## Annex 1 to the specific contract for Complementary IT Services

# Request for quotation

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> *Delete these instructions before sending to the Contractor.*
> *This template will be completed by the customer and sent to the Contractor.*
> *Parts in grey - parts of the text that will be either removed, kept or completed based on your requirements.*
> *No parts in grey should appear in the final version sent to the Contractor.*

## 1. SUMMARY

| | |
|---|---|
| **TITLE OF THE CONTRACT** | [Insert a title for the specific contract] |
| **Specific contract ref.** | [Insert a reference to the specific contract if different from TItle] |
| **SOW no.** | [Insert a reference to the specific contract] |
| **Customer** | [Fill in unit, DG/EUI] |
| **Customer details** | [Fill in address and contact details] |
| **Service provider** | [Insert the details of the entity who will perform the services, who may not be the SIDE III contractor<br><br>**Note:** *According to SIDE III specifications, IT services must be provided by the ISVs (software vendors) themselves or their specialised third-party service providers (and, in exceptional cases, by other services providers if only those can provide the relevant type of services for that product)*] |
| **Service provider details** | [Fill in address and contact details] |
| **Categorie(s) of services** | [Installation services / On-site support services / Technical consultancy / Training services<br><br>**Note:** *According to SIDE III specifications, only these 4 types of services can be ordered. In particular, SIDE III may not be used to purchase generic services or software development services (with the possible exception of developments of minor scale that are complementary to, and necessary for the completion of, the installation services or technical consultancy services)*] |
| **Related software license(s)** | [Identify the software products to which the services are related<br><br>**Note:** *According to SIDE III specifications, IT services must be closely associated to software products acquired through SIDE III or through a framework contract resulting from a previous procurement procedure allowing the purchase of software licenses)*] |
| **Place of performance** | [Default] From the premises of the contractor within the territory of the EU. |

| | [Or: specify if on-site presence is required] |
|---|---|
| **Service delivery mode** | [Fixed price / Quoted time-and-means (QTM) / Time-and-means (T&M)] |
| **Summary of the services** | [Provide an overview of the services here and complete the detailed description is in section 2 below] |
| **Duration** | [Fill in the acceptable execution period for the entire specific contract (including all phases) and/or the acceptable start and end dates. Fill-in the estimated/committed number of days in case of TM or QTM] |
| **Performance guarantee** | [Default] Not applicable<br><br>[Or: Applicable for an amount of EUR [fill]] |

## 2. TECHNICAL DESCRIPTION OF THE SERVICES

### 2.1. Scope of the services

[context, scope, requirements, breakdown of activities into tasks, constraints]

### 2.2. List of deliverables / results and acceptance criteria

[Fill-in the details on the expected deliverables and acceptance criteria. Note: by default, the customer will acquire the IP rights on the deliverables]

### 2.3. Skills to be transferred

[insert list of skills to be transferred, if relevant]

### 2.4. Duration and planning

[insert the planning of the services]

### 2.5. Required resources and profiles

[insert a description of the required resources and profiles (skillset, languages, expertise, certification, etc.)]

### 2.6. Environment of the customer

[Fill-in relevant details on the customer's environment]

### 2.7. Data

[Fill-in details of the customer's data accessed or processed by the service provider]

#### 2.7.1. Personal data

[Fill-in this section if the service provider must process personal data]

[Or: "the services do not involve the processing of personal data"]

| Data controller | [insert position of the data controller and name of the organisational entity] |
|---|---|
| **Contact details of the controller** | [insert contact details of the data controller contact point / data protection coordinator] |
| **Subject matter of the processing** | [provide a short and concise description of the subject matter of the processing] |
| **Nature and purpose of the processing** | [provide a short and concise description of the nature and purpose of the processing] |
| **Type of personal data and categories of data subjects** | [insert type of personal data processed and categories of data subjects] |
| **Duration of the processing** | [E.g.: For the duration of the Service] |
| **Retention period** | The processor must delete all personal data [upon the end of the Service / after a period of **] ] |
| **Data processing agreement** | A data processing agreement must be agreed between the data controller and the data processor in the form provided by the Customer (based on the standard contractual clauses between controllers and processors annexed to the Commission Implementing Decision (EU) 2021/915 of 4 June 2021), and must be Annexed to this SOW. |

### 2.7.2. Non-personal data

[Fill-in details about the customer's non-personal data accessed or processed by the service provider, the purpose of the processing, any required security measures, any restriction about the location of the processing, etc.]