

# PROJECTION



October 21, 2024

**SAP Italia S.p.A.**  
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Agenzia Sarda per le Politiche Attive  
 del Lavoro  
 via Is Mirrionis 195  
 09122 Cagliari CA  
 Italia

**Dear Customer,**

The purpose of this letter is to provide you with a **projection** of estimated SAP Support fees in advance of your **2025** support invoice(s) from SAP Germany SE & Co. KG (SAP), to assist you with your internal processes in this regard.

The below projection estimates your SAP Support fees for the period specified below to be invoiced under your support agreement(s) with SAP. The net values include any SAP Support fee increases with effect on January 01, **2025**, where applicable and consistent with terms of your agreement(s).

Order ID	Settlement Start	Settlement End	Maintenance Base EUR	Current Support Percentage %*	Net Value EUR	Tax Amt EUR	Total Amt EUR
1000041769	01.01.2025	31.12.2025	64.660,00	24,053	15.552,80	0,00	15.552,80
<b>ID CMS</b>	3060684181						
<b>Vecchio n. OdA:</b>							
<b>Nuovo n. OdA:</b>							
1000041772	01.01.2025	31.12.2025	34.757,80	24,053	8.360,36	0,00	8.360,36
<b>ID CMS</b>	3060609627						
<b>Vecchio n. OdA:</b>							
<b>Nuovo n. OdA:</b>							
1000041794	01.01.2025	31.12.2025	67.840,00	24,053	16.317,69	0,00	16.317,69
<b>ID CMS</b>	3060731053						
<b>Vecchio n. OdA:</b>							
<b>Nuovo n. OdA:</b>							
1000041813	01.01.2025	31.12.2025	22.050,00	24,053	5.303,73	0,00	5.303,73
<b>ID CMS</b>	3060831162						
<b>Vecchio n. OdA:</b>							
<b>Nuovo n. OdA:</b>							
1000041819	01.01.2025	31.12.2025	5.600,00	24,053	1.346,98	0,00	1.346,98
<b>ID CMS</b>	3060926917						
<b>Vecchio n. OdA:</b>							
<b>Nuovo n. OdA:</b>							
1000041823	01.01.2025	31.12.2025	22.000,00	24,053	5.291,70	0,00	5.291,70
<b>ID CMS</b>	3060959638						
<b>Vecchio n. OdA:</b>							
<b>Nuovo n. OdA:</b>							
1000041835	01.01.2025	31.12.2025	8.400,00	24,053	2.020,47	0,00	2.020,47



Order ID	Settlement Start	Settlement End	Maintenance Base EUR	Current Support Percentage %*	Net Value EUR	Tax Amt EUR	Total Amt EUR
ID CMS	3061098216						
Vecchio n. OdA:							
Nuovo n. OdA:							
<b>Totale</b>					<b>54.193,73</b>	<b>0,00</b>	<b>54.193,73</b>



### Need a purchase order (PO) number to appear in your next invoices?

Due to recently faced problems with respect to the processing of invoices, SAP now offers a new self-service portal called "SAP for Me", where you can provide SAP with your respective PO number exclusively for simplifying your internal administrative assignment of the respective SAP invoice. On SAP for Me you can find all the information you need to submit your PO number for this purpose or select no PO number required.\*\*

[Provide PO Information](#)

\*Subject to 3 decimal rounding.

\*\*If you need to update your PO information and for any reason you cannot access SAP for Me, please reply to [contract.center.italia@sap.com](mailto:contract.center.italia@sap.com). For the billing team to be able to add it in the system and match it with the correct contract, we would like to request the following basic data to be provided:

- CMS/Case ID (Contract Management System ) 10 digit case number (information located in the Header/Footer of your contract and/or in our previous invoice)
- Quote ID (information located in the footer of your contract)
- or attach a copy of the contract if you can't find the CMS/Case ID
- or SAP Order number (you can find this reference in your previous invoice)

If you require the help of our team, you can submit your question or supply an alternative contact for future PO Projections via the Get Assistance button in SAP for Me.

**This document and the projection included are non-binding, are provided for your information only and do not alter or amend your agreements with SAP, including your duties to pay maintenance fees to SAP.**

This projection covers software maintenance/support details with regard to software licensed under your agreements in place with SAP at the time of this projection only. Any other license types such as subscription fees are excluded from this projection. SAP reserves all rights under its agreement(s) with you. This document is subject to all Confidentiality and/or Proprietary Information provisions of the Software End User License Agreement between Licensee and SAP. The projection may include applicable taxes that may be due, based on the tax rates and other information available to SAP at the time of the projection. With respect to your Tax/VAT ID, a valid direct pay permit or tax-exempt certificate must be provided to SAP no later than before invoicing.

