

## IV.7. SPECIFIC PROVISIONS RELATING TO ALL INFORMATICS SERVICES

### IV.7.1. Types of Services

IV.7.1.1. Unless the framework contract specifies to the contrary, *Informatics services* shall be provided, both *Intra muros* and *Extra muros*, during the contracting authority's *Normal working hours* on *Normal working days*.

IV.7.1.2. Training relating to the use of the *Products*

Training shall be provided at the sites of the contracting authority in Lisbon, unless otherwise specified. Training shall be addressed to users of the *Product* and to the technicians responsible for support within the contracting authority. The number of participants for each course shall be determined by mutual agreement between the Parties at the time of signature of the specific contract. Training and course materials must be available English.

When training is provided on the contracting authority premises, the infrastructure necessary to the courses (buildings, data-processing equipment, video equipment etc.), the administrative organisation of the courses (planning, notifications, and evaluation) and the reproduction of course *documentation* shall be provided by the contracting authority.

IV.7.1.3. Consultancy relating to the use of the *Products*

Consultancy *Informatics Services* consist of transmitting know-how for the use of the *Products* covered by the framework contract. They shall be provided in Lisbon unless otherwise specified.

IV.7.1.4. Technical *Documentation* of the *Products*

These *Informatics Services* shall relate to the drafting of any technical *Documentation* in relation to the *Products* covered by the framework contract.

Technical *Documentation* shall be available in English. It shall be intended for users, both experienced and inexperienced, and for the contracting authority's technicians responsible for support or maintenance. The contractor shall produce the *Documentation* on the basis of the content and structure specifications notified to it by the contracting authority. Reproduction of *Documentation* shall not form part of the service.

IV.7.1.5. Integration work

This type of service not being covered by maintenance specific contract aims at ensuring the correct operation of the contractor's *Products* in an evolving multi-manufacturer environment. *Informatics Services* are performed on the basis of integration specifications communicated by the contracting authority. They may be provided on site in Lisbon unless otherwise specified.

IV.7.1.6. Informatics engineering and maintenance

Informatics engineering consists of building and implementing projects of data-processing infrastructure (*system software*, telecommunications networks etc.) and maintenance on the basis of specifications provided by the contracting authority. Work shall be provided on site in Lisbon unless otherwise specified.

IV.7.1.7. *Software* development, maintenance and related activities

This consists of *Software* development, maintenance and related activities (e.g. studies, consultancy, *Documentation*, quality assurance etc.) using the standard the contracting