



General sales terms and conditions & Price list

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Part I

General sales terms and conditions



1 Definitions

1.1 The provider

Refers to Abelionni, a French one-person limited liability company (EURL), headquarters 12 B Chemin de la bergerie, 13740, Le Rove, France registered in the trade and company registry of AIX-EN-PROVENCE under the number 814 274 445, represented by Mr. Yoann Gini, manager, hereinafter referred to as "the provider".

1.2 The client

Natural or legal person who has signed a cost estimate and the general terms and conditions of sale of the provider for any service subscribed with the latter.

1.3 The services

Refers to all services and benefits available to the client and limited by these general terms and conditions of sale (the "Contract").

1.4 Information system

Refers to the various computer elements in the client's possession as well as the services available to him to circulate work information.

1.5 Data Center

Infrastructure consisting of a network of computers and storage spaces. Used to organize, process, store and stock large amounts of data and install applications and services needed to perform tasks.

1.6 Outsourced CIO

Led by the provider and responsible for the maintenance strategy and IT systems required to support the client's objectives.

2 Application of the general conditions

The provider provides a service as described in the quotation, unless otherwise stated, as a best-efforts obligation, and not a performance obligation.

The provider may advise the client to complete its architecture to optimize its functioning during the service, this being not deemed an extension of the signed quotation.

These general terms and conditions of sale are deemed entered into and accepted on the date of acceptance of the quotation by both parties.

Any quotation implies full acceptance of these general terms and conditions and their appendices, which prevail over all other terms and conditions, apart from those expressly accepted by the client, as well as from the possible signing of an attached service contract.



These terms and conditions have been made available to the client, in accordance with Article L. 441-6 of the French Commercial Code.

3 Duration and modification

When the service is a "One-Time Service" as described in the appendix, the contract becomes effective from the signature of the quotation and will end as soon as the service specified in the same quotation is provided and completed.

Unless otherwise agreed, any "Long Term Contract" as described in the appendix is valid for a period of one year. In accordance with the Article 1212 of the French Civil Code, it must be performed until its end. At the end of this period, it may be terminated by registered letter with acknowledgement of receipt or by e-mail with a three-month notice.

If services have started prior to the signing of the quotation, they shall also be subject to these provisions.

4 Commitments of the client

4.1 Information

The client undertakes to provide the service provider in due time with all documents, information and explanations which may be necessary for the latter to carry out, in a timely manner and under the best possible conditions, his tasks and missions under this contract, in particular in consulting the information booklet, within the time required.

The client undertakes to ask the provider before any intervention of a third party on the information system. The provider may then initiate a preventive backup procedure and warn the client of possible risks.

4.2 Technical details

The client declares to have previously subscribed to the necessary subscriptions and services, with third parties or other providers, in order to have access to the Internet network, to have a suitable space for the implementation of the service, to have a computer capable of connecting to the server, to have acquired the necessary software licences and to have basic technical knowledge.

The client further acknowledges that he has been informed that the operating system of the hardware supplied may not bear certain softwares.

It is the client's responsibility to ensure, prior to signing this contract, that the softwares he wishes to install, on the date of signing this contract and/or that he plans to install within the following year, are compatible with this operating system and that he has the necessary licenses to use the softwares to be installed.

The client undertakes to inform the provider and to obtain his approval prior to the installation of any new software. The sums due under this contract will nevertheless remain due in all cases.

The client undertakes to comply with the legal provisions in force, in particular those relating to the use of the hardware, intellectual property rights, good morals, the protection of minors, respect for persons, data encryption, games and competitions, public order and the universal principles of Internet use.

The client undertakes to regularly make backups of his data.



4.3 Intervention of the provider

In general, the client commits to facilitate the conditions of intervention of the provider or his subcontractors and not to do or let do anything which may hinder them or make them more difficult or expensive.

The client is informed that any request for intervention of the service provider must systematically and mandatorily be the subject of a prior written request to an e-mail address ending with @abelionni.com.

4.4 Employees of the provider

The client undertakes in particular, whenever the services requested make it necessary, to allow the service provider's personnel or its subcontractors free access to his premises and installations and to make available to the said personnel all means likely to facilitate their intervention, it being understood that the said personnel must, for their part, which the service provider guarantees, comply with any internal regulations or other provisions in force at the client's premises, in particular with respect to security and confidentiality.

