**AGREEMENT FOR THE DELIVERY OF GOODS**

|  |  |
| --- | --- |
| For the attention of: |  |
| Supplier name: |  |
| Registered company number: |  |
| Supplier address: |  |
| By email to email address: |  |
| Your reference: | HCON01365 |
| Our reference: |  |
| **Award of agreement for the provison of:** |  |
| Customer: | Health and Social Care Information Centre (known as NHS Digital) |
| Purchase order number: | [ ] |

Following evaluation of the tender/proposal submitted by you for the provision of Goods to the Health and Social Care Information Centre (known as NHS Digital), we are pleased to confirm that we wish to award this procurement to you.

This Award Letter and its Annex(es) set out the terms of the Agreement between NHS Digital as the ‘Customer’ and the Supplier for the provision of Goods. Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions set out in Annex 1 to this Award Letter (the **“Conditions”**). In the event of any conflict between this Award Letter and the Conditions, this Award Letter shall prevail. Please do not attempt to attach any Supplier terms and conditions or amend this Agreement as these will not be accepted by the Customer and may delay processing of the Agreement.

For the purposes of the Agreement, the Customer and the Supplier agree as follows:

1. The Goods shall be Delivered in accordance with the following instructions:

|  |  |
| --- | --- |
| Delivery address: |  |
| Contact telephone number: |  |
| Packaging instructions: |  |
| Additional Delivery instructions: |  |

1. The Specification and Charges for the Goods to be Delivered shall be as set out in Annexes 2 and 3 respectively.
2. The Term shall be the period from the date this Agreement is executed (or the first Delivery Date, if earlier) to the expiry as follows, and the following Extension Period(s) shall be applicable:

|  |  |
| --- | --- |
| Delivery Date(s): |  |
| Expiry Date: |  |
| Extension Period(s) | 2 x 12 months |

1. The details and addresses for communications and service of notices on the Parties are:

|  |  |
| --- | --- |
| **Customer** |  |
| Named contact |  |
| Title |  |
| Address |  |
| Email address | procmail@nhs.net &cc’ to: NHSDcommercial@nhs.net |
|  |
| **Supplier** |  |
| Named contact |  |
| Title |  |
| Address |  |
| Email address |  |

1. The Liability Cap shall be a sum equal to 125% of the Charges paid;
2. For the purposes of the Agreement the following Customer policies apply:

|  |
| --- |
| Data security requirements |
| Equality and diversity policy |
| Environmental policy |
| CSR Policies |

1. The Supplier must be in Receipt of a valid Purchase Order Number before submitting an invoice. All invoices should be sent, quoting that number to the address given on the purchase order. To avoid delay in payment it is important that the invoice is compliant and that it includes item number (if applicable) and the details (name and telephone number) of the Customer contact. Non-compliant invoices will be sent back to the Supplier, which may lead to a delay in payment.

Any queries regarding outstanding payments should be directed to the Customer’s Accounts Payable section by email at payables@sbs.nhs.uk.

All invoices must be submitted:

|  |  |
| --- | --- |
| through the Customer’s electronic contract management system at Tradeshift |  [Yes / No] |
| to:NHS Shared Business Services, T56 Payables A125, Phoenix House, Topcliffe Lane, Wakefield, WF3 1WE |  [Yes / No] |

Please execute and return a copy of this Agreement to the Customer contact (as set out at 4) above) within 7 days of receipt. No other form of acknowledgement will be accepted. Please remember to quote the reference number above in any future communications relating to this Agreement.

Please direct all queries to the Customer contact. We thank you for your co-operation to date, and look forward to forging a successful working relationship resulting in a smooth and successful Delivery of the Goods.

