

Crystal System Group Limited
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Limassol, 28th of November 2024
Offer: OR – 22107

Vimercati East Europe

To the kind attention of
Mr. Constantin Huma

OBJECT: Professional services offer for Vimercati East Europe

Dear Mr. Constantin Huma,

Following Vimercati East Europe's need for SAP Support in order to cover Business as Usual services, Crystal System has the pleasure to present its Support proposal.

Please feel free to contact us for any additional detail.

Best Regards,
Octavian Rosca

Octavian Rosca
Key Account Manager
Crystal System Group

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Contracting parties:

Crystal System Group Ltd., with registered office in Agias Fylaxeos & Zinonos Rossidi, 2, 3082, Limassol, Cyprus, registered in the Registrar of Companies under no. HE 92271, VAT no. CY10092271J (Hereinafter referred to as "Service Provider" or "Crystal System").

And

Vimercati East Europe SRL, with registered office in Hemeius-607235, Garii Street No. 100, Buildings C1-C15-C17-C18, Jud. Bacau, Romania, registered in the National Trade Register Office under no. J04/2165/2007, VAT no. RO22916476 (Hereinafter referred to as "CLIENT" or "Vimercatiee").

1. Crystal System Group

Headquartered in Cyprus and with Software Delivery Factories in Romania, Moldavia, Albania, Greece, Crystal System Group is a provider of near-shore services to some of the largest companies in the Western Europe. Crystal System's experience and quality are an excellent choice for any company that is looking for cost effective arrangements with no compromise in terms of quality.

Base of this success is a key factor: the Crystal System sourcing, hiring, training and human resources development model.

THE CRYSTAL SYSTEM GROUP H.R. MODEL

Crystal System established and strengthens over the years a very active partnership with leading Romanian, Moldavian, Albanian and Greek universities: ASE of Bucharest, Faculty of Cybernetics, Statistics, and Computer Science. (www.ase.ro), ASEM in Chisinau www.ase.md Aleksander Moisiu University of Durres – Faculty of Computer Science.

- Crystal System opened its ICT Training Centers inside these Universities. Fully financed and managed by Crystal System, these Centers prepare and train the university students that will be hired and will become Crystal System Professionals.
- With ASE + Polytechnic + SAP Romania + Microsoft Romania, Crystal System designed and started up the most recognized Master course in Romania (www.simpres.ase.ro) with 100 students per session (twice / year)

Thanks to these partnerships Crystal System gained the opportunity to train and hire brilliant minds attracted by well-established Universities. We are fully aware of the fact that the best services can be provided only counting on the top human resources and we do our best to attract the most talented people. Over the time these talents become excellent professionals: graduated in a top University, knowledgeable of Economy and ICT Sciences, able to speak several languages. All our consultants speak English, most of them speak Italian and many speak also more languages among French, German, Russian, Spanish and, of course, Romanian, Albanian and Greek.

Crystal System can operate in the entire software development cycle: from conceptual design to system delivery and AMS (Application Management and Support). Development, maintenance and application support activities can be performed from *near-shore* Crystal System office, *in house* (client premises), or in a mix *onsite/near-shore* tailored to specific needs.

Crystal System is a partner of many large software vendors, among which Appian, Microsoft, Oracle, SAP, SAS, UiPath and the key development platforms covered are:

❖ **ERP:**

- **Main focus on SAP NetWeaver Platform and SAP HANA Platform**(both technical and functional, covering most of SAP modules, among which SD, FI-CO, MM, EWM, IS-U etc), related to different industries and SAP technologies(ABAP for NetWeaver, SAP UI5, SAP Fiori, SuccessFactors, SAP Hana, SAP Portal, XI/PI, workflow, ...);
- **Oracle Application**

❖ **Analytics and Information Management(AIM):**

- APPIAN, IBM BPM, Oracle BPM
- RPA(UiPath & BluePrism)
- Oracle BI (ODI, OBIEE), Hyperion (HFM, HPM, Essbase,),
- SAP BI, SAP BPC,
- SAS® Business Intelligence & SAS® Analytics,
- Qlik
- IBM: WebSphere Integration Services, Netezza, Cognos TM1,
- Power BI, Tableau, Microstrategy

❖ **Digital**

Covering new market trends in **Web, Cloud & Mobile Technologies:**

- APPIAN
- SAP HANA Cloud Platform, UI5, Fiori, Neptune, Agentry
- Java J2EE technologies (IBM WebSphere, JBOSS, Oracle, ...)
- Microsoft (.NET, SharePoint, CRM)
- Salesforce eCommerce, Hybris, WebSphere eCommerce

2. The Crystal System Group advantage for Clients.

Strategic Location. Pitfalls of offshore development are significant distances between the Client and the offshore Factory - making impossible short notice trips - and strong cultural differences, due to origins coming from separated historical worlds.

On the contrary, when the culture is European and distances are small enough to be covered with a 2-3 hours flight (*near-shore*), developers can easily move to the client organization if on-site presence is important and urgently required.

HR Strategy. Crystal System is leveraging strategic Academic partnerships with some of the largest and the most attractive Romanian, Moldavian, Albanian and Greek Universities in order to get highly skilled resources with a very strong computer science and economic background.

