

# IUCLID 5

IUCLID 5 related  
services offered by  
TechniData AG



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TechniData has implemented the IUCLID Software for the European Commission for more than 10 years.

As for previous versions, TechniData offers various services for the latest version, too, to support the customers in an optimal handling of the application:

No.	Description	Price
IU5-010 *1	<b>Hotline (user support)</b> by web based help desk, e-mail or phone.	<b>1,475.00 US\$ / year</b>
IU5-020 *1 *4	<b>Hotline (technical support)</b> for <b>distributed version</b> of IUCLID 5 (based on TomCat and PostgreSQL or ORACLE) by e-mail or phone.  IU5-020 can only be ordered in combination with IU5-010.	<b>1,770.00 US\$ / year</b>
IU5-030 *1	<b>Hotline (technical support)</b> for <b>single workstation</b> version of IUCLID 5 by e-mail or phone.  IU5-030 can only be ordered in combination with IU5-010.	<b>442.50 US\$ / year</b>
IU5-040	<b>Extended support through remote access</b> is offered.  There will be an initial fee if it is necessary to <ul style="list-style-type: none"> <li>- set up customer specific remote access software (the software has to be provided by the customer)</li> <li>- use RSA keys, VPN etc.</li> <li>- define firewall rules etc.</li> <li>- sign a separate confidentiality statement</li> </ul> IU5-040 can only be ordered in combination with <ul style="list-style-type: none"> <li>- IU5-010 and IU5-020 or</li> <li>- IU5-010 and IU5-030</li> </ul>	<b>1,475.00 US\$ / year</b>  <b>1,032.50 US\$ initially</b>
IU5-050 *2 *3	<b>IUCLID 5 installation service (distributed version):</b> <ul style="list-style-type: none"> <li>- verification of the user requirements and licensing issues</li> <li>- proposal for an installation scenario</li> <li>- remote installation of the distributed version:               <ul style="list-style-type: none"> <li>o database</li> <li>o servlet engine</li> <li>o IUCLID application</li> </ul> </li> <li>- migration of up to 200 data sets from a previous IUCLID release</li> <li>- documentation of the installation</li> </ul>	<b>7,080.00 US\$</b>

No.	Description	Price
IU5-060 *2 *3	<p><b>IUCLID 5 installation service (workstation version):</b></p> <p>If customer specific settings do not allow installing the workstation version with the standard set-up kit we recommend a manual remote installation of the workstation version:</p> <ul style="list-style-type: none"> <li>- Java Runtime Environment</li> <li>- Database (PostgreSQL)</li> <li>- IUCLID application</li> </ul>	1,917.50 US\$
IU5-070 *2 *3	<p><b>IUCLID 5 installation consulting:</b></p> <ul style="list-style-type: none"> <li>- preparation of a questionnaire</li> <li>- verification and discussion of the user requirements and necessary software licenses (conference call, video conference or webex)</li> <li>- recommendation of a customer specific installation/ configuration scenario</li> </ul>	1,917.50 US\$
IU5-080 *2	<p><b>IUCLID 5 workshop</b></p> <ul style="list-style-type: none"> <li>- first day (preparation included)</li> <li>- additional day</li> </ul>	<p>2,655.00 US\$</p> <p>1,917.50 US\$</p>
IU5-090 *2	<p><b>IUCLID 5 support on demand</b></p> <ul style="list-style-type: none"> <li>- 10 h package</li> <li>- 20 h package</li> <li>- 50 h package</li> </ul> <p>The support package can be used for consulting, data adaptations, migration tasks, installation of plug-ins etc. Smallest unit: 30 min</p>	<p>3,392.50 US\$</p> <p>5,900.00 US\$</p> <p>11,062.50 US\$</p>
IU5-100 *2	<p><b>IUCLID 5 – data migration services</b></p> <ul style="list-style-type: none"> <li>- migration of data from other databases into the IUCLID 5/OECD format</li> <li>- migration of IUCLID 4 substance data sets to template data sets</li> <li>- migration of data from HEDSET and older IUCLID versions</li> </ul>	On request.

