

TRADER SUPPORT SERVICE

SCHEDULE 5.1

SOFTWARE

Software

1 THE SOFTWARE

- 1.1 The Software below is the Software utilised by the Supplier to provide the Services.
- 1.2 The Parties agree that (although they do not anticipate that there will be material amendments) the Software listed below is not a definitive list as at the date of the Agreement and that the Parties will work to review and update this Schedule by 28th February 2021 to reflect the Software utilised by the Supplier to provide the Services. If any material amendments to this Schedule are required (including to Annexures 3 and 4) the Parties will agree such amendments in accordance with the Change Control Procedure. Thereafter the Parties will promptly update this Schedule to record any changes in Supplier Software or Third Party Software licensed by the Supplier or third parties for the purposes of the delivery of the Services, and in any event no less than every 6 (six) months.

2 SUPPLIER SOFTWARE

The Supplier Software includes the following items:

This table has been withdrawn for Freedom of Information Act purposes



3 THIRD PARTY SOFTWARE

The Third Party Software shall include the following items:

This table has been withdrawn for Freedom of Information Act purposes

4 OTHER THIRD PARTY SOFTWARE

- 4.1 The following items will be utilised by the Supplier’s Sub-contractors (under their own Subcontracts) in support of the Agreement and will nevertheless be Third Party Software for the purposes of this Agreement.
- 4.2 Notwithstanding 4.1 to this Schedule 5, the Supplier shall use reasonable endeavours to procure the grant to the Authority or any Replacement Supplier of a licence to use any Third Party Non-COTS Software identified in this Paragraph 4 in accordance with Clause 17.16 of the Agreement.

This table has been withdrawn for Freedom of Information Act purposes

5 OPEN SOURCE SOFTWARE

To the best of the Supplier’s knowledge having made all reasonable enquiries with its Key Subcontractors only, Open Source Software utilised in performance of the Agreement is limited to the following:

This table has been withdrawn for Freedom of Information Act purposes

ANNEX 1: NOT USED

ANNEX 2: FORM OF CONFIDENTIALITY UNDERTAKING

CONFIDENTIALITY AGREEMENT

THIS AGREEMENT is made on **[date]** 20

BETWEEN:

- (1) **[insert name]** of **[insert address]** (the "**Sub-licensee**"); and
- (2) **[insert name]** of **[insert address]** (the "**Supplier**" and together with the Supplier, the "**Parties**").

WHEREAS:

- (A) **[insert name of Authority]** (the "**Authority**") and the Supplier are party to a contract dated **[insert date]** (the "**Contract**") for the provision by the Supplier of **[insert brief description of services]** to the Authority.
- (B) The Authority wishes to grant a sub-licence to the Sub-licensee in respect of certain software and intellectual property rights licensed to the Authority pursuant to the Contract (the "**Sub-licence**").
- (C) It is a requirement of the Contract that, before the Authority grants such sub-licence to the Sub-licensee, the Sub-licensee execute a confidentiality agreement in favour of the Supplier in or substantially in the form of this Agreement to protect the Confidential Information of the Supplier.

IT IS AGREED as follows:

1 Interpretation

- a. In this Agreement, unless the context otherwise requires:

"Confidential Information"

means:

- (a) Information, including all personal data within the meaning of the Data Protection Act 2018, and however it is conveyed, provided by the Authority to the Sub-licensee pursuant to or in connection with the Sub-licence that relates to:
 - (i) the Supplier; or
 - (ii) the operations, business, affairs, developments, intellectual property rights, trade secrets, know-how and/or personnel of the Supplier;
- (b) the source code and the object code of the software sub-licensed to the Sub-licensee pursuant to the Sub-licence together with build information, relevant design and development information, technical specifications of all functionality including those not included in standard manuals (such as those that modify system performance and access levels), configuration details, test scripts, user manuals, operating manuals, process definitions and procedures, and all such other documentation

supplied by the Supplier to the Authority pursuant to or in connection with the Sub-licence;

