



Service Partner Agreement

Country: Albania
Project: Supply of T equipments for the Institute of Statistic (INSTAT) to support alignment of Albanian Statistics with EU standards
Contract/Bid Number: EuropeAid/128515/C/SUP/AL

Client: Delegation of the European Commission to Albania, ABA Business Center, k. 17, Rruga Papa Gjon Pali II, Tirana, ALBANIA

The companies

Bidder company address:

on line Datensysteme GmbH
Granatenstr. 19-20
13409 Berlin
Germany

Contact Person:

Name: Georgi Pisin

Contact Data:

Phone: +49-30-497691-66
Fax: +49-30-497691-89

Email:

gpin@onlinedaten.de

Sub-Company address:

Electrolux Ltd.
Braka Mingovi no.18,
7000 Bitola,
Republic of Macedonia

Contact Person:

Name: Dimche Palenzo

Contact Data:

Phone: +389 (0)47 203 330
Fax: +389 (0)70 237 108

Email:

electrolux@mt.net.mk

have agreed that, in case of being awarded the contract for the above mentioned project, the company **Electrolux Ltd.** will act as authorized service partner of **on line Datensysteme GmbH** in Albania.

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(continued from page 1)

The distribution of the project tasks will be as follows:

on line Datensysteme GmbH	
Purchase and production of the equipment and pre-shipment tests of all goods	Delivery, installation, commissioning of the equipment
Delivery of all goods to DDP Albania	Delivery, installation, commissioning of the equipment and handing over
Provision of a sufficient spare parts stock in the premises of Electrolux Ltd.	Provision of the following warranty services : <ul style="list-style-type: none">○ Warranty services for months 12 from system acceptance○ Running a first-level telephone hot-line and support desk for support services throughout Albania during regular working hours (8:30 - 18:00 Monday through Friday) ensuring connection to a suitably experienced and qualified help-desk assistant.○ Technical support on beneficiary requests by fax and email with a response time of one day with a maximum MTTR of three days;

Persons authorised to sign:

Signature

on line Datensysteme GmbH

Georgi Vladimirov Pisin
Project Manager

Date and Place: Sofia, 11.09.2009

Signature

Electrolux Ltd.

Dimche Palenzo
Manager and Founder





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Project Manager

Date and Place: Sofia, 11.09.2009

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