4.5 Designated contact person

The client shall designate a contact person to the provider, who shall be authorized to report anomalies and shall be responsible for implementing any instructions given by the provider. Given the importance of the stability of this contact person, any change must be notified to the provider in writing beforehand. This contact person shall have been informed in advance of the terms and conditions of this contract and shall have the technical skills required to ensure that the anomalies reported correspond to the requests specified in the quotation.

4.6 Non-solicitation of employees

The client shall not hire, or make work in any way, any employees of the provider, present or future.

This provision shall apply regardless of the position of the employee in question, even if the request is made by the said employee. Moreover, this provision will be valid during the entire performance of the service and for the following twelve months.

4.7 Penalty

In case of breach of the previous provision, i.e. non-solicitation of employees, the penalty is set at a minimum of six months' gross salary of the employee(s) in question. This amount being a minimum, the parties are free to negotiate a higher penalty.

In addition, the breach will result in a firm termination, without delay and without notice of this contract. The sums invoiced or billable by the provider remain due.



5 Commitments of the provider

5.1 Security and confidentiality of the information

The provider is committed to respecting the good practices of security and confidentiality due to its profession.

No client data will be placed on the provider's personal equipment without explicit agreement and this only in emergency situations.

If the provider is given an identifier allowing remote administration or access, he undertakes to keep it protected with strong encryption while remaining compatible with local law.

The provider undertakes to warn the client about security issues that may affect the client or the provider. He also undertakes to inform the client of any legal issues he is aware of and which could be detrimental to the client. However, this last clause does not replace the services of a lawyer specialized in this field.

The provider undertakes, throughout the term of this contract and at any time after its termination, to be subject to and comply with all reasonable written policies and procedures of the client given to him with sufficient time to review and inform his staff, including with respect to the protection of confidential information and intellectual property and potential conflicts of interest. The provider acknowledges that the client may amend these policies and procedures from time to time provided that the scope of the amendment remains reasonable and that it does not affect the substance of this contract and that the provider shall at all times remain bound by the most recent version so long as it has been given to him.

Confidential information

In connection with this contract, each party (the "Disclosing Party") may disclose to the other party or give the other party (the "Receiving Party") access to Confidential Information. "Confidential Information" means any information in any form or medium (oral, written, electronic, or otherwise) that the Disclosing Party considers to be confidential or to own, including information containing or relating to technology, trade secrets, know-how, business operations, plans, strategies, customers, data, algorithms and pricing of the Disclosing Party, as well as information with respect to which the Disclosing Party has contractual or other confidentiality obligations, in each case whether or not marked, designated or otherwise identified as "confidential". Without limiting the foregoing: all Client Materials are Confidential Information of the client.

Exclusions

Confidential Information shall not consist of information that the Receiving Party can demonstrate in writing or through other documentation that:

1. it was lawfully known to the Receiving Party, without restriction of use or disclosure, before access to such information was given or such information was disclosed to the Receiving Party under this contract;
2. it was or became generally known to the public other than through the non-compliance with this contract by the Receiving Party or any of its representatives;
3. it is or was received by the Receiving Party in a non-confidential manner by a third party who was not or is not, at the time of such receipt, bound by an obligation of confidentiality; or
4. it was or is independently developed by the Receiving Party without connection to any Confidential Information or its use.



Protection of the Confidential Information

As a condition precedent to any disclosure of or access to Confidential Information, the Receiving Party undertakes :

1. not to access or use the Confidential Information except as necessary to exercise his rights or perform his obligations under and pursuant to this contract;
2. not to disclose or grant access to the Confidential Information to any person other than his representatives who:
 - (a) need to know such Confidential Information to enable the Receiving Party to exercise his rights or perform his obligations under and in accordance with this contract;
 - (b) have been informed of the confidential nature of the Confidential Information and the obligations of the Receiving Party; and
 - (c) are bound by written obligations of confidentiality and limited use at least as protective of the Confidential Information;
3. to protect Confidential Information from unauthorized use, access or disclosure with at least the same level of care as he uses to protect his own similar sensitive information and with at least a reasonable level of care;
4. to promptly notify the Disclosing Party of any unauthorized use or disclosure of Confidential Information and make its best efforts to prevent any further unauthorized use or disclosure in the future;
5. notwithstanding any other provision of this contract, the Receiving Party's obligations relating to any Confidential Information that is a trade secret under applicable law shall continue until such Confidential Information ceases to qualify for trade secret protection under applicable law, other than as a result of an act or omission of the Receiving Party or any of his representatives.