International European Culture. Crystal System is a European Group, founded and managed by professionals with a solid background in leading ICT International Companies and in the academic world. The internal official language is English and most of the people speak one or more other languages apart from their mother tongue.

High Quality. Crystal System is a company oriented towards meeting the most demanding international quality standards and has succeeded in conducting this policy for years when working with top companies.

Approach and methodology. Crystal System applies a simple but well defined and rigorous methodology, designed to achieve the maximum level of quality while keeping costs under control.

A Crystal Delivery Client Manager is allocated to Client, initially can be onsite even in case of remote assignments. The Delivery Client Manager is a double link between the Client and the Development Team: link between requirements and implementation and link between development and delivery.

Two levels of quality control are performed: the first is internal (near-shore factory / development center), the second is external (can be at the Client) by our Delivery Client Manager.

3. References

Some of our major clients, split by industry, include:

Manufacturing: Pirelli Tyres, Pirelli PZero, Prysmian, Kyocera, Staples, Leonardo, Gemalto, DeLonghi

Automotive: HELLA, Fiat Auto / FGA, Fiat Gesco / Fiat Item, Fiat Chrysler Automobiles

Aviation: Lufthansa Systems, Lufthansa Industry Solutions, IATP (International Airline Technical Pool)

Retail: Metro, Esselunga, Cora

Fashion: United Colors of Benetton, Luxottica, Prada

FMIG: British American Tobacco, Fererro, Efes, Danone, Galbani

Banking: Unicredit Bank, Banca Romana de Dezvoltare - Groupe Société Générale, Banca Popolare di Milano, Bank du Liban, Raiffeisen BANK, National Bank of Moldova

Financial Services: AVIVA France, ERGO Insurance Group / Ergo IT, NN

Energy and Natural Resources: Enel, Petrom, Termocom, E.On, Terna

4. Details regarding proposed Services

The present offer is related to the supply of support services, in a Time & Material approach, for one year period with the possibility of extension (the period January 2025 towards next 12 months).

4.1 Support Service Profile

The allocated consultant, analyst programmer, will have the following skill set:

- Basic understanding of the Functional Modules
- Basic understanding of Basis principles
- Strong SAP ABAP skills

4.2 Modules & Activities

For the support service the in-scope modules are:

- SD
- PP
- Logistics (MM/EWM)
- FI-CO
- QM

The activities capture standard support service tasks such as Incidents, Query (how do perform a specific action) and Service Request tickets.

Various activities could be outside of the consultant's responsibility. In these cases the consultant will analyze the issue and help the customer to address it to the proper competence team (e.g. Basis, Infrastructure, strictly functional activities issues).

If the Client does not have his own/ contracted competence team for addressing a specific issue, Crystal can activate additional resources on request.

4.3 Receiving and Prioritization of tickets

Considering that no Ticketing system is in place the tickets will be received via email and optionally via corporate chat (e.g. MS Teams).

As the service is currently being set up there is no clear definition of tickets prioritization however the below items can be considered as guidelines for prioritization:

- Urgent ticket – Blocking issues for performing normal daily activities (business as usual)
- Normal ticket – a non-blocking issue which can be solved via an workaround
- Low ticket – any ticket not in the above 2 categories and “nice to have” tickets

4.4 Workload & service coverage

Workload

Considering that the parties have agreed to start the service with only 1 consultant it is understood that:

- in the initial phase of the service (first 3 to 6 months) there will be more activities than what only 1 consultant can normally deliver;
- the consultant will discuss with the customer team in order to identify the most urgent issues and prioritize his work;
- although the consultant will receive a knowledge transfer, the initial months of the service is a period where he is in a learning curve due to the specifics of the Client's system.
- The initial months of the service will be used as a reference to adjust future ways of working

Service coverage

The standard Service coverage hours will be 09:00 – 18:00.

Crystal System understands that during the 1st month of the service there could be various critical situations where immediate action is required and this will be dealt with through an on-call service.

More specific, the Client is to activate the consultant via telephone for urgent matters.

4.5 Knowledge Transfer

During the 1st month of the service the consultant will be deployed on-site in order to meet the team as well as to receive knowledge transfer.

4.6 On site presence

On-site presence will be available in the 1st month of the service, during the Knowledge Transfer period, with the normal service being delivered remote.

On demand, for special periods, the consultant can be requested on-site.

4.7 Economic conditions

4.7.1 Service Costs

The below table indicates the components as they are included in the present offer.

Proposal Components	Period	Daily rate	Service Fee	Observations
Senior ABAP Analyst	12 months	300 EUR	72,000.00 EUR	Month 1 – Knowledge Transfer, on site
On-site costs	TBD	N/A	TBD	To be calculated as per "Travel Cost to Customer Site" On-site

Considering the current environment and the discovery period during month 1 of the engagement it is possible that the collaboration needs to be adjusted in order to deliver the service at the expected quality and correct workload.

As such, towards the end of month 1 Crystal and Vimercatiee will reassess the need and possible adjust the proposal.

Any tax (like VAT or other) is not included in the rate. Any such taxes, if applicable, will be charged in addition to the price quoted.

