



## Order Form

[SAS Institute S.r.l., Società con Unico Socio, Direzione e Coordinamento di SAS Institute Inc. ("SAS") Via Darwin 20/22 20143 Milano ITALY Tel (39) 02 831 341 - Fax (39) 02 5811 3640 <a href="http://www.sas.com">http://www.sas.com</a>			Customer: AIFA – Agenzia Italiana del Farmaco		
			Address: Via del Tritone 181 - 00187 Roma		
Taxpayer ID/VAT/GST Number:		Territory: Italy		Currency: Euro	
Partita IVA n. 08703841000					

### Software

If no effective date is listed below, the effective date will be the earlier of the 15<sup>th</sup> or the last date of the month immediately following Customer's acceptance or signature.

Offering	Pricing Metrics, Quantity and Other Usage Parameters	Operating System	Initial Fees
SAS Customized Technical Support	SAS Customized Technical Support will be provided for Production Environment: <ul style="list-style-type: none"> <li>AGENZIA ITALIANA DEL FARMACO – PERPETUA site number 70200404</li> </ul>	Linux	39.700€

**Technical Support Account Manager.** SAS will assign a TSAM to Customer who will communicate with up to five (5) Customer Contacts.

The parties anticipate that Customer will utilize the estimated percentage of 5% of the TSAM's standard working hours, which is an average for each annual period in the Term. The estimated percentage is not intended to be a hard cap on hours in any given week. In the event that Customer requires a material increase in its utilization of TSAM time, the parties will negotiate in good faith and mutually-agree to amend this Supplement in writing.

The TSAM Services are available from 9 am to 5 pm in the country where the TSAM is located.

### Invoicing

Term: 12 months – July 2022 – June 2023

## **Term and Fees**

Multi-Year Term:

Invoice Date	Period	Fee
30 June 2022	Period 1 (01 July 2022 - 30 June 2023)	39.700€

SAS will invoice all Fees in advance of each period.

## **Pricing Metrics and Additional Usage Parameters**

- **SAS Customized Support** - SAS will provide SAS Customized Support for the specified Software for the fixed term specified in the Order Form. SAS Customized Support may be purchased for additional annual Terms by SAS sending an invoice for the applicable Fee and Customer paying the invoice or by the parties entering into a new Order Form. SAS Customized Support is subject to the guidelines available at <https://support.sas.com/en/technical-support/services-policies/guidelines-for-customized-support.html>
- **Planned Out of Hours Technical Support** - SAS will provide up to [8] hours of technical support services related to Customer's planned maintenance activities outside of SAS' standard support hours ("**Out of Hours Support**"). Customer must request Out of Hours Support at least fourteen (14) business days in advance by contacting the TSAM. SAS will calculate the estimated time for requested Out of Hours Support. Out of Hours Support will be provided using SAS Technical Support personnel located in SAS' worldwide support centers.
- **On-Site Technical Support** - SAS will provide up to [12] days of on-site technical support services directed to a scope of services agreed to by SAS and Customer in writing related to, but not limited to, the following: (a) investigation of production system problems where remote support services are not available; (b) upgrade and maintenance of the SAS installation; or (c) infrastructure modernization (such as re-deployment of SAS onto upgraded hardware).
- **SAS Administration Services** - SAS will provide up to [22] days of remote or onsite administration services to assist Customer in supporting the SAS environment. Activities include but are not limited to: (a) assistance with daily SAS platform administration tasks; (b) platform management and maintenance; (c) assistance with definition and implementation of processes, rules & roles; (d) coaching for Customer's SAS administrators; (e) defining and sharing of SAS best practices; (f) implementation of minor SAS configuration changes; (g) assistance with 2nd and 3rd line support for Customer's SAS environment; (h) coordination with Customer's in-house support teams.

## **How this Order Form Works**

This Order Form is governed by and incorporates the following documents. All documents are listed in order of precedence, and are collectively referred to as the "**Agreement**".

Document	Location
This Order Form	Not applicable
SAS Universal Terms	<a href="https://www.sas.com/universal-terms">https://www.sas.com/universal-terms</a>
Consulting Services Addendum	<a href="https://www.sas.com/addendum-consulting">https://www.sas.com/addendum-consulting</a>

The individual signing or accepting this Order Form must have the authority to bind Customer to the Agreement.

## Customer

Authorized Signature:

Name:

Title:

Date:

## SAS

Authorized Signature:

Name:

Title:

Date:

### **SAS INTERNAL USE:**

[Insert COMIT Number]

LGL5796

*Last Revised: April 2022*