Mandatory divulgations

If the Receiving Party or any of his representatives is compelled by applicable law to disclose Confidential Information, then the Receiving Party shall, to the extent permitted by applicable law:

1. promptly, and prior to any disclosure, notify in writing the Disclosing Party of such requirement so that the Disclosing Party may seek a court order or other remedy or waive its rights; and
2. provide reasonable assistance to the Disclosing Party in objecting to such disclosure or seeking a court order or other limitation of disclosure. If the Disclosing Party does not comply or, if after providing the required notice and assistance, the Receiving Party remains under a legal obligation to disclose any Confidential Information, the Receiving Party shall disclose only that portion of the Confidential Information that he is legally required to disclose, consistent with the advice of his legal counsel.

5.2 Description of the services and task execution

The provider offers the following services:

- among the one-time services: Single service, Audit, Training and Written question;
- among the long-term contracts: SMB, MCO, Management.

Each service is provided according to one of the following service levels: Technical, Expert, Director.



All services and the different levels of service are described in detail in an appendix to these general terms and conditions of sale.

The provider undertakes, for the execution of all the tasks and services under his responsibility under these conditions, to carry out due diligence and to do everything in its power to ensure that the services provided to the clients and the advice and assistance he will provide meet their needs and expectations, including relating to the CIO and outsourcing.

However, it is expressly agreed that the obligations undertaken by the service provider under this Contract are only best-effort obligations.

In particular, it is clearly understood that the service provider cannot in any case be held responsible for the poor use or non-use by the client of the advice and recommendations given to him under this Contract or of the services provided to him.

5.3 Resources

The provider undertakes to allocate the most appropriate material and human resources to the execution of the services for which it is responsible hereunder, it being specified, however, that he shall be the only one to decide on the definition of the resources and, in particular, on the choice of the members of his staff to be involved, without the client being able to interfere in any way whatsoever with this choice.

It is specified, for all practical purposes, that the provider's personnel assigned to the execution of the services covered by this Contract may not receive any directive or injunction from the client and will remain in any case and under all circumstances, particularly in the event that they are required to intervene in the client's premises or installations, under the full and exclusive hierarchical responsibility of the provider.

5.4 Deadline

The provider undertakes to regularly inform the client, as necessary, of the state of progress of the services, and shall in any event ensure that the execution deadlines are compatible with the nature of the services to be provided and the level of urgency of the client's requests.

5.5 Liability

The Provider declares that he has taken out all necessary insurance policies to cover sufficiently the liabilities that may result, at its expense, from the signature and enforcement of this Contract.

6 Payment

6.1 Prices

Unless otherwise specified, prices are quoted in Euros and before taxes.

The price list for each service and level of service, as well as travel and accommodation expenses, are attached to these terms and conditions.

The hourly rate depends on the level of service.

Normal service hours are Monday through Friday, 8:00 a.m. to 8:00 p.m. Hourly pricing with a multiplier is applied based on the following combination of exceptions:



- X2 at night;
- X2 on Saturday;
- X4 on Sunday.

For example, a service from Friday 8:00 pm to Sunday 10:00 am will be charged as follows:

- 4 hours from 8:00 p.m. to midnight on Friday: hourly rate x2;
- 8 hours from midnight to 8:00 a.m. on Saturday: hourly rate x 4;
- 12 hours from 8:00 a.m. to 8:00 p.m. on Saturday: hourly rate x2;
- 4 hours from 8pm to midnight on Saturday: hourly rate x4;
- 8 hours from midnight to 8 a.m. on Sunday: hourly rate x8;
- 2 hours from 8am to 10am on Sunday: hourly rate x4.

The applicable time is that of the time zone where the provider's employee is located (unless otherwise specified: France).

6.2 Payment conditions

Down payment

The provider may ask for a partial payment of the amount specified in the quotation, up to 30%, and this before any implementation of the project.

Discount for anticipated payment

A 10% discount, excluding accommodation and travel expenses, is applied to all invoices paid at least one week before the due date.

Discount for direct debit

A 10% discount, excluding accommodation and travel expenses, is applied to all invoices paid by direct debit on the billing date.

Payment in two instalments without charge by direct debit

For any invoice exceeding 5 000 € before taxes, the client can request payment in two installments, with installments of 50% at 20 and 40 days from the end of the service.



Payment of extended services

A flat-rate service that takes place over several months is automatically invoiced in parts from the second month on a pro rata basis of the consumed provisional schedule.

A client wishing to be invoiced on a delivery basis only under these conditions must request it in advance and will be charged a 30% surcharge.

