists of transferring the history of actions performed by a user on the SaphetyBuy platform to another user.

This service is subject to prior validation and acceptance by Saphety.

## **The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- One history transfer request per order;
- Indication of order details:
  - User's name and email (original);
  - User's name and email (new, to which the history will be associated);
- Submission of applicable documentation to request validation (if applicable);
- Conditions and deadline for the service delivery will be subject to presentation of a commercial proposal;
- Service delivery SLA, after formal procurement/payment: up to 3 business days;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price:** to be estimated on a commercial proposal.

# Special requests

This service consists of actions not foreseen on the platform or excluded from the support scope (free or advanced services).

All applications will be subject to technical, procedural and legal feasibility analysis, and in case of acceptance, they will be object of commercial proposal.

## **The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- Request subject to prior analysis and confirmation of execution by Saphety's Client Support Service;
- Not applicable to requests that compromise the development management plan of the product or the behavior of features available on the platform;
- Not applicable to legal support;
- Submission of applicable documentation to request validation (if applicable);
- Conditions and deadline for the service delivery will be subject to presentation of a commercial proposal;
- Service delivery SLA: agreed during the procurement process;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price:** to be estimated on a commercial proposal.

# Pack of hours

This service is intended for the prior acquisition of a pack of hours for technical interventions within the client's project, in order to streamline the process of development, through the reduction of the time related to the commercial process (preparation of commercial proposal, procurement and service payment).

Applications that do not change the project logic may be framed in this service's technical specifications, in particular configurations, configuration changes, minor developments, data/status update.

All applications will be subject to technical, procedural and legal feasibility analysis, and in case of acceptance, they will be object of commercial proposal.

## **The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- Each individual order placed in the pack of hours (small developments/manual interventions) will be subject to feasibility and confirmation of execution acceptance by Saphety;
- Before proceeding with the action, the client must formally accept the service conditions (conditions, term, hours to be cashed in the pack of hours);
- Not applicable to requests that compromise the development management plan of the product or the behavior of features available on the platform;
- Not applicable to legal support;
- These conditions are valid for a period of 12 months;
- Sending of report with usage of flexitime systems;
- Service delivery SLA: agreed during the procurement process;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price list:**

4 hour pack - 280€ + IVA (current legal rate);

8 hour pack - 500€ + IVA (current legal rate);

24 hour pack - 1200€ + IVA (current legal rate);

75 hour pack - 3000€ + IVA (current legal rate);

150 hour pack - 6000€ + IVA (current legal rate).

# Urgency rate

This service is intended to anticipate the expected delivery date of the support service (free or advanced).

The subscription of the urgency fee assumes the prioritization of the request and the solution in a shorter period of time than the one expected within the standard service (free service) or the immediate processing (advanced service).

This service is subject to prior validation and acceptance by Saphety.

## **The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- The date/time requested requires validation and confirmation of acceptance by Saphety's customer support service;
- The urgency rate is applicable to the anticipated delivery of lower support service than the SLA subscribed. It can be charged under free standard support, or cumulatively, in connection with the Advanced Services subscription;
- The conditions and deadline for service delivery are subject to presentation of a commercial proposal;
- Service delivery SLA, after formal procurement/payment: up to 3 business days;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price:** 100€ + IVA (current legal rate).

# saphety

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