

SaphetyGov

Public Procurement

SaphetyGov Advanced Services – Specialized Support

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Price list

Platform	Product Code	Product's name	Service cost + VAT (current legal rate)
SaphetyGov	P797	SaphetyGov support platform	80
SaphetyGov	P21217	IT Support	80
SaphetyGov	P29461	Private key generation	80
SaphetyGov	P54665	Procedure retification	80
SaphetyGov	P54666	Procedure export	80
SaphetyGov	P54667	User history transfer	Under quotation
SaphetyGov	P54668	Special requests	Under quotation
SaphetyGov	P63694	4 hour pack	280
SaphetyGov	P63474	8 hour pack	500
SaphetyGov	P63698	24 hour pack	1200
SaphetyGov	P63475	75 hour pack	3000
SaphetyGov	P63476	150 hour pack	6000
SaphetyGov	P54664	Urgency fee	100

Support Portal SaphetyGov

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

This service consists of the platform functional support, query handling and action monitoring, namely: application submission and proposal submission.

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

- Prepaid service;
- Support for one user;
- Maximum time of the support service 1 hour;
- The equipment used must have the TeamViewer software installed, in the version recommended by SaphetyGov's platform;
- The equipment used must meet the technical conditions of use of the SaphetyGov platform (mandatory minimum requirements transmitted in the platform registration email);
- The documents to be submitted on the platform must be finalized and ready to submit;
- Description of the application, at the time of subscription, should include:
 - Name of the Contracting Authority;
 - Identification of procedure (name and reference);
 - Deadline for submitting the application/proposal;
 - Date/time intended for support;
- The applications installation is outside the scope of this support (IT support service may be subscribed);
- 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 SaphetyGov's platform 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).

IT support

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

This service consists of the installation of the necessary applications for the correct use of the platforms, namely: Java Virtual Machine, Java Cryptography Extension, etc.

This service is subject to prior validation and acceptance by SaphetyGov's platform.

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

- Prepaid service;
- One User Support;
- Maximum time of the support service 1 hour;
- During the support period, more than one application may be installed;
- The equipment used must meet the technical conditions of the SaphetyGov platform use (mandatory minimum requirements, communicated in the email of registration on the platform);
- The installation of software in connection with the use of the SaphetyGov platform is exclusive to the Microsoft Windows operating system;
- The macOS/Linux operating system is not covered by this service;
- The follow-up of the process of response to SaphetyGov procedures is not included in this service;
- The equipment used must have the TeamViewer software installed, in the version recommended by SaphetyGov's platform;
- 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 SaphetyGov's platform 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).

Private key generator

The private key generator service provides for the creation of a new private key as a way to recover a procedure's decryption key at the presentation/opening of proposals stage.

This service is subject to prior validation and acceptance by SaphetyGov's platform.

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

- Prepaid service;
- 1 Private recovery process by request;
- Sending a formal request to SaphetyGov's platform customer support service (email sent by the jury or a procedure manager, with the team of juries' knowledge);
- Submission of applicable documentation to the application validation (if applicable);
- The private key file will be delivered in encrypted form, on a USB key or CD, and the file decryption password will be emailed to the members of the jury;
- The customer should submit the form "Private Key Recovery" fully completed, indicating the method of delivery and the desired service option (with or without urgency fees);
- The support performance is subject to scheduling confirmation by SaphetyGov's platform customer support service;
- Service delivery SLA, after formal procurement/payment: up to 2 business days (it does not include shipping timings by post mail);
- The urgency rate service guarantees generation of the key on the same day (requests awarded until 5 pm);

- 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).

Procedure rectification

The procedure data correction service is intended for the correction of constant information in some fields of the SaphetyGov platform, normally resulting from user typing failure.

The execution of the request may imply the resubmission of the data in Portal Base.

This service is subject to prior validation and acceptance by SaphetyGov's platform.

- Applicable to requests, such as:
- Correction of procedure name;
- Association/disassociation/alteration of “previous procedure”;
- Change of procedure status;
- Change of base amount (direct adjustment, until analysis stage/wait for response);
- Procedure status rewind from “completed” to “on enable”;
- Change in the hire decision date (concluded procedures);
- Addition of ECDC element;
- Updating suppliers' tax data (ongoing procedures).

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

- Prepaid service;
- 1 Change per procedure by request;
- In the same application up to 3 changes per procedure can be accepted (subject to prior validation);

- Request description, at the time of subscription, should include:
 - Name of the contracting authority;
 - Identification of the procedure (name and reference);
 - Correction to be performed (current amount – intended amount)
 - Desired date/time for support;
- The contracting entity shall communicate the corrective action (through generic notification);
- The support performance is subject to scheduling confirmation by SaphetyGov's platform 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).

Procedure export

The service consists of exporting procedures for digital entities without active SaphetyGov contract.

This service is subject to prior validation and acceptance by SaphetyGov's platform.

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

- Prepaid service;
- 1 export per request;
- The client must indicate the desired date/time;
- Documents can be stored in compressed form (e.g. Zip file) using a digital support (pen or CD);
- The support performance is subject to scheduling confirmation by SaphetyGov's platform customer support service;
- The digital support collection must be carried out at SaphetyGov's platform facilities, from 9:00 am to 7:00 p.m., by an element of the jury, duly identified;
- 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 SaphetyGov platform to another user.

This service is subject to prior validation and acceptance by SaphetyGov's platform.

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

- Prepaid service;
- 1 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 SaphetyGov's platform Client Support Service;
- Not applicable to requests that compromise the development management plan of the product or the behavior of the 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 SaphetyGov's platform;
- Before proceeding with the action, the client must formally accept the conditions of service (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 the 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 pack of hours;
- The customer should submit the form "Private Key Recovery" fully completed, indicating the method of delivery and the desired service option (with or without urgency fees);
- 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 fee

This service is intended to anticipate the expected delivery date of 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 SaphetyGov's platform.

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

- Prepaid service;
- The date/time requested requires validation and confirmation of acceptance by SaphetyGov's platform 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 subscription of Advanced Services;
- The conditions and deadline for service delivery are subject to the presentation of 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).