6.3 Billing

The price of the services stipulated in the quotation will be invoiced to the client on the basis of an amount established according to the client's requests, agreed with the provider and applicable during a given period.

An adjustment, in the form of an additional invoice or a credit note, as the case may be, will be made at the end of the service according to the costs and charges actually borne or incurred by the provider during the given period by adjusting in relation with the costs and charges initially budgeted for and decided upon for the same period and having been chosen to issue the invoices for the said period.

6.4 Payment term

Invoices issued by the provider are payable within a maximum of 30 days from the end of the month of their issue date.

In accordance with the provisions of Article L441-10 of the French Commercial Code, any delay in payment will automatically incur late payment interest calculated on the sums due, from the day after their due date until their actual payment, at a rate equal to three times the legal interest rate then in force. This late payment interest shall be payable without the need for a reminder. In addition to the late payment penalties, a fixed recovery compensation of 40 euros shall be due. When the recovery costs incurred are higher than the amount of this fixed compensation, the provider may request additional compensation, upon justification

7 Property

The provider, for his part, shall refrain from making any mention of the results in question and from using them in any way whatsoever, unless he obtains the prior written authorization of the client (it being specified, if necessary, that this stipulation does not prevent the provider from freely using his own know-how).

Property of any work produced pursuant to this Contract in connection with the mission shall be assigned to the Client.

To this end, and where necessary, the provider transfers to the client all rights to the aforementioned work: reproduction rights, representation rights, marketing rights, rights of use, ownership, adaptation, translation, and more generally, all exploitation rights.

This transfer is valid for all territories and for all the duration of protection of the work. The provider shall not make any future exploitation of the aforementioned work. By express agreement, the client acquires the property of the work in question, as it is developed.



7.1 Client Material

"Client Material" means the services, specifications, documentation, client's infrastructure and all information, data, documents, items, work and other content, devices, methods, processes, hardware, software and other technology and inventions, including deliverables, technical or functional descriptions, requirements, plans, or reports, that are provided or used by client or any subcontractor in connection with the services or that comprise or relate to client's services or infrastructure. For the avoidance of any doubt, the Client Materials include any information or data provided by the client.

All right and title to the Client Materials, including all Intellectual Property Rights therein, are and shall remain the property of Client. Provider has no rights, licenses, or permissions to the Client Materials, except as expressly set forth in the applicable third-party license. All other rights in or to the Client Materials are the sole property of the Client.

7.2 Client Data

Client is and shall remain the sole and exclusive owner of all right and title to all Client Data, including all intellectual property rights therein.

7.3 Consent to Use of Client Data

Client hereby grants all rights and permissions in or relating to the Client Data that are necessary or useful for provider, his subcontractors and his personnel to perform the Contract, and exercise their rights and obligations hereunder.

8 Limitation of liability

The provider will be released from any liability in the event of non-observance by the client of one of the provisions of this contract.

The provider can in no case be considered liable for direct or indirect damage resulting from the use of the equipment, even in case of loss of data. The provider cannot be made liable for the breakdowns or functional anomalies of the hardware or the software of which he is not in charge.

If a problem occurs within the scope of advice that has not been applied by the client, the provider cannot be held responsible. The liability of the provider is excluded for any parts of the information service that have been modified by a third party.

If the provider is liable, the maximum compensation that can be claimed is limited to the amount of the annual fee charged by the provider, before taxes.

9 Force Majeure

Initially, any non-performance resulting from force majeure will suspend the obligations of this Contract.

If the case of force majeure continues for more than three months, this Contract will be automatically terminated and without formality.

Expressly, are considered as cases of force majeure, in addition to those usually retained by French case law: total or partial strikes, internal or external to the company, lock-outs, severe weather, epidemics, blockage of means of transport or supply for any reason whatsoever, earthquake, fire, storm, flood, water damage, governmental or legal restrictions, legal or regulatory changes in the forms of marketing, computer breakdown, blockage of telecommunication including



the France Télécom switched network and all other cases beyond the express control of the parties preventing the normal performance of this Contract.

10 Personal data and GDPR

The parties undertake to comply with the French "Informatique et Libertés" regulation and to make the necessary prior declarations. Each party undertakes to communicate these declarations to the other at the first request.

The client is informed that he is required to hold and retain data that may allow the identification of any person who has contributed to the creation of content made available to the public by services it provides.

