

Agree&Sign License and Service Packages

Version: 04.2025

Agenda

POINT 1

Included features and scope

POINT 2

Fees, Transactions, Scale-ups & Add-ons

POINT 3

Service Packages

Included features and scope of the Agree&Sign platform

Commercial Terms					
Basic Platform	Agree&Sign basic platform	User Management & Authorization, A&S Administration, Inbox & Reporting	Module 5 API Integrations	Internal API integrations	Between Agree&Sign and third-party systems operated by the customer (such as Salesforce, SAP & MS-Dynamics)
	Productive instance	Instance included in Agree&Sign Basis Platform		External API integrations	Between Agree&Sign and external third parties (e.g. IBAN or address validation)
	Simple data processing	Easy data collection, validation and supplementation in the process	Module 6 Mass Processes	Support of mass processes	(In preparation)
Module 1 Advanced Processes	Dynamic Web Forms	Advanced data processing with dynamic web forms		Additional support	Advanced or Enterprise Support
	Smart Form Generation	Web form editor to create and customize the web forms (via browser)	Add-ons (on request)	AI Contract Management	Data collection and supplementation by AI modules (e.g. data reading of an ID document)
Module 2 Document creation	Dynamic document creation	Document creation based on Word templates and conditions		Data Quality Navigator	Data quality checks, Data cleansing, data migration and optimization, to ensure data integrity and consistency across different business units
Module 3 E-signatures	Simple & Advanced Electronic Signatures	Simple and advanced electronic signatures via D-Trust		3rd Party Platform Services	Comprehensive management support. Optimize and evolve Salesforce instances, including admin support, Operation, Support and continuous evolution
Module 4 Qualified E-signatures (QES)	Qualified electronic signatures	Qualified electronic signatures via Trusted Service Provider			
	QES Identification Procedure	Identification procedures (e.g. Video-Ident, Auto-Ident) for qualified electronic signatures via Trusted Service Provider			

Fees & Transaction Prices

Fees

Fees

Starter basic fee, incl. Agree&Sign Starter platform(per year)	from 2.600 £
Basic support (per year)	5.200 £

Transaction prices

Note Transactions: Unannounced additional use will be subject to a surcharge of 50% and will not include a discount scale

Graduation

		1-25K	25K-50K	50K-100K	>100K
Graduated discount		0%	6,25%	18,75%	31,25%
Module 1: Advanced Processes	(optional)	1,30 £	1,22 £	1,06 £	0,89 £
Module 2: Dynamic Document Creation via Word	(optional)	0,61 £	0,57 £	0,49 £	0,42 £
Module 3: Basic & Advanced Electronic Signatures per Transaction	(optional)	0,95 £	0,89 £	0,77 £	0,66 £
Module 4: Qualified e-signatures per signer	(optional)	<i>per signature & depending on VDA, QES quality, country, identification method (e.g. IDNow, D-Trust, others)</i>			
Module 5: API integration (not possible with Starter Instance)	(optional)	<i>on request</i>			
Module 6: Mass Processes (not possible with Starter Instance)	(optional)	<i>on request</i>			

Scale-ups & Add-Ons

Scale-Ups

Scale-Ups	Price p.a. /unit	Note
Tenants	870 £	...
Key User	310 £	...
Advanced Support	26.000 £	Extended support: extended business hours and accelerated response times (see explanation)
Enterprise Support	70.000 £	Comprehensive support: Comprehensive communication and service channels, additional extended business hours and fast support and response times (see explanation)

Add-Ons

Add-Ons	Price p.a. /Unit	Definition
Additional Productive Instance (Starter)	2.600 £	The Starter instance is the minimum configuration of the SaaS platform for customers with basic requirements.
Additional Productive Instance (Base)	8.600 £	The base instance is the minimum configuration of the SaaS platform for customers with basic requirements.
Additional Productive Instance (Advanced)	13.000 £	An advanced configuration for midsize businesses with higher compliance and automation and performance requirements.
Additional Productive Instance (Enterprise)	17.300 £	A fully customizable instance for large enterprises with complex compliance, security, and integration requirements, and the highest compliance, automation, and performance requirements.
Demo instance (demo/QA)	4.300 £	Environment for testing new configurations, software updates, features, or integrations before they are adopted into production.
Development	6.900 £	Environment for active software development, customization or customizing by technical teams. Frequent changes and instability are to be expected.
Basic training	1.000 £	Per person day

Support Basic

? Technical Base Support

Communication & Notification

- ▶ Support services are provided via the support communication channel provided by Agree&Sign (e.g. B4 e-mail, ticket system) for the customer's key user.
- ▶ Only named key users are entitled to submit support requests (Qualified Technical Incidents).
- ▶ The key user must conduct an initial investigation of the problem and provide the necessary information for Agree&Sign to investigate the incident.

Languages

- ▶ German and English

Support Hours

- ▶ The operating hours are on weekdays from Monday to Friday, 9:00 a.m. to 5:00 p.m. CET.
- ▶ Exceptions are national holidays in Germany and December 24 and 31

Response times according to priorities

- ▶ Very High: Within 4 working hours (during support hours)
- ▶ High: Within 8 working hours (during support hours)
- ▶ Medium: Usually within 24 working hours (during support hours)
- ▶ Low: Usually within one working week (during support hours)

Limitations & Exclusions

- ▶ no 1st level support
- ▶ No support obligation for errors caused by omissions or misconduct of the customer or the users (e.g. failure to implement error corrections, non-compliance with recommendations/documentation, misuse, accident).
- ▶ No support obligation during "non-productive use" (setup phase).
- ▶ Custom extensions are excluded from standard support, unless there is a separate order form for them.
- ▶ No support obligation for problems with additional software or interfaces is the responsibility of the customer.
- ▶ Sources and related content

Costs p.a.