We accept the terms set out in this Award Letter and the annexed Conditions

|  |  |
| --- | --- |
| Signed for and on behalf of  | [ ] |
| Name |  |
| Job title |  |
| Signature |  |
| Date |  |

|  |  |
| --- | --- |
| Signed for and on behalf of  | Health and Social Care Information Centre (known as NHS Digital) |
| Name  |  |
| Job title |  |
| Signature |  |
| Date |  |

# Annex 1: Terms and Conditions of Agreement for Goods

1. **Interpretation**
	1. In these terms and conditions:

|  |  |
| --- | --- |
| Agreement | means the contract between (i) the Customer and (ii) the Supplier comprising the Award Letter and these Conditions; |
| Award Letter | means the letter from the Customer to the Supplier printed above this Annex 1 (Terms and Conditions of Agreement for Goods); |
| Central Government Body | means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:1. Government Department;
2. Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);
3. Non-Ministerial Department; or
4. Executive Agency;
 |
| Charges | means the charges for the Goods as specified in the Award Letter and set out in Annex 3; |
| Claim | has the meaning given to it in clause 10.4; |
| Conditions | means as defined in the Award Letter; |
| Contracting Authority | means as defined in the Public Contracts Regulations 2015; |
| Control | means the possession by a person, directly or indirectly, of the power to direct or cause the direction of the management and policies of the other person (whether through the ownership of voting shares, by contract or otherwise) and **"Controls"** and **"Controlled"** shall be interpreted accordingly; |
| Confidential Information | means any and all information of a technical, commercial, financial or sensitive nature (including without limitation data, know-how, formulae, processes, designs, photographs, audio or videotape, CD ROMs, drawings, specifications, samples, programmes, materials, records, business plans, consumer research, analysis or experience) in whatever medium which is disclosed by or on behalf of either Party ("**Discloser**") to the other Party or to any person on behalf of that other Party ("**Recipient**") orally, pictorially, electronically, in writing, by demonstration, by viewing in machine readable form, or by any other means. For the avoidance of doubt the Supplier's "Confidential Information" shall include information of a commercial, financial or sensitive nature that is disclosed, marked or stated to be 'confidential' by the Supplier or on the Supplier's behalf to the Customer or to any person on the Customer’s behalf as part of the Supplier's involvement in the Delivery of the Goods. Customer "Confidential Information" shall include the information set out within any documents issued by the Customer or on the Customer’s behalf and marked or stated to be 'confidential', known by the Recipient to be confidential, or which ought reasonably to be considered by the Recipient to be confidential (including any data referred or attached thereto); |
| CSR Policies | means the Customer’s policies, including, without limitation, anti-bribery and corruption, health and safety, modern slavery, the environmental and sustainable development, equality and diversity, and any similar policy notified to the Supplier by the Customer from time to time, and “CSR Policy” shall mean any one of them; |
| CSR Laws | means Laws relating to corporate social responsibility issues (e.g. anti-bribery and corruption, health and safety, the environmental and sustainable development, equality and diversity), including but not limited to the Modern Slavery Act 2015, the Public Services (Social Value) Act 2012, the Public Contracts Regulations 2015 and Article 6 of the Energy Efficiency Directive 2012/27/EU, from time to time in force; |
| Customer | means the Health and Social Care Information Centre (known as NHS Digital); |
| Data Protection Laws | means applicable legislation protecting the fundamental rights and freedoms of individuals, in respect of their right to privacy and the processing of their personal data, as amended from time to time, including the Data Protection Act 1998 (as may be superseded by the General Data Protection Regulation) and the Privacy and Electronic Communications Regulations 2003, together with decisions, guidelines, guidance notes and codes of practice issued from time to time by courts, data protection authorities and other applicable Government authorities; |
| Delivery Date | means that date(s) by which the Goods must be Delivered to the Customer, as specified in the Award Letter; |
| Deliver | means hand over the Goods to the Customer at the address and on the date(s) specified in the Award Letter, which shall include unloading and any other specific arrangements agreed in accordance with clause 7. **"Delivered"** and **"Delivery"** shall be construed accordingly; |
| Dispute Notice | means as defined in clause 21.1; |
| EIRs | means the Environmental Information Regulations 2004 (SI 2004/3391); |