Your invoice(s) from SAP may vary from the projection due to a number of factors including but not limited to licensing of additional software from SAP, changes to taxes, CPI increase and correction of errors. In the



event of any variance between the projection and your invoice(s) from SAP, the invoice(s) shall prevail. All fees are to be paid in accordance with your agreements with SAP.

**Kindest regards,  
SAP Finance**

Copied to:  
SAP AR Analyst: Marco Ciabatti

**Order Form  
for SAP Software Support**

Between

**SAP Italia S.p.A.**  
**Head Office: Via Monza 7/A 20871 Vimercate (MB), Italy**  
**Capital € 2.687.339 paid-up**  
**PEC [direzione amministrativa.sapitalia@legalmail.it](mailto:direzione_amministrativa.sapitalia@legalmail.it)**  
**Fiscal Code/VAT 09417760155 P.; UE VAT: IT 09417760155; R.E.A.1292430**  
**Managed and coordinated (Art. 2497 bis C.C.) by SAP SE, Dietmar – Hopp -**  
**Allee 16 69190, Walldorf Germany – VAT DE 143454214**  
**("SAP")**

And

**Agenzia Sarda per le Politiche Attive del Lavoro**  
**via Is Mirrionis 195,**  
**09122 Cagliari**  
**Italy**  
**("Customer")**

**Customer ID: 1662427**  
**Case ID: 3063058328**

**1. EFFECTIVE DATE**

This Order Form as issued by SAP is a binding offer by SAP. It only becomes effective upon SAP's receipt of this Order Form duly signed by the parties ("**Effective Date**") on or prior to 31.03.2025.

MAINTENANCE START DATE: 01.01.2025.

**2. USE OF SOFTWARE**

2.1. No software is licensed under this Order Form. The software in line with the quantities set forth in Schedule 1 ("**Software**") will be governed by the terms of this Agreement to the exclusion of any terms under which the Software was previously licensed, to avoid a deviation between the terms governing the Software and SAP Support. However, in relation to the software set out in the aforementioned Schedule, SAP expressly excludes all warranties contained in the GTC.

2.2. Affiliate Use

If Customer has an Affiliate with a separate software license and/or SAP support agreement with SAP SE, any SAP SE affiliate (including SAP) or any other distributor of SAP software ("**Separate Agreement**"), such Affiliate will not receive any SAP Support as set forth in this Order Form even if the Separate Agreement has expired or is terminated.

**3. SAP SUPPORT AND SAP SUPPORT FEES**

3.1. SAP will provide Customer with SAP Enterprise Support for the Software as set forth in the SAP Support Schedule and Customer must pay each SAP Support Fee which is shown as an annual amount ("**Initial Annual Support Fee**"). The Initial Annual Support Fees are set forth in Schedule 1.

3.2. SAP Support Fee is priced at the Support Percentage multiplied by the relevant Maintenance Base set forth in Schedule 1, whereby "**Support Percentage**" means the Initial Support Percentages set forth in the aforementioned Schedule or any increased support percentage.

3.3. Support Term

3.3.1. SAP Support will start on the Change Date and will end on 31<sup>st</sup> December of the next full calendar year (except if such start date falls on 1<sup>st</sup> January, in which case the initial term will run until 31<sup>st</sup> December of the same calendar year) ("**Initial Term**").

3.3.2. After the Initial Term, SAP Support will automatically renew for subsequent one-year periods (each a "**Renewal Term**") whereby the first year immediately following the Initial Term will be defined as "**1st Renewal Term**".

3.4. Fee Increase

3.4.1. The Initial Annual Support Fee will remain unchanged for the Initial Term and the 1st Renewal Term.

3.4.2. Thereafter, SAP may increase the SAP Support Fee by giving Customer three months' prior notice to the end of each Renewal Term by the percentage increase in the Index, applied on a cumulative year-over-year basis starting from either the Effective Date or, if a fee increase has already happened, the applicable date used for the last fee increase notice, whichever occurred later ("**Fee Increase**").

