

# General Purchase Conditions IT & Systems

## Special Provisions Housing and hosting

Schiphol Nederland B.V.

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These Conditions have been filed with the Chamber of Commerce in Amsterdam

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## Article 1 General

- 1.1 These Special Provisions Housing and Hosting apply in addition to the General Provisions.
- 1.2 In case of conflict between the General Provisions and the Special Provisions Housing and Hosting, the Special Provisions Housing and Hosting shall prevail.
- 1.3 These Special Provisions Housing and Hosting do not cover SaaS.

## Article 2 Definitions

- 2.1 In these Special Provisions Professional Services, in addition to article 1 of the General Provisions, the terms below have the following meaning:

Hosting	Provision of an adequate platform to keep one or more of SNBV's applications running and available 24/7 to SNBV. This platform includes everything described under Housing, including space on one or more Shared Servers and/or one or more VPS. The services also include the provision and maintenance of platforms such as Platforms as a Service (PaaS) and Infrastructure as a Service (IaaS) and, if applicable, required middleware (such as IIS, .NET, Apache or MySQL).
Housing	Provision of an adequate infrastructure to keep one or more of SNBV's servers running and available 24/7 to SNBV. This infrastructure includes at least sufficient conditioned space for the servers, a reliable (emergency) power supply and an adequate internet connection, including the necessary network equipment to connect the servers.
MTD	Maximum Tolerable Downtime; the total time a business process supported through the service may be disrupted without unacceptable consequences.
RPO	Recovery Point Objective; the maximum acceptable amount of data loss measured in time.
RTO	Recovery Time Objective; the maximum acceptable time within which Supplier implements a solution.
SaaS	Software as a Service; as defined in the General Provisions.
Shared server	A (virtual) server that (may) be used by third parties in addition to SNBV.
VPS	Virtual Private Server; a (virtual) server that only SNBV can use.

## Article 3 Service levels

- 4.1 If Housing is part of the Agreement, the Parties shall enter into an SLA regarding at least the following: number of racks, cooling capacity, power, square meters and access procedures.
- 4.2 If Hosting is part of the Agreement, the Parties shall enter into an SLA regarding at least the topics mentioned in paragraph 1 and, in addition, the following: maintenance, use, availability, service description, availability management (including MTD, backup and recovery), RPO, RTO, capacity management, performance management, security management and reporting.
- 4.3 Supplier shall maintain fallback facilities for the purpose of service provision. SNBV may impose special requirements on the fallback facilities.
- 4.4 Until the Parties have concluded an SLA, the Supplier shall perform the services in a professional manner, in accordance with the latest technology and in accordance with the market standard applicable at that time.

