

**DOSSIER OF TECHNICAL SPECIFICATIONS GOVERNING THE CONTRACTING OF
MAINTENANCE FOR THE RED SPY SYSTEM WITH N/S 12.090 OF THE
MERCANTILE COMPANY, THE CORPORACIÓ CATALANA DE MITJANS
AUDIOVISUALS, SA.**

File No. 2410NS06

Requeriments

The CCMA has deployed the Red Spy tracking system in their studios in order to generate augmented reality content during the shows.

The system with serial number 12.090 it's out of maintenance and it's necessary to hire it's maintenance.

The maintenance service should include:

- Remote support: Remote support 365 days a year from 6:00 AM to 1:00 AM CET based on email and instant messaging. The reply time must be maximum 3 hours for the inquiry on instant messaging and 6 hours for the inquiry submitted by email.
- Warranty: Inspection and/or replacement of damaged parts
- Maintenance: Upgrade of software with the newest version.

Specifically, we want to contract maintenance for two years and in any case until June 16, 2026.

Sant Joan Despí, October 2024