



## HARDWARE & SOFTWARE MAINTENANCE AGREEMENT

Ref:BDLHSM-JN240620-240881B

Customer Name : Banque Du Liban

Sites : Hamra, Jounieh, Tripoli, Bikfaya, Nabatieh, Tyr, Saida, Zahle, Baalbeck, Aley

The Maintenance Agreement for 2 years during CHIP Working hours covers:

### 1-Hardware Support :

1.1 Remedial Maintenance ☒yes

Including unlimited remedial visits with spare parts coverage

1.2 Preventive Maintenance ☒yes

frequency of visits: 2 per year for each site

### 2-The Software Support covers the TIME MANAGEMENT (Windows&Web) Multi Users

a-Unlimited Support on applications ☒yes

b-Upgrade within the same version ☒yes

c-Upgrade to a new version ☒yes

Customer agrees to purchase and CHIP agrees to provide at the above specified location, maintenance services on the equipment listed below in accordance with the terms and conditions specified on the reverse side hereof.

Initial Term		From: 01 /01 /2025	To 31/12/2026																																																
No	DESCRIPTION	Total US \$																																																	
1.1	Remedial Maintenance for the SAGEM Time Management system including : 51 SAGEM MA520 Morphoaccess readers 2 SAGEM MSO300 12 SAGEM MA520+ Morphoaccess readers  The machines are distributed on sites as below : <table><tr><th>Site</th><th>MA 520</th><th>MSO</th></tr><tr><td>Head Office Bloc A</td><td>13</td><td></td></tr><tr><td>Head Office Bloc B</td><td>13</td><td>2</td></tr><tr><td>Head Office Bloc C</td><td>2</td><td></td></tr><tr><td>Head Office Bloc D</td><td>3</td><td></td></tr><tr><td>Head Office Bloc E</td><td>14</td><td></td></tr><tr><td>BDL Jounieh</td><td>2</td><td></td></tr><tr><td>BDL Tripoli</td><td>2</td><td></td></tr><tr><td>BDL Bikfaya</td><td>2</td><td></td></tr><tr><td>BDL Nabatieh</td><td>2</td><td></td></tr><tr><td>BDL Saida</td><td>2</td><td></td></tr><tr><td>BDL Tyr</td><td>2</td><td></td></tr><tr><td>BDL Zahle</td><td>2</td><td></td></tr><tr><td>BDL Baalbeck</td><td>2</td><td></td></tr><tr><td>BDL Aley</td><td>2</td><td></td></tr><tr><td>Total</td><td>63</td><td>2</td></tr></table>	Site	MA 520	MSO	Head Office Bloc A	13		Head Office Bloc B	13	2	Head Office Bloc C	2		Head Office Bloc D	3		Head Office Bloc E	14		BDL Jounieh	2		BDL Tripoli	2		BDL Bikfaya	2		BDL Nabatieh	2		BDL Saida	2		BDL Tyr	2		BDL Zahle	2		BDL Baalbeck	2		BDL Aley	2		Total	63	2		
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1.2	Preventive Maintenance (2 visits per year for each machine on site )																																																		
2.0	SOFTWARE SUPPORT																																																		
	Total before VAT Discounted Maintenance from 01/01/2025 until 31/12/2025	14,700																																																	
	Total before VAT Discounted Maintenance from 01/01/2026 until 31/12/2026	15,435																																																	

\*Kindly note that the VAT will be added to the invoice



Member of the  
syndicate of  
Security & Safety  
Professionals in  
Lebanon

Creative Hardware For Integrated Products S.A.L. Page | 1

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*Payment terms:*

- 1- 2025 Maintenance 14,700 US\$ to be paid in January 2025
- 2- 2026 Maintenance 15,435 US\$ to be paid in January 2026
- 3- VAT will be added to each invoice and to be paid in LBP at MOF rate
- 4- *Invoices should be settled as cash US\$ and 100% on the date of issue and could be paid in LBP at the conversion US\$/LBP of the market rate in the day of Payment .*
- 5- *CHIP could request prices adjustment at the beginning of each year if any global or local changes in the import of spare parts or any adjustment to fuel prices that exceeds the current value and exceeds the originally calculated 5%.*

CHIP S.A.L

BDL

Agreement Prepared by:

Jeannette Nehme

After-Sales Administration Manager

Signed and Approved by:

Marwan Harfouche

Operations Manager

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