Within the framework of the RGPD, the provider may collect the following information on the client:

- professional data (company name, address, telephone number, company registration number (SIRET), NAF code, VAT number) will be used to invoice and ensure an internal follow-up of the file;
- employee data (last name, first name, business e-mail address) will be used to ensure the material individual and the installation of the material at the client's premises;
- names and surnames of employees in contact with the service provider to ensure effective follow-up.

This data is stored on servers located in the European Union.

The client explicitly agrees, through the acceptance of these general terms and conditions, that his personal data may be used for the following purposes: billing, express request, maintenance, various information (non-exhaustive list).

The company collects your data in order to process your requests.

The required data, kept for five years, are necessary to ensure the administrative follow-up of the client.

The information transmitted to the provider is reserved for the exclusive use of the provider and will not be communicated to third parties under any circumstances.

You may object, for a legitimate reason, to the use of your data.

Only you can exercise these rights on your own data by contacting: Abelionni - 12 B Chemin de la Bergerie - 13740 LE ROVE, FRANCE or contact@abelionni.com, specifying in the subject line "Personal rights" and enclosing a copy of your proof of identity.

11 General provisions

11.1 Good faith and cooperation

The parties undertake to behave towards each other at all times as loyal partners in good faith and, in particular, to inform each other of any difficulties they may encounter in the performance of the Contract and to cooperate in the proper performance of the Contract.



11.2 Modification of the Contract

No subsequent document, no modification of the Contract, whatever the form, will be effective between the parties without prior discussion and without taking the form of an amendment duly dated and signed by them.

11.3 Nullity

If any provision of the Contract is found to be invalid under a law or a final court decision, it shall be deemed unwritten, without invalidating the contract or affecting the validity of its other provisions.

11.4 Waiver

Any waiver, for any length of time, of the existence or total or partial breach of any of the terms of the Contract shall not be deemed a modification or deletion of such term or a waiver of the prior, concurrent or subsequent validity of the same or other terms. Such waiver shall be effective only if it is expressed in writing and signed by the person duly authorized for that purpose.

11.5 Domiciliation

For the performance of the entire Contract and its consequences, the client and the provider elect domicile at their addresses as mentioned in their designation above. Any change of address and any notification under the Contract by one of the parties will only be binding on the other party if it is made:

- by registered mail with acknowledgement of receipt; or
- by hand-delivered letter, it being specified that any notification shall be deemed to have been received in the first case on the date of first presentation of said letter at the address of the party concerned and in the second case on the date of hand-delivery.

11.6 Applicable law - Litigation

The Contract has been written in French. In case of translation, only its French version is valid.

The Contract is subject to French law.

Any dispute that may arise between the parties relating to the conclusion, performance or interpretation of the Contract will be submitted to the Commercial Court of AIX-EN-PROVENCE, FRANCE.



Part II

Price Catalog



One-time services

1.1 Price list

Code	Type	Level	Unit	Price, € before taxes
SRV-T-J	Prestation	Technical	Day	850
SRV-T-H	Prestation	Technical	Hour	120
SRV-E-J	Prestation	Expert	Day	1 200
SRV-E-H	Prestation	Expert	Hour	200
SRV-D-J	Prestation	Director	Day	2 500
SRV-D-H	Prestation	Director	Hour	400
AUD-T-J	Audit	Technical	Day	1 300
AUD-E-J	Audit	Expert	Day	1 800
AUD-D-J	Audit	Director	Day	3 800
TRN-R-J	Training	Up to 3 trainees	Day	600
TRN-P-J	Training	More than 3 trainees	Day	850
HLP-T	Question	Technical	Written question	60
HLP-E	Question	Expert	Written question	100
HLP-D	Question	Director	Written question	200

The services are paid for every started hour, 4-hour half-day or 8-hour day. The most preferential rate to the client is automatically chosen.

1.2 Description of the service levels

1.2.1 Technical

The technical services cover the standard implementation and troubleshooting interventions on an online or on-site information system.

By standard troubleshooting we mean troubleshooting that can be done with a simple reading of error messages and system logs.

These services are carried out by consultants who are autonomous on the target technology in order to guarantee the efficiency of the service and the saving of intervention time.



1.2.2 Expert

The expert services cover design studies, complex implementations, and advanced troubleshooting on an online or on-site information system.

By advanced troubleshooting we mean troubleshooting that requires complex log analysis, network frame capture, direct database intervention and reverse engineering.

These services are performed by consultants with an advanced level of expertise on the technology allowing the design of deployment plans, advanced troubleshooting, or precision configurations with a large experience on several configurations that are equivalent and have demonstrated their robustness.