"**Index**" or "**CPI**" means Indice nazionale dei prezzi al consumo per famiglie di operai e impiegati al netto dei tabacchi (FOI index published on <https://www.istat.it/>).

3.4.3. Not raising fees is not a waiver of SAP's right to do so.

**4. PAYMENT TERMS AND INVOICING**

4.1. Customer must pay the SAP Support Fee and any other applicable fees set forth in Schedule 1 within 30 days of date of invoice.

- 4.2. For the first part of the Initial Term, the SAP Support Fee will be invoiced on a pro-rata basis from the Change Date. Thereafter, the SAP Support Fee will be invoiced annually in advance.
- 4.3. Customer agrees that SAP may provide invoices electronically through the Sistema di Interscambio (SDI system) as required by the law. Customer must provide a contact person and email address for such purposes.

## 5. TERRITORY

The territory is worldwide, subject to applicable export control laws as may be updated from time to time by the applicable jurisdiction and subject to the sections dealing with regulatory matters/export laws of the Order Form and the GTC ("**Territory**").

## 6. EXPORT RESTRICTIONS

Customer may not use SAP Support, Documentation and/or other SAP Materials in any country where these may not be used according to the export control and trade sanctions laws of the United States, the EU, and Germany and/or any other applicable export control and trade sanctions laws. Customer may not grant the use of SAP Support, Documentation and/or other SAP Materials to any end user with whom transactions are prohibited in accordance with the terms of the Agreement. Further information on SAP's Export Control and Sanctions Compliance can be found at: <https://www.sap.com/about/agreements/export-statements.html>.

## 7. REFERENCED DOCUMENTS

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

No.	Agreement	Location
1.	This Order Form including all Schedules	
2.	Software Use Rights (" <b>Use Terms</b> ")	<a href="https://www.sap.com/about/agreements/product-use-and-support-terms.html?tag=agreements:product-use-support-terms/on-premise-software/software-use-rights">https://www.sap.com/about/agreements/product-use-and-support-terms.html?tag=agreements:product-use-support-terms/on-premise-software/software-use-rights</a>
3.	SAP Support Schedule (" <b>SAP Support Schedule</b> ")	<a href="https://www.sap.com/about/trust-center/agreements/on-premise/product-use-and-support-terms.html?tag=agreements:product-use-support-terms/on-premise-software/support-terms">https://www.sap.com/about/trust-center/agreements/on-premise/product-use-and-support-terms.html?tag=agreements:product-use-support-terms/on-premise-software/support-terms</a>
4.	"Data Processing Agreement for Cloud Services, SAP Support and SAP Services ("DPA"). The DPA will serve as a commissioned written data processing agreement."	<a href="https://www.sap.com/docs/download/agreements/data-processing-agreements/sps/data-processing-agreement-for-cloud-services-sap-support-and-sap-services-english-v10-2024.pdf">https://www.sap.com/docs/download/agreements/data-processing-agreements/sps/data-processing-agreement-for-cloud-services-sap-support-and-sap-services-english-v10-2024.pdf</a>
5.	"SAP Software General Terms and Conditions ("GTC")"	<a href="https://www.sap.com/docs/download/agreements/general-terms-and-conditions/ops/sap-software-general-terms-and-conditions-italy-english-v8-2023.pdf">https://www.sap.com/docs/download/agreements/general-terms-and-conditions/ops/sap-software-general-terms-and-conditions-italy-english-v8-2023.pdf</a>

- 7.2. Acknowledgement and Acceptance

Customer has reviewed the terms of the Agreement, including, without limitation, the Use Terms, SAP Support Schedule, DPA and GTC listed above prior to signing this Order Form. By signing this Order Form, the Customer acknowledges and accepts that the GTC and the incorporated documents listed above shall be construed as, an integral part of this Order Form and all collectively constitute the Agreement as defined above. SAP recommends that Customer prints copies of these documents for Customer's records.

- 7.3. For the purposes of this Agreement, any references to "Licensee" means "Customer" and vice versa.
- 7.4. All defined terms used in this Order Form have the meaning stated in the Agreement.
- 7.5. Signatures sent by fax, pdf, email, DocuSign or other electronic means for which a process has been provided by SAP will be deemed original signatures.