- ▶ 5.200 £

Support Advanced

? Advanced Technical Support

Communication & Notification

- Same as Basic Support (Email, Portal)
- Reporting continues to be primarily by key users as a qualified incident.

Languages

- German and English

Support Hours

- Extended business hours, 10x5 (weekdays 10 hours), Monday to Friday, 8:00 a.m. to 6:00 p.m. CET.
- Exceptions are national holidays in Germany and December 24 and 31

Response times according to priorities

- Very High: Within 2 working hours (during support hours)
- High: Within 4 working hours (during support hours)
- Medium: Usually within 16 working hours (during support hours)
- Low: Usually within one working week (during support hours)

Limitations & Exclusions

- Basically like basic support

Costs p.a.

- 26.000 £

Support Enterprise

? Enterprise Technical Support

Communication & Notification

- Dedicated phone number
- Technical Account Manager (TAM) as the primary strategic and technical point of contact.
- Regular service reviews and touchpoints
- Notification by key user or directly via TAM
- Proactive advice from support

Languages

- German and English

Support Hours

- 24/7 ticket acceptance, - Extended business hours, 14x5 (weekdays 14 hours), Monday to Friday, 7:00 a.m. to 9:00 p.m. CET.
- Exceptions are national holidays in Germany and December 24 and 31

Response times according to priorities

- Very High: Within 1 working hour (during support hours)
- High: Within 2 working hours (during support hours)
- Medium: Usually within 10 working hours (during support hours)
- Low: Usually within 24 working hours (during support hours)

Limitations & Exclusions

- Basically like Basic/Advanced Support

Costs p.a.

- 70.000 £

Determination of priority for support cases

Priority	Definition Severity	Initial Response Time Basic Support
Very high	The incident has serious consequences for important business operations and urgent work cannot be carried out. The incident requires immediate attention, as the malfunction can cause serious losses.	▶ Agree & Sign will provide an initial response within 4 working hours (according to the support hours defined in 5.5) after submitting a qualified technical incident. ▶ Agree&Sign will attempt to contact the customer within the initial response time to clarify the impact on the business and initiate the resolution process.
High	A business transaction is not working, and necessary tasks cannot be performed. The incident requires immediate attention, as the disruption can disrupt the entire productive business process.	▶ Agree&Sign will provide an initial response within 8 working hours (according to the support hours defined in 5.5) after the submission of a qualified technical incident. ▶ Agree&Sign will attempt to contact the customer within the initial response time to clarify the impact on the business and initiate the resolution process.
Medium	A business transaction does not work as expected and has a minor impact on production operations.	▶ Reasonable response time to the incident, usually within 24 working hours (corresponding to the support hours defined in 5.5) after a qualified technical incident has been submitted. ▶ Agree&Sign will attempt to contact the customer to clarify the business impact and evaluate the incident.
Low	The incident has little or no impact on business transactions.	▶ Appropriate response time depending on the incident depending on the specified support times, usually within one working week.

i Note: Criticality is estimated by BearingPoint based on all available information. The aim is to make an assessment of criticality within the first 4 hours.

Pricing for Value Added Cloud Support Services

Please be advised that all wraparound services related to Spend Navigator including technical development, end user support, and procurement insights are priced according to BearingPoint's standard rate card. Expanding user access or including additional entities will require an initial discovery session to evaluate complexity and define the project scope.

BearingPoint calculates pricing for Cloud Support services based on a rate card for each grade of staff. These grades are broadly equivalent to the SFIA definitions. We would be happy to discuss working on a Time & Materials, Fixed Fee, or other more innovative pricing basis (depending on the scale and complexity of the project). We are firmly committed to providing our public services clients with demonstrable Value for Money. We do this by balancing appropriate grades and experience in our team with a competitive commercial model and effective engagement management, to deliver the outcomes that our clients expect from our work. Our rate card is below:

SFIA	Grade	Max Day Rate UK (excl. VAT)	Max Day Rate Nearshore (excl. VAT)
Set Strategy or Inspire	Partner	£2200	£1760
Initiate or Influence	Director	£1800	£1440
Ensure or Advise	Manager	£1480	£1184
Enable	Principle Consultant	£1200	£960
Apply	Senior Consultant	£1100	£880
Assist	Consultant	£900	£720
Follow	Analyst	£750	£600

Pricing for Value Added Cloud Support Services

These day rates are:

- Exclusive of VAT at the prevailing rate.
- Inclusive of all insurances.
- Inclusive of travel, mileage, and subsistence within the M25. Expenses for work outside the M25 will be agreed with the contracting body during negotiation of the call-off contract.
- Based on a working day of 8 hours duration, excluding travel and lunch.
- Based on office hours of 9am to 6pm Monday to Friday excluding public holidays.
- These rates will be used for all Time and Materials contracts. If we are contracting on a fixed price or other innovative commercial basis, we reserve the right to add a premium above these rates, or an overall discount, to reflect the risk and specific requirements of the engagement, without amendment to these day rates.
- We request that all contracting bodies treat the commercial arrangements associated with call off contracts as commercially sensitive.