1.2.3 Director

Director services cover the responsibilities of a CTO, CIO or information systems security manager. This includes defining strategies, investment plans and managing the client's internal staff.

1.3 Description of the types of services

1.3.1 Single service

Simple services are days of work of a certain level, used at the client's request to perform a service.

These services do not include any post-intervention follow-up, nor assistance nor reporting.

If the client wants a report on the service, he must request it and it will be charged one hour of work of the same level per day of service performed. Or half an hour for any service of less than 4 hours.

1.3.2 Audit

The audit services are one-day situation studies that result in a formal report.

The report includes the following sections:

- findings;
- onboarding report;
- corrections and recommendations.

Under no circumstances may an audit service result in configuration changes. The client is obliged to wait for the conclusions of the report before changing a configuration.

If necessary, a presentation of the audit report can be organized, charged at the price of a single service at the requested level.



1.3.3 Training

The training prices are exclusively for training centers conducting inter-company sessions.

A preferential rate is available for training centers that request it and have a frequent order history over the past years in order to facilitate sessions with 3 people or less. The number of these sessions is limited in the year.

For all other trainings, the daily rate is defined by the technical level of the training.

In all cases, drafting and sharing of class material is not included.

1.3.4 Written question

The question package is present for questions in writing only, through an e-mail or our support portal.

Upon receipt of the question, the provider reserves the right to refuse to process it and redirect it to a time-based process if the question involves a high level of complexity.

Under no circumstances can written questions lead to a complementary telephone conversation.



Long term contracts

2.1 SMB

The range of SMB (PME by french SKU) offers is specially designed to meet the global needs of standard SMBs with up to 100 employees.

By standard SMBs we mean companies that are not bound by very restrictive secrecy and security regulations (we work on a quotation basis for these companies).

According to the contracted level, the following services are included:

	PME-10	PME-20	PME-30	PME-40	PME-50	PME-100
Remote control of the parc	Yes	Yes	Yes	Yes	Yes	Yes
Technical support tickets	5	10	15	20	25	50
Monthly days of fleet management	0	0.5	1	1	1	2
Monthly days of IS management	0	0	0	0	1	2
Follow up by dedicated CIO	No	No	No	No	Yes	Yes
Quarterly activity report	No	No	No	No	Yes	Yes
Monthly price, € before taxes	500	900	1 500	2 000	4 500	7 000

In all cases, the technical documentation of the information system is always kept up to date and available to the client, including the password.

When available in the offer, the CIO can be used for any meeting, audit, board of directors meeting, report to a committee on simple request. The service rate is the one-time service rate SRV-D-H or SRV-D-J, with a 50% discount.

These rates are designed for a hybrid infrastructure with no constraints on the use of online services or on-site infrastructure.

For a fully online scenario, with automated identity management and federated authentication, with no proprietary services on servers managed by or for the client, a 10% discount is applied.

For a mostly on-site scenario (by preference, for regulatory reasons or due to technical debt), a 30% surcharge is applied.

2.2 Maintenance in Operational Condition

The Maintenance in Operational Condition (MCO by french SKU) offers are designed for companies wishing to delegate the operational management of certain parts of their information system to us.

The offer is built around different services to meet the most specific needs.

Code	Description	Unit	Monthly cost, € before taxes
MCO-MAC	Mac Management	Terminal	100
MCO-IOS	iPhone/iPad Management	Terminal	50
MCO-IDP	Identity Provider Management	Federated service	25



For each option, the MOC offer includes:

- monitoring of proper functioning;
- simple configuration changes (application of new strategy, update order, certificate renewal, etc.)
- integration of new services that are properly documented or have an integration service;
- management of updates.

2.3 Cost-plus contract

Cost-plus contract for a consultant is based on the daily rate for the desired level of services with a 30% surcharge to cover the cost of replacement or subcontracting in case of sick leave of the main consultant.

This service is also limited to a maximum of two days per week and requires a specific framework contract to comply with French law.



Other costs

3.1 Travel expenses

3.1.1 Public transport

The cost of public transportation (plane, boat, train, bus, cab) will be charged at actual cost. As indicated on our quotations, they will be added to the final invoice.

If your company needs the travel expenses to be included in the initial quotation, please specify this in the pre-sales phase.

3.1.2 Mileage costs

The mileage costs are 50 cents per kilometer.

3.1.3 Housing costs

Except for capitals and large cities, each night of travel is charged € 150 before taxes for hotel and food.

For capitals and cities known to be expensive, the costs will be evaluated when the quotation is issued.