- (c) other Information provided by the Authority pursuant to this Agreement to the Sub-licensee that is clearly designated as being confidential or equivalent or that ought reasonably to be considered to be confidential which comes (or has come) to the Sub-licensee's attention or into the Sub-licensee's possession in connection with the Sub-licence; and
- (d) Information derived from any of the above,
but not including any Information that:
 - (a) was in the possession of the Sub-licensee without obligation of confidentiality prior to its disclosure by the Authority;
 - (b) was already generally available and in the public domain at the time of disclosure otherwise than by a breach of this Agreement or breach of a duty of confidentiality; or
 - (c) was independently developed without access to the Information;

"Information"

means all information of whatever nature, however conveyed and in whatever form, including in writing, orally, by demonstration, electronically and in a tangible, visual or machine-readable medium (including CD-ROM, magnetic and digital form); and

"Sub-licence"

has the meaning given to that expression in recital (B) to this Agreement.

b. In this Agreement:

1. a reference to any gender includes a reference to other genders;
2. the singular includes the plural and vice versa;
3. the words "include" and cognate expressions shall be construed as if they were immediately followed by the words "without limitation";
4. references to any statutory provision include a reference to that provision as modified, replaced, amended and/or re-enacted from time to time (before or after the date of this Agreement) and any prior or subsequent subordinate legislation made under it;
5. headings are included for ease of reference only and shall not affect the interpretation or construction of this Agreement; and
6. references to Clauses are to clauses of this Agreement.

11 Confidentiality Obligations

- a. In consideration of the Authority entering into the Sub-licence, the Sub-licensee shall:
 1. treat all Confidential Information as secret and confidential;

2. have in place and maintain proper security measures and procedures to protect the confidentiality of the Confidential Information (having regard to its form and nature);
3. not disclose or permit the disclosure of any of the Confidential Information to any other person without obtaining the prior written consent of the Supplier or except as expressly set out in this Agreement;
4. not transfer any of the Confidential Information outside the United Kingdom;
5. not use or exploit any of the Confidential Information for any purpose whatsoever other than as permitted under the Sub-licence;
6. immediately notify the Supplier in writing if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Confidential Information; and
7. upon the expiry or termination of the Sub-licence:
 - a. destroy or return to the Supplier all documents and other tangible materials that contain any of the Confidential Information;
 - b. ensure, so far as reasonably practicable, that all Confidential Information held in electronic, digital or other machine-readable form ceases to be readily accessible (other than by the information technology staff of the Sub-licensee) from any computer, word processor, voicemail system or any other device; and
 - c. make no further use of any Confidential Information.

12 Permitted Disclosures

- a. The Sub-licensee may disclose Confidential Information to those of its directors, officers, employees, consultants and professional advisers who:
 1. reasonably need to receive the Confidential Information in connection with the Sub-licence; and
 2. have been informed by the Sub-licensee of the confidential nature of the Confidential Information; and
 3. have agreed to terms similar to those in this Agreement.
- b. The Sub-licensee shall be entitled to disclose Confidential Information to the extent that it is required to do so by applicable law or by order of a court or other public body that has jurisdiction over the Sub-licensee.
- c. Before making a disclosure pursuant to Clause b, the Sub-licensee shall, if the circumstances permit:
 1. notify the Supplier in writing of the proposed disclosure as soon as possible (and if possible before the court or other public body orders the disclosure of the Confidential Information); and
 2. ask the court or other public body to treat the Confidential Information as confidential.

