

# Support and Maintenance Contract

## QGIS

between:

[organization name]  
[address]

as client

and

OPENGIS.ch GmbH  
Via Marcau 6  
7031 LAAX  
Switzerland

as service provider



## Contractual object

This contract defines the conditions under which OPENGIS.ch GmbH offers maintenance, care and support for the software listed below and which services can be expected from the customer. Software which are subject of this contract:

- Current version of QGIS according to [www.qgis.org](http://www.qgis.org)
- Current Long Term Release (LTR) of QGIS according to [www.qgis.org](http://www.qgis.org)
- Python programming language in connection with QGIS
- Other system components related to QGIS and relevant for the successful operation of a spatial data infrastructure

## Components

Components of the contract are, in addition to the present contract document, also:

- The General Terms and Conditions of SIK for the Maintenance of Hardware and Software (Edition January 2004).
- The information sheet on the QGIS Sustainability Initiative.

## Remuneration

The invoice is issued at the beginning of the maintenance period and is due within 30 days. The work carried out will be recorded until the available support and maintenance hours are used up or the year is over. Any remaining amount will be invested into the QGIS sustainability initiative.

## QGIS sustainability initiative

OPENGIS.ch GmbH assures to use the hours defined in the contract for the benefit of the sustainability initiative to the best of its knowledge and belief for the long-term continued existence of QGIS.

## Contract duration and termination

The contract is automatically renewed for a further year at the end of the year. It may be terminated at the end of the year by either party without giving reasons. The notice period is 3 months.

## Place of jurisdiction

Place of jurisdiction is Laax, GR.

## Billing address

Invoices shall be sent to the address indicated with reference to the present contract:

[Customer address]

## Point of contact

- Point of contact customer: [Contact customer]
- Point of contact service provider: [OPENGIS.ch GeoNinja]

## Scope of maintenance

Maintenance and support of the application include the following items:

- Fixing bugs reported by the client
- Support for questions or problems
- Training by arrangement
- Organisation and investment remaining contract hours at the end of the year in the QGIS sustainability initiative

## Maintenance readiness, reaction times

Maintenance and care readiness:

Monday to Friday, 09.00 - 12.00 and 13.30 - 17.00, cantonal holidays at the location of OPENGIS.ch GmbH's registered office are excluded.

The reaction time begins with the arrival of the report, the reaction time is defined via the selected SLA model.

## Logging

The service provider logs the work carried out within the scope of this maintenance contract and supplies this data to the client on request and upon invoicing.

## Contact service provider

OPENGIS.ch GmbH  
Via Marcau 6  
7031 LAAX  
Switzerland

Support:

<https://support.opengis.ch>

Phone consultations are possible on request via the support system.

## Signature

The customer chooses the following number of days for support and maintenance: \_\_\_\_\_

The customer chooses the followign «SLA» model: \_\_\_\_\_

[Place, date]

[Signature client]

[Place, date]

[Signature service provider]

## Price models and services

The amounts refer to one calendar year and will be invoiced by OPENGIS.ch GmbH at the beginning of the current calendar year.

## Support and maintenance

Support Days	Price EUR	Discount	Additional QGIS sustainability initiative Days offered
5	5'500	0 %	0
10	11'000	0 %	0.5
20	20'900	5 %	1
50	51'150	7 %	2.5
100	101'250	8 %	5

The included service hours are at the disposal of the customer and are provided by OPENGIS.ch GmbH.

Hours worked in excess of the included service hours will be charged at an hourly rate of EUR 137.50. OPENGIS.ch GmbH will inform the customer as soon as 80% of the included service hours have been used up.

## SLA (Service Level Agreement)

The price for support and development includes the SLA model "Basic".

Modell	Price EUR (per year)	Response time
Basic	Inclusive	1 Week
3 days	20% Surcharge	3 working days
Next day	On-request	Next business day

*Excluded are public holidays at the location of the registered office of OPENGIS.ch GmbH.*

*All prices exclude VAT.*

# OPENGIS.ch QGIS Sustainability initiative

QGIS is very popular because it is extremely powerful, flexible and stable and can be used without having to worry about licenses or vendor lock-in.

A wide range of service providers offer know-how. Professional support for consulting, system integration and implementation new functionalities is always just around the corner.

## The initiative

We have launched the **QGIS sustainability initiative** to allow us to invest time in hidden tasks that are necessary to deliver a stable and reliable software like QGIS is.



**For every support contract of more than 10 days, we donate days to the initiative.** In addition, all unused hours at the end of the year of each contract are also donated to the initiative.

Tasks like the ones below are often underestimated and require a lot of time. By buying our support contract you help **enable a long-term and sustainable development of QGIS.**

## Bugfixing



Any change to a software carries the risk of unintentionally introducing unwanted side effects. Likewise, some problems surface only with time and intensive use.

QGIS publishes monthly stability updates in which various problems are solved. The QGIS sustainability initiative ensures that **more critical bugs can be fixed** in each of these.

## Code Reviews

New functionalities are regularly proposed for QGIS, in part by experienced and well-known developers, in part by new developers. Before entering QGIS' code-base, these contributions need to be reviewed by other QGIS' developers to assure they meet the required quality standards.



The QGIS sustainability initiative ensures that **important code can be integrated with confidence** and **new developers are onboarded** in a timely manner.

## Codebase Q/A



The core of QGIS is a complex component that has to be constantly maintained. This is key to QGIS meeting current technological requirements, stability and ease of code maintenance.

The QGIS sustainability initiative helps the core of QGIS to **keep up with modern technological requirements.**