

Instructions and manuals supplied with the *Product(s)* and/or *Service(s)*, whether intended for support/technical staff or for end-users, and whether in printed or in electronic form.

“Escrow agent”:

The third party providing the safekeeping facilities specified in the *Escrow rider*.

“Escrow rider”:

Agreement between the contracting authority, the contractor and a third party, by which such third party provides safekeeping facilities for the source code of the *Software product(s)* covered by the framework contract and/or for the related Documentation.

“Extension”:

Set of *Products* to supplement or extend a *System*.

“Extended working hours”:

Any working hours other than *Normal working hours*.

“Extra muros”:

Outside the contracting authority's premises.

“Hardware”:

Any computer equipment purchased, rented, leased or maintained under this framework contract.

“Informatics Services”:

All *Services* related to information technology, such as (but not limited to) training, consultancy, removal, logistics, integration work, engineering, development, *Maintenance* and writing of *Documentation*, as further described in the framework contract.

“Installation date”:

Date notified by the contractor with a *Means of registered communication* on which the contractor will perform the assembly, the installation and the bringing into service of a *Hardware Product*. This may not be later than fifteen (15) *Normal working days* after the date of its removal from its place of delivery to its place of installation. This date may be extended upon the contracting authority's decision and may be notified by the contracting authority with a *Means of communication*.

“Intellectual property rights”:

All industrial and *intellectual property rights*, such as, but not limited to, copyright, the rights of the producer of a database, rights on semi- conductors, patents, patent applications, utility models, trademarks (whether Benelux, Community, international or foreign trademarks), trade names, designs and models.

“Internal use”:

Within the contracting authority's premises and the use by an official or an agent of the contracting