



Title

Appendix 1 to Service Agreement, Service Specification

Classification	Date	Version	Project number
Consortium Unclassified Released Public	2020-03-31	1.1	N/A

1 SERVICE

This is a digital infrastructure service (“**laaS**”), which enables exchange of information between actors operating within the maritime community enhancing a safe, secure and sustainable eco system.

1.1 Statement of objectives

The overall objective is to provide access to a common open Maritime Digital Infrastructure (“**MDI**”). The MDI includes a web portal, a Maritime Identity Registry (“**MIR**”) and a Maritime Service Registry (“**MSR**”).

MIR includes a registry for single login, with authorization and authentication of identities for the subjects that are authorized by Customer or Navelink to access the infrastructure supplied under the MDI.

MSR includes a registry for registering, discovering and using e-services and e-navigation under the MDI.

1.2 Statement of work

Navelink offers the following services (“**Services**”) accessible from the service end point (“**Service End Point**”):

- External public web portal and access to Customer’s “My pages” at <https://www.navelink.org/>.
- Development environment including MIR and MSR.
- Test and verification environment including MIR and MSR.
- Staging and operational environment including MIR and MSR.
- Developer forum
- Support including administrative, technical and incident support.

Dependent on Customer’s need, Navelink offers enrolment levels with access to different environments that involves authority, access rights and obligations, as well as support for the environment provided to Customer, set forth in sup-appendix 1:1.

1.2.3 Support

Navelink provides access to its Frontdesk for administrative support in general.

Frontdesk provides support during Ordinary office hours CET, Business Days.

Navelink

Phone
+46-(0)10-216 90 00

Web
navelink.org

E-mail
info@navelink.org



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Starting from the Actual Start Date, and subject to payment of fees (if any) for the Service, Navelink provides access to its Frontdesk for technical support from the Service End Point and in accordance with respective environment included in agreed enrolment level.

Starting from the Actual Start Date, and subject to payment of fees (if any) for the Service, Navelink provides access to its Incident support 24/7 from the Service End Point and in the accordance with respective environment included in agreed enrolment level.

Response and resolution to applicable support are normally provided during Ordinary office hours, CET.

Navelink offers additional support at additional charge according to the pricelist in force at the time for request for support.

1.3 Third Party Products

Current Third Party Products utilized in the Services are listed below.

The Third Party Products are covered by the provisions in General Terms and Conditions, Appendix 2, including but not limited to Section 8 (Specific provisions relating to the IaaS) and 15 (Intellectual Property Rights).

Identity Registry:

Linux operating system

KeyCloak

Docker

Java SDK 8

MariaDB/MySQL

Maven 3

MCC Java development

Service Registry:

Linux operating system



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- Java SDK 8
- Maven 3
- Elasticsearch 6.4
- Maria DB
- Galera Arbitrator
- MCC Java development

2 ENROLMENT LEVEL AND IDENTITIES

Upon signature of the Agreement following form of participation is applicable.

Project: [BaltSafe • EfficientFlow • Real Time Ferries] or [N/A]

Enrolment level: [Consortie member • Full operational enrolment • Limited operational enrolment • Minimal operational enrolment • Service Development enrolment • Other enrolment]

Environments: [Development • Test • Test and operational • Development, test and operational]

Number of Identities:

Operational [number or N/A]

Test [number or N/A]

Development [number or N/A]

3 PRICE

Customer shall pay the remuneration specified in this Agreement and any additional fees due to authorized use obtained and any changes of enrolment level during the term, in accordance with Navelink's from time to time applicable price list set forth at Navelink's web portal.

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Upon signature of the Agreement following price is applicable.

Enrolment fee (including year 1) EUR [xxx]

Preliminary annual fee from year 2 EUR [xxx]

Customer may scale up and down the number of identities within each enrolment level by submitting a written request to Navelink. In case of scale up and down, the fees in force shall apply.

Navelink may adjust the fees twice a year according to the General Terms and Conditions (“GTC”) in Appendix 2.

Navelink does not give service credits or refunds for charges already due or paid.

4 TERM

The Agreement shall be effective upon the last date of signature (“**Agreed Start Date**”) and shall remain in full force for an initial period of twelve (12) months following the latest of: the Agreed Start Date or, as the case may be, the Actual Start Date. Unless terminated by either Party upon three (3) months prior written notice before expiry, the Agreement shall automatically be prolonged for an additional term of twelve (12) months each time with a corresponding notice period.

In order for the Agreement to be automatically prolonged Customer has an obligation to renew Customer’s enrolment form accessed via Navelink’s web portal, every twelve (12) month. Otherwise, the Agreement is terminated after the initial term.

5 GENERAL TERMS AND CONDITIONS

Navelink’s performance of any Services (as defined in Appendix 1) shall be subject to the General Terms and Conditions in Appendix 2.

6 SPECIAL CONDITIONS

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Navelink shall have the right to publish and use Customer’s organization name and logotype at Navelink’s web portal and for marketing activities internally and externally during the term of Agreement.

Customer has the right to use Navelink and its logotype in their communication internally and externally during the term of Agreement.

6 CONTACT PERSONS

If to Customer

Name: [Insert name of Customer’s commercial point of contact specified in join form]

E-mail: [nnn@nnn.nnn]

Phone no: [+xx xxxxxx]

If to Navelink

Frontdesk

E-mail: info@navelink.org

Phone no: +46 10 21 70 299

