TECHNICAL SPECIFICATION

1. TERMS AND ABBREVIATIONS

1.1. **Buyer** means UAB Ignitis grupės paslaugos centras

1.2. **Supplier** means an economic operator - a natural person, a private legal entity, a public legal entity, other organisations and their subdivisions, or a group of such persons with whom the Buyer concludes a Contract.

1.3. **Contract** means the Contract concluded between the Buyer and the Supplier for the object of procurement.

1.4. **Software** means Localisation solution for Poland for Microsoft Dynamics 365 (Whitelist and NBP).

1.5. **Goods** mean Software licence with configuration.

2. OBJECT OF PROCUREMENT

2.1. A licence for the localisation of the Microsoft Dynamics 365 (Whitelist and NBP) solution for Poland and its configuration in the Buyer's existing accounting system Microsoft Dynamics 365.

3. SCOPE OF THE OBJECT OF PROCUREMENT

3.1. Purchase of licences:

Seq. No.	Software (licence) name	Quantity, pcs.
1.	Licence for localisation of Microsoft Dynamics 365 (Whitelist and NBP) solution for Poland and its configuration	1

4. PLACE OF PERFORMANCE OF CONTRACTUAL OBLIGATIONS

4.1. The Goods shall be provided remotely.

5. REQUIREMENTS FOR THE OBJECT OF PROCUREMENT

5.1. Product requirements:

5.1.1. The Supplier shall hand over the Goods referred to in Clause 3.1 to the Buyer not later than 30 (thirty) business days from the date of signing of the Contract.

5.1.2. The Supplier shall hand over the Goods to the Buyer installing the Buyer's accounting system Microsoft Dynamics 365.

5.1.3. Licence activation codes shall be unused, valid and intended to activate the software specified in the Technical Specification.

5.1.4. In the event of problems with the activation of licences, the Supplier shall resolve all problems within 5 (five) business days of being informed of such problems.

5.1.5. Upon expiry of the Licences, the Licences shall be transferred to the Buyer and shall be valid indefinitely.

6. PROCEDURES AND DEADLINES FOR THE PERFORMANCE OF CONTRACTUAL OBLIGATIONS

6.1. The Buyer shall deliver the Goods in accordance with the procedures and within the deadlines set out in Section 5 of the Technical Specification.

6.1.1. Consultation support by phone or email:

6.1.1.1. the Buyer shall have the right to get answers to questions relating to the operation of the Software, which do not require additional analysis of the data of the Software and are not related to an extension of functionality specifically for the Buyer, by phone or e-mail;

6.1.1.2. if the Supplier was not able to provide a proper consultation by phone or e-mail immediately, the Supplier shall answer unanswered questions no later than within 2 (two) business days after getting the question. The answer shall be provided by phone, e-mail or through the Supplier's help system.

6.1.1.3. If an inquiry is sent by e-mail, the Supplier shall register the inquiry in the Incident/Inquiry Management System and shall reply by e-mail within a maximum of 2 (two) business days.

6.1.2. Consultation by email and/or via the Supplier's help system:

6.1.2.1. the Buyer shall have the right to get a response by email and in the Supplier's support system to any questions relating to the operation of the Software.

6.1.2.2. In such a case, the Supplier undertakes to respond to the Buyer's written questions or error messages

and to provide a written answer within a maximum of 2 (two) business days from the date of receipt of the message, if the answers do not require additional analysis of the Software's data, and within no later than 5 (five) working days in the case of a more complicated situation (when a database analysis, a simulation of the situation, etc. is required).

6.1.3.   Software troubleshooting: in the event of problems affecting the operation of the Software, the response time to a registered support call shall be a maximum of 2 (two) business days. The time taken to resolve Software errors shall not exceed 2 (two) business days.

7.   TERMS OF PAYMENT FOR GOODS/SERVICES

7.1.   The Buyer shall pay the Supplier for the actual delivery of quality Goods within 30 (thirty) calendar days from the date of receipt of the Invoice.