Accepted By:

SAP Italia S.p.A.  
(SAP)

Accepted By:

Agenzia Sarda per le Politiche Attive del Lavoro  
(Customer)

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Title:

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Date:

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Title:

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Date:

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Name:

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Title:

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Date:

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Name:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Date:

**Schedule 1  
Pricing Summary and List of Software**

Support Provider Switch - Software (01.01.2025)						
Case ID	Sales Order	Description	Product Number	Product	Current Quantity	Support Group
3061635382	1000024303	2021 Additional User	7001156	Oracle DB	1	15629907
3061635382	1000024303	2021 Additional User	7003014	SAP Application Ltd. Prof. User	20	15629907
3061635382	1000024303	2021 Additional User	7003015	SAP Employee User	300	15629907
3061635382	1000024303	2021 Additional User	7017373	SAP Payroll Processing	2	15629907
3062687514	1000176576	OF effect. date 17th April 2024	7001156	Oracle DB	1	1000176576
3062687514	1000176576	OF effect. date 17th April 2024	7003014	SAP Application Ltd. Prof. User	15	1000176576

Support Provider Switch - Support (01.01.2025)					
Case ID	Support Group	Initial Support Percentage	Maint. Base	Initial Annual Support Fee	Currency
	15629907	23.285	114,450.88	26,649.89	EUR
3062687514	1000176576	22.000	13,632.00	1,999,36	EUR
			128,082.88		

**Maintenance fee for the Sales order 1000176576 will be paid for the period 01.05.2025-31.12.2025**

Pursuant to sections 1341 and 1342 of the Italian Civil Code, Licensee acknowledges to have read and understood and expressly approves the following articles: 3.4 Fees increase, 4 ( Payment terms and invoicing) of this Order Form;

4 (Verification), 7.4 (Limitation of Liability) of the SAP Software Use Rights;

2.4 (Verification), 6 (Terms and Termination), 7 (Warranty), 8 (Third Party Claims), 9 (Limitations of Liability), 13.6 (Assignment), 13.10 (Governing Law), 13.11 (Jurisdiction and Mandatory Venue); 13.12 (Statute of Limitation) of the GTC;

6 (Termination) of SAP Support Schedule;

7 (Sub processors) of the DPA.

## Certificate Of Completion

Envelope Id: 14C34EDC-3557-4465-9235-CABC751450F3

Status: Sent

Subject: Please DocuSign this document: Agenzia Sarda per le Politiche Atti/del Lavoro, CMS case 003063058328

CASE\_ID: 003063058328

CASE\_GUID: 9440C9BBB7041EDFB7AFC2B64667969D

CMS Case ID for upload: 003063058328

Entity Name:

Source Envelope:

Document Pages: 4

Signatures: 0

Envelope Originator:

Certificate Pages: 2

Initials: 0

Ivana Šimová

AutoNav: Enabled

Dietmar-Hopp-Allee 16

Envelopeld Stamping: Enabled

Walldorf, Baden-Württemberg 69190

Time Zone: (UTC+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague

ivana.simova@sap.com

IP Address: 155.56.44.132

## Record Tracking

Status: Original

Holder: Ivana Šimová

Location: DocuSign

11 March 2025 | 09:08

ivana.simova@sap.com

## Signer Events

### Signature

### Timestamp

Carla Masperi

carla.masperi@sap.com

Security Level: Email, Account Authentication  
(None)

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Sergio Ochi

sergio.ochi@sap.com

Security Level: Email, Account Authentication  
(None)

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Security Level: Email, Account Authentication  
(None)

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

## In Person Signer Events

### Signature

### Timestamp

## Editor Delivery Events

### Status

### Timestamp

## Agent Delivery Events

### Status

### Timestamp

Enrico Muni

enrico.muni@sap.com

Security Level: Email, Account Authentication  
(None)

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Sent: 11 March 2025 | 09:10

Resent: 13 March 2025 | 09:56

Viewed: 13 March 2025 | 10:04

## Intermediary Delivery Events

### Status

### Timestamp

## Certified Delivery Events

### Status

### Timestamp

Carbon Copy Events	Status	Timestamp
Enrico Muni enrico.muni@sap.com Security Level: Email, Account Authentication (None)		
<b>Electronic Record and Signature Disclosure:</b>		
Not Offered via DocuSign		

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	11 March 2025   09:10
Envelope Updated	Security Checked	13 March 2025   09:56
Envelope Updated	Security Checked	13 March 2025   09:56
Envelope Updated	Security Checked	13 March 2025   09:56
Envelope Updated	Security Checked	13 March 2025   09:56

Payment Events	Status	Timestamps
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