13 General

- a. The Sub-licensee acknowledges and agrees that all property, including intellectual property rights, in Confidential Information disclosed to it by the Supplier shall remain with and be vested in the Supplier.
- b. This Agreement does not include, expressly or by implication, any representations, warranties or other obligations:
 - 1. to grant the Sub-licensee any licence or rights other than as may be expressly stated in the Sub-licence;
 - 2. to require the Supplier to disclose, continue disclosing or update any Confidential Information; or
 - 3. as to the accuracy, efficacy, completeness, capabilities, safety or any other qualities whatsoever of any Information or materials provided pursuant to or in anticipation of the Sub-licence.
- c. The rights, powers and remedies provided in this Agreement are cumulative and not exclusive of any rights, powers or remedies provided by law. No failure or delay by either Party to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same, or of some other right, power or remedy.
- d. Without prejudice to any other rights or remedies that the Supplier may have, the Sub-licensee acknowledges and agrees that damages alone may not be an adequate remedy for any breach by the Sub-licensee of any of the provisions of this Agreement. Accordingly, the Sub-licensee acknowledges that the Supplier shall be entitled to the remedies of injunction and specific performance as well as any other equitable relief for any threatened or actual breach of this Agreement and/or breach of confidence and that no proof of special damages shall be necessary for the enforcement of such remedies.
- e. The maximum liability of the Sub-licensee to the Supplier for any breach of this Agreement shall be limited to ten million pounds (£10,000,000).
- f. For the purposes of the Contracts (Rights of Third Parties) Act 1999 no one other than the Parties has the right to enforce the terms of this Agreement.
- g. Each Party shall be responsible for all costs incurred by it or on its behalf in connection with this Agreement.
- h. This Agreement may be executed in any number of counterparts and by the Parties on separate counterparts, but shall not be effective until each Party has executed at least one counterpart. Each counterpart shall constitute an original of this Agreement, but all the counterparts shall together constitute but one and the same instrument.

14 Notices

- a. Any notice to be given under this Agreement (each a "**Notice**") shall be given in writing and shall be delivered by hand and shall be deemed to have been duly given at the time of delivery provided that such Notice is sent to the relevant physical address, and expressly marked for the attention of the relevant individual, set out in Clause b.
- b. Any Notice:

- 1. if to be given to the Supplier shall be sent to:

[Address]

Attention: [Contact name and/or position, e.g. "The Finance Director"]

- 2. if to be given to the Sub-licensee shall be sent to:

[Name of Organisation]

[Address]

Attention: [REDACTED]

15 Governing law

- a. This Agreement shall be governed by, and construed in accordance with, English law and any matter claim or dispute arising out of or in connection with this Agreement whether contractual or non-contractual, shall be governed by and determined in accordance with English law.
- b. Each Party hereby irrevocably submits to the exclusive jurisdiction of the English courts in respect of any claim or dispute arising out of or in connection with this Agreement.

IN WITNESS of the above this Agreement has been signed by the duly authorised representatives of the Parties on the date which appears at the head of page 1.

For and on behalf of [name of Supplier]

Signature: _____

Date:

Name:

Position:

For and on behalf of [name of Sub-licensee]

Signature: _____

Date:

Name:

Position:

Annex 3

Licence Terms and associated payments on expiry or earlier termination

1. This annex lists the licence terms and costs applicable to the Third Party Software upon termination or expiry of this Agreement, as per Clause 17.16(a) and Clause 17.16(c).
2. In respect of Clause 17.6(a), the following licence terms will apply:
 - 2.1 [DETAILS FOR SUPPLIER SOFTWARE, SUPPLIER BACKGROUND IPRS, THIRD PARTY NON-COTS IPRS (EXCLUDING EORI THIRD PARTY NON-COTS IPRS, HGS THIRD PARTY NON-COTS IPRS AND DESCARTES THIRD PARTY NON-COTS IPRS) AND THIRD PARTY NON-COTS SOFTWARE (EXCLUDING THE EORI THIRD PARTY NON-COTS SOFTWARE, HGS THIRD PARTY NON-COTS SOFTWARE AND DESCARTES THIRD PARTY NON-COTS SOFTWARE) ARE TO BE INSERTED VIA CHANGE CONTROL]:
3. The associated costs of the licences set out in paragraph 2 will be:
 - 3.1 For the Institute of Export and International Trade, the costs shall be no greater than those set out below and the associated licence terms will comply with the principles in paragraph 4.1.1, 4.1.2 and 4.2.3 of this Annex 3:
 - i. IOE&IT general customs/trade knowledge articles and documents hosted on or linked to the NICTA platform: £[REDACTED] per year;
 - ii. Contact centre training resources: £[REDACTED] per year plus capitation fee of £[REDACTED] per person;
 - iii. Training courses available via NICTA platform: £[REDACTED] per training course per year;
 - iv. Education courses available via NICTA platform: £[REDACTED] per course per year plus capitation fee of £[REDACTED] per person for Level 2, £[REDACTED] per person for Level 3 and £[REDACTED] per person for Level 4;
 - v. NICTA platform maintenance, hosting, security updates fee: £[REDACTED] per year.

