

SSA V Appendix 6: Administrative provisions

The Agreement, clause 1.5 The representatives of the parties

The authorised representatives of the parties, as well as procedures and notice periods for any replacement thereof, shall be specified in more detail here.

The Agreement, clause 2.1.2 Cooperation plan

Cf. clause 1.5 in SSA-K Appendix 1.

The Agreement, clause 2.2.2 Reporting performed maintenance

Cf. clause 2.9 in SSA-K Appendix 1.

The Agreement, clause 2.2.4 User support

If, in Appendix 1, the Customer has stipulated requirements concerning user support, the Contractor shall describe its user support services here.

If, in Appendix 1, the Customer has specified that the Contractor shall stipulate requirements concerning which users or user groups at the Customer can seek assistance, as well as any maximum annual volume for enquiries that are included in the fixed price, etc., these shall be stated here.

~~The Agreement, clause 5.2 Key personnel~~

~~The Contractor shall specify its key personnel, who may not be replaced without the Customer's prior consent, here.~~

The Agreement, clause 5.4 Wages and working conditions

Documentation showing the Contractor's compliance with the obligations stipulated in clause 5.4 of the Agreement (Wages and working conditions) shall be provided here. The documentation can consist of either an appended self-declaration or a third-party declaration showing conformity between the relevant collective wage agreement and the actual wages and working conditions for the performance of the Contractor's and any subcontractors' obligations.

Any further clarification concerning the implementation of the Agreement's clause 5.4 shall be agreed here.

The Agreement, clause 7.2 Form of communication - in writing

If it has been agreed that notices, requirements or other enquiries associated with this Agreement must be provided in a manner other than in writing and sent to the postal address or electronic address provided on the first page of the Agreement, the Customer shall specify this here.

The Agreement, clause 9.3 Personal data

The Customer shall list here any approved subcontractors that may store, process or delete personal data.