Scope of Services – Software Packaging

The following provisions define Client-provided materials, deliverables, quality assurance and data exchange for software packaging.

1. Software Licences

Required software licences are provided exclusively by the Client. Verification of licence entitlement, licence quantities or compliance with software licensing requirements by the Contractor is not included in the services.

2. Client-Provided Materials and Packaging Environment

The Client provides complete installation sources suitable for packaging, the required licences or licence information, and installation instructions. These instructions must specify, in particular, the desired installation options, configurations, dependencies and requirements of the target environment.

For packaging and testing, the Client provides a suitable test or packaging environment, for example two representative hardware types (desktop and notebook) or an equivalent virtual machine. The Windows version, architecture, patch level and relevant environmental conditions (e.g. security policies) must also be communicated. If no suitable environment is available, the Contractor may, following prior agreement, set up a packaging environment for an additional charge equivalent to eight hours of work.

3. Deliverables and Provision

The Contractor delivers a complete software package suitable for unattended installation and uninstallation, based on the PowerShell App Deployment Toolkit (PSAppDeployToolkit, PSADT). The PSADT version used (3.x or 4.x) is determined according to the agreed requirements. The package includes the necessary scripts, installation sources and configuration files; original MSI, MST, EXE or other setup files may be included as part of the package.

The packages are prepared for automated software deployment, particularly via Microsoft Configuration Manager (SCCM/MECM) or Microsoft Intune. Actual integration, assignment and production deployment within the Client's infrastructure are included only if separately agreed.

Delivery takes place within four weeks of receipt of all required Client-provided materials, unless a different date has been agreed.

4. Documentation

The Contractor provides technical documentation for each software package. As a minimum, this includes the PSADT version used, installation and uninstallation commands, relevant installation parameters, prerequisites or dependencies, and any necessary configurations or special considerations. Where agreed, guidance on detection and deployment in SCCM/MECM or Intune is also included.

5. Quality Assurance (Cross-Check)

After creating the software package, the Contractor performs a cross-check in the agreed test environment. This includes unattended installation and uninstallation and, where technically possible, starting and closing the application without errors and performing a basic functional test (e.g. printing, where relevant to the application).

Application-related functional testing is generally performed with standard user permissions. Where network resources, external hardware, access credentials or special permissions are required, the Client must provide them; otherwise, the corresponding tests are documented as not feasible. If standard user permissions are insufficient, the Client is informed. The Client decides whether to commission further permissions analysis or adjustments (e.g. file or registry permissions) on a time-and-materials basis.

6. Target Operating System

Packaging and testing are performed exclusively for the operating system provided or expressly specified by the Client, including the agreed version, architecture and patch level. Testing on additional operating system versions or device platforms requires a separate agreement.

7. Data Exchange

Installation sources, licence information, instructions, completed software packages and documentation are exchanged through a protected file-sharing platform. The Contractor may provide a Nextcloud instance for this purpose; alternatively, a platform provided by the Client and accessible to both parties may be used.

The Client uploads the required materials to the agreed platform. The Contractor uploads the completed software packages and associated documentation there and informs the Client when they are available. Credentials and access permissions are transmitted through an appropriate secure communication channel.

When the Contractor’s Nextcloud instance is used, files generally remain available for up to four weeks after the last software package has been provided, unless otherwise agreed. Where a Client-provided platform is used, its agreed access and retention policies apply. The platform may be used solely for the agreed project purpose.

8. Place of Performance

All services provided by the Contractor are generally performed remotely or at the Contractor’s premises. Work at the Client’s premises requires a separate quotation and prior approval.