Any new requirement for changes to the NICTA platform and associated charges shall be subject to agreement.
 - vi. Access to trader registrants database within the TSS portal: £[REDACTED] per year.
 - vii. For the avoidance of doubt, any knowledge documents/articles created specifically for the Trader Support Service and currently hosted on the NICTA platform shall remain available for use by the Authority or its Replacement Supplier without additional charge subject to 3.v. above.

Any new requirement to host such knowledge documents/articles on any alternative platform shall be subject to agreement.
4. To the extent that it is not possible to agree licence terms and associated costs for any Supplier Software, Supplier Background IPRS, Third Party Non-COTS IPRS (excluding the EORI Third Party Non-COTS IPRS, HGS Third Party Non-COTS IPRS and Descartes Third Party Non-COTS IPRS) and Third Party Non-COTS Software (excluding the EORI Third Party Non-COTS Software, HGS Third Party Non-COTS Software and Descartes Third Party Non-COTS Software) prior to the date of this Agreement, the Supplier will ensure that the licence granted to the Authority pursuant to Clause 17.6(a) will:

- 4.1.1 have no impact on any other software or intellectual property rights licenced to the Supplier or the Authority on a perpetual basis elsewhere in this Agreement;
 - 4.1.2 be agreed on terms and charges broadly comparable to those agreed for the term of the relevant subcontract pursuant to this Agreement and in any case no less favourable (including as to indemnification against IPRs Claims) than those on which such software is usually made commercially available by the Supplier; and
 - 4.1.3 be supported by a confidentiality agreement in the Supplier's favour signed by the Authority or its Replacement Supplier.
 - 4.2 In respect of Clause 17.6(b), the terms, charges and services with:
 - 4.2.1 EORI UK Limited will be:
[PROPOSED TERMS, CHARGES AND SERVICES FOR EORI LIMITED ARE TO BE INSERTED VIA CHANGE CONTROL]
 - 4.2.2 Descartes Systems UK Limited will be:
[PROPOSED TERMS, CHARGES AND SERVICES FOR DESCARTES ARE TO BE INSERTED VIA CHANGE CONTROL]
 - 4.2.3 HGS UK Limited will be:
[PROPOSED TERMS, CHARGES AND SERVICES FOR DESCARTES TO BE INSERTED VIA CHANGE CONTROL]
 - 5. To the extent that it is not possible to agree terms and associated costs for services for EORI UK Limited, Descartes Systems UK Limited or HGS UK Limited software prior to the date of this Agreement, the Supplier will ensure that the licence granted to the Authority pursuant to Clause 17.6(c) will:
 - 5.1.1 have no impact on any other software or intellectual property rights licenced to Fujitsu or the Authority on a perpetual basis elsewhere in this Agreement;
 - 5.1.2 be agreed on terms and charges broadly comparable to those agreed for the term of the relevant subcontract pursuant to this Agreement and in any case no less favourable (including as to indemnification against IPRs Claims) than those on which such services are usually made commercially available by the Supplier; and
 - 5.1.3 be supported by a confidentiality agreement in the Supplier's favour signed by the Authority or its Replacement Supplier.
 - 6. The Parties acknowledge and agree that:
 - 6.1 any direct agreement between the Authority and ServiceNow UK Limited after the Initial Term shall be subject to Paragraph 7.11 of Schedule 8.5 (Exit Management); and
 - 6.2 no service or licence agreement between the Authority and █████ United Kingdom shall be required.
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