<div align="center">**TECHNICAL SPECIFICATION**</div>

1. TERMS AND ABBREVIATIONS

1.1. **Client** – UAB Kauno Kogeneracinė Jėgainė.

1.2. **Service Provider** – an economic entity - a natural person, a private legal entity, a public legal entity, other organizations and their subdivisions or a group of such persons with whom the Client signs the Contract.

1.3. **Contract** – a Contract concluded between the Client and the Service Provider regarding the Procurement Object.

1.4. **System** – Power plant production parameter display and reporting software TOPi.

1.5. **Services** – System maintenance and support services**.**

1.6. **Maintenance Services -** Maintaining appropriate readiness and know-how to execute support services.

1.7. **Support Services -** System support services purchased on demand and paid for hours spent at an hourly rate.

2. PROCUREMENT OBJECT

2.1. Information system TOPi maintenance and support services.

3. SCOPE OF THE PROCUREMENT OBJECT

3.1. The scope of Support Services is no more than 100 hours. The Client purchases the System Support Services as required and does not undertake to redeem all or any part of the specified preliminary amount of the Services.

3.2. Maintenance Services are purchased for 2 (two) years. Preliminary amount of Maintenance Services – 4 units, unit of measure – 6 months.

4. PLACE OF PERFORMANCE OF OBLIGATIONS

4.1. Services are provided remotely. The Client undertakes on his own expense to provide the Service Provider with the possibility of remote connection to the System (production environment).

5. REQUIREMENTS FOR THE OBJECT OF THE PROCUREMENT

5.1. Description of the current situation

5.1.1. Currently, the Client uses the power plant optimization, real-time condition monitoring and production planning tool TOPi. During the installation and maintenance of the System, the software version 2022.10.1-1 is adapted to the individual needs of the Client. The implemented System is used in the daily activities of the Client - monitoring the production parameters and planning production. To ensure the reliable operation of the System, the smooth provision of Maintenance Services and Support Services are required.

5.2. Description of the procurement object

5.2.1. Maintenance Services must meet the following requirements:

5.2.1.1. When providing Maintenance Services, the Service Provider must ensure to maintain appropriate readiness and know-how necessary to execute the support and maintenance tasks of the System.

5.2.1.2. Maintenance Services shall also include one annual System Audit and one annual TOPi Browser Tools update.

5.2.1.3. All actions of the Service Provider in providing the Maintenance Services must be performed in accordance with the procedure agreed with the Client after signing the Contract.

5.2.2. Maintenance Services shall include:

5.2.2.1. identification and resolution of technical problems / failures of the System;

5.2.2.2. data processing works required to eliminate the problem / fault after a detailed analysis of the problem or when the need for work was caused by errors of the System users.

5.2.2.3. advice and assistance in troubleshooting faults caused by System malfunctions.

5.2.2.4. advising on all issues related to the use, development and operation of the System.

5.2.2.5. providing assistance in restoring the operation of the System in operation, for example, in the event of failures of the database or its individual components.

5.2.3. The Client submits orders or inquiries regarding the provision of Maintenance and Support Services in accordance with the procedure and conditions set forth in this Technical specification.

5.2.4. The Client may submit orders, notifications or inquiries to the Service Provider for the entire term of the Contract. The number of orders, messages or inquiries is not limited.

5.2.5. Support Services shall include software development, development and implementation of additional functionalities tailored to the Client's needs.

5.3. Procedures and time limits for the performance of contractual obligations

5.3.1. The period of provision of services is 24 (twenty-four) months.

5.3.2. Terms and Procedure for providing Maintenance Services:

5.3.2.1. Maintenance Services are provided on an ongoing basis.

5.3.2.2. Maintenance Services are provided in accordance with the Client's notifications about the System's working problems / failures.

5.3.3. Notices on the need for Support or Maintenance Services shall be submitted by the Client's authorized representatives to the Service Provider in writing (by e-mail, fax or other written form offered by the Service Provider).

5.3.4. The Maintenance and Support services shall be commenced at the latest on the first working day after the receipt of the Client's notification and the services shall be continued during the Service Provider's normal working hours

5.3.4.1. The Client's service requests have to be solved within a reasonable time, depending on the nature and urgency of the request.

5.3.5. The Support Services provided by the Service Provider in a timely manner and in accordance with the Client's orders during the calendar month shall be specified as an appendix to the invoice, which the Client shall pay no later than within 30 (thirty) calendar days from the date of its receipt.

5.3.6. Maintenance Services are invoiced in advance once every 6 (six) months. Payment shall be made no later than within 30 (thirty) calendar days from the date of receipt of the invoice.