## IUCLID Training

**IUCLID Training (Europe), offered by TechniData AG, Mörfelden:**  
<http://www.technidata.de/training>

**IUCLID Training (America), offered by TechniData America LLC, Wilmington, DE 19808:**  
<http://www.tdamerica.com/education>

**IUCLID Hosting Services, offered by TechniData IT-Service GmbH, Karlsruhe:**

[http://www.its-technidata.de/de/rechenzentrum/Documents/IUCLID/its\\_iuclid\\_en.pdf](http://www.its-technidata.de/de/rechenzentrum/Documents/IUCLID/its_iuclid_en.pdf)  
<http://www.its-technidata.de/de/rechenzentrum/Seiten/IUCLID.aspx>

All services will be offered in English (German will be also supported).

## **\*1 Hotline**

Every customer will get an individual account to the web-based helpdesk of TechniData to initiate requests. The customer should make sure that all questions will be passed on to us by a responsible person in the company.

Reaction time: generally within one working day; three working days maximum.

Hotline available on TechniData's working days between 8.30 a.m. and 4.30 p.m. (CET)

The duration of the IUCLID hotline contract is January 01 to December 31 of the respective year. If a contract starts in the middle of a year, costs are calculated proportionally for the IUCLID hotline.

The contract for IUCLID hotline will be prolonged automatically for an additional year if it is not cancelled until November 30 of the actual year.

All annual fees may increase up to 3% per year.

The fees can be adapted according to the EURO-US\$ exchange rate.

## **\*2 Travel costs**

Travel costs (flight, hotel, rental car, daily allowances) and travel time (104.00 US\$/h) will be charged additionally if it travels to the customer's location are required.

## **\*3 Software providing**

All software packages which will be installed by TechniData have to be provided by the customer. The company can authorise TechniData to obtain (download) all necessary software and to agree on the license terms on behalf of them.

## **\*4 ORACLE support**

The IUCLID support contract does not replace the ORACLE support contract. A separate support contract between the company and ORACLE is recommended.

## Providing of IUCLID updates, patches and plug-ins

All IUCLID versions have up to now been implemented by TechniData on behalf of the European Commission. The IUCLID application is owned by the European Commission. All updates, patches and new plug-ins have to be requested from the European Commission. Currently TechniData is not authorised to distribute any updates of the application directly to the user.

If no workaround could be provided by TechniData to an issue, TechniData will address the issue directly to the responsible persons of the Commission in order to find a solution as soon as possible.

## Support of older IUCLID versions

IUCLID version 1 to 4 has been implemented on the basis of commercial tools (ORACLE) which are no longer supported by the provider.

TechniData will no longer provide patches for the IUCLID version 4.0.2 or lower after 2007 in the scope of the IUCLID 5 support contract.

## Confidentiality

It is quite usual that a customer send test data or log files (not probably by e-mail) in order to reproduce any issues. In general, these files should not contain any confidential information and will be archived by TechniData to trace the issue etc.

If information shall be treated confidentially or shall be destroyed after the issue had been closed the customer has to address this explicitly.

If TechniData got remote access to a customer system, no information will be modified, downloaded, copied, documented, forwarded etc. without prior information of the customer.

## Terms of Payment

All prices are quoted net in US\$ and do not include customs duties, taxes and other levies.

Invoices are to be paid according to the following scheme:

Service.	Ref. No.	Payment
Support on Demand	IU5-090	To be paid in advance
Service Agreements	IU5-010 IU5-020 IU5-030 IU5-040	Annual fees to be paid on order entry resp. at the beginning of a new year
Single Services		To be paid directly after conclusion of the service

## Terms of Delivery

Unless otherwise agreed the services ordered will be delivered within the following time frames:

<b>Service.</b>	<b>Ref. No.</b>	<b>Payment</b>
<b>Support on Demand</b>	<b>IU5-090</b>	<b>Within 1 to 2 weeks</b>
<b>Service Agreements</b>	<b>IU5-010, IU5-020 IU5-030, IU5-040</b>	<b>At the beginning of the new month</b>
<b>Single Services</b>		<b>Within 3 to 6 weeks</b>

## TechniData AG General Terms and Conditions

The prices mentioned above as well as any service are based on the application of the TechniData General Terms and Conditions ([http://www.technidata.com/footer/documents/AGB\\_TD\\_en.pdf](http://www.technidata.com/footer/documents/AGB_TD_en.pdf))



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