| Expiry Date | means the date for expiry of the Agreement as set out in the Award Letter;  |
| Extension Period | means the period, if any, as specified in the Award Letter, by which the Term may be extended by the Customer (not to exceed [36 months] in total); |
| FOIA | means the Freedom of Information Act 2000; |
| Force Majeure Event | means any event outside the reasonable control of either Party affecting its performance of its obligations under this Agreement arising from acts, events, omissions, happenings or non‑happenings beyond its reasonable control and which are not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party, including acts of God, riots, war or armed conflict, acts of terrorism, acts of government, local government or regulatory bodies, fire, flood, storm or earthquake, or disaster but excluding any industrial dispute relating to the Supplier or Supplier Staff or any other failure in the Supplier's or a Sub‑contractor's supply chain; |
| Goods | means the goods to be supplied by the Supplier to the Customer under the Agreement; |
| IG Toolkit | means the Department of Health's information governance toolkit, which includes the policies and standards required by the Department of Health, and which can be accessed from <https://www.igt.hscic.gov.uk/>, as may be amended by the Customer or the Department of Health from time to time; |
| Information | has the meaning given under section 84 of the FOIA;  |
| Intellectual Property Rights | means patents, rights to inventions, copyright and related rights, trade marks, trade names and domain names, rights in get-up, rights in goodwill or to sue for passing off, rights in designs, rights in computer software, database rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for, and renewals or extensions of, such rights and all similar or equivalent rights or forms of protection which may now or in the future subsist in any part of the world; |
| Laws | means any law, statute, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, bye law, enforceable right within the meaning of section 2 of the European Communities Act 1972, regulation, order, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Supplier is bound to comply. For the avoidance of doubt, this shall include any Laws arising out of or in connection with any withdrawal of the United Kingdom from the European Union;  |
| Liability Cap | means the aggregate liability of the Supplier which shall not exceed the greater of: i) a sum equal to 125% of the Charges paid or payable under the Agreement to the Supplier; or ii) the value specified in the Award Letter;  |
| Party | means the Supplier or the Customer (as appropriate) and “Parties” shall mean both of them;  |
| Personal Data | means personal data (as defined in the Data Protection Laws) which is processed by the Supplier or any Staff on behalf of the Customer pursuant to or in connection with this Agreement; |
| Personal Data Breach | means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data transmitted, stored or otherwise processed; |
| Purchase Order Number | means the Customer’s unique number relating to the the provision of the Goods;  |
| Receipt | means the physical or electronic arrival of the invoice at the address specified above under the heading “Payment” or at any other address given by the Customer to the Supplier for the submission of invoices from time to time; |
| Request for Information | has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term “request” shall apply); |
| Restricted Country | means any country which is not either (i) a member of the European Economic Area; or (ii) the United Kingdom; and (iii) is not deemed adequate by the European Commission pursuant to article 25(6) of Directive 95/46/EC or article 45(3) of the General Data Protection Regulation; |
| Specification | means the specification for the Goods to be supplied by the Supplier to the Customer (including as to quantity, description and quality) as specified in the Award Letter and Annex 2;  |
| Staff | means all persons employed or engaged by a Party to perform its obligations under this Agreement, including any contractors and subcontractors and persons employed or engaged by such contractor or subcontractors;  |
| Standards | means any standards reasonably applicable given the Supplier's expertise and the Goods provided, which shall always include as a minimum the IG Toolkit or any replacement of the same; |
| Sub-contract | means any contract or agreement (or proposed contract or agreement) between the Supplier (or a Sub‑contractor) and any third party whereby that third party agrees to provide to the Supplier (or the Sub‑contractor) all or any part of the Goods or facilities or services which are material for the provision of the Goods or any part thereof or necessary for the management, direction or control of the Goods or any part thereof; |
| Sub-contractor | means any third party with whom:