Travel Cost to Customer Site: For any travel outside of Crystal's offices, which must be previously authorized by the Customer, travel expenses per day will be of € 50 for daily allowance (meals etc., no receipt provided) and recharge back (via receipts) of the transportation & accomodation.

4.7.2 Rate Catalog

The rates that Crystal System will use for the additional engagement can be found in the below table, using a continuous Time & Material approach.

Profile	Daily rate – REMOTE from Crystal offices
SAP Technical Consultant	€ 280
SAP Functional Consultant	€ 400

Any tax (like VAT or other) is not included in the rate. Any such taxes, if applicable, will be charged in addition to the price quoted.

Travel Cost to Customer Site: For any travel outside of Crystal's offices, which must be previously authorized by the Customer, travel expenses per day will be of € 50 for daily allowance (meals etc., no receipt provided) and recharge back (via receipts) of the transportation & accomodation.

4.8 Offer validity & conditions

The offer follows a continuous allocation for 1 year, with the possibility of extension, with the consultant's allocation for a minimum of 5 days/week, for the duration of the offer.

Any changes to the above conditions must be sent to Crystal System in a written notification (e-mail) with at least 30 working-days' notice to the address 'sales@crystal-system.eu' with CC to 'octavian.rosca@crystal-system.eu'.

In case no written notification is sent and the consultant's allocation decreases, less than 5 days/week for the duration of the offer, Crystal System will continue to invoice the full weekly amount for the next 30 working days. Crystal System will also send an e-mail to Vimercattee asking for clarifications regarding the changes and instructions for moving forward.

The present offer has a validity of 30 (thirty) days from the offer's date (28th of November 2025).

4.9 Working hours

Working days are 5 per week, 8 working hours per day: 9-13 / 14-18.

If necessary, for the remote activities or in case of onsite stay, Crystal System can modify the working hours accordingly to the local time of the Client.

For any further extra hours service, required by Client, the normal hourly fees will be increased according to the following table:

<i>Program</i>	<i>Increase of the fee by</i>
Night work Monday - Friday 18:00 – 09:00	+100%
Saturday/Sunday	+100%
Public Holidays	+100%

4.10 Over time availability request

In case of availability requirements, we propose two fees: **Stand-By Fee and On-Call Fee.**

Stand-By Fee: The consultant is available, waiting to be called, but he/she does not work (no active calls).

Guaranteed answer time: 6 hours since the call.

Rates:	Monday – Friday 18.00-09.00 hours	60% of the reference rate,
	Saturday	80% of the reference rate,
	Sunday	100% of the reference rate,
	Christmas, 1 January, Easter...	150% of the reference rate.

On-Call Fee: The hours of effective work, during the availability period have the following rates:

Rates:	Monday – Friday 18.00-09.00 hours	Reference Rate + 75%,
	Saturday, Sunday	Reference Rate + 75%,
	Holidays (Christmas, 1 January, Easter...)	Reference Rate + 100%.

In case of overtime, during the week (Monday - Friday), performed the Client can opt for one of the below options:

- Treat it as overtime and on top of the monthly service fee Crystal will be invoicing according to the above description.
- Compensate the assigned consultant for the worked as overtime number of hours with an equivalent number of hours as free time (not to be worked) during the week.

4.11 Confidentiality

All the information acquired by the Service Provider during the activities for and/or at the Client's premises, are considered and treated as confidential. The Service Provider, at the same time, commits itself not to disclose to third parties any information regarding the supply of services object of this document, only with the Client's prior written approval.

The Client, too, is committed to respect the high confidentiality of the information regarding the Service Provider that may be in its possession during the collaboration and regarding the methodologies proposed during the intervention on which Crystal System has all the rights.

4.12 Non - employment of the staff

Except otherwise agreed, the Client renounces to employ (directly or by means of intermediates) any employee of the Service Provider working under the contracted projects, even if the employment request is formulated by the employee itself.

Such a renouncement is valid for the entire period of the contracted works and for the 12 following months. In case this agreement is not respected, the Client commits itself to compensate the Service Provider with a forfeit sum equal to the employee's gross yearly wages, but not less than 50,000 euro (fifty thousand euro) per case.

4.13 Lunches, breaks

The Crystal System staff working at the Client's premises is entitled to the same or similar treatment as the Client's internal staff.

4.14 Invoices and Payments

The Service will be invoiced via a standard monthly fee on top of which overtime will be added if requested by the Client and performed by the consultant during the specific month.

Payment of invoices issued based on the services accepted by the Customer will be made in **40 days from invoice date**, by bank transfer to the account with the bank coordinates indicated by the Service Provider on invoice.

The date of the invoice will be the last day of the month in which the services are delivered.

In witness whereof, Vimercatiee and Crystal have executed this Agreement by their duly authorized representatives as follows:

Crystal System Group Limited
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3082 Limassol, Cyprus
E-mail: office@crystal-system.eu
P.IVA: CY 10092271J



Romania
Vimercatie East Europe SRL

Constantin Huma
General Manager

Date

Cyprus,
Crystal System Group

Canzio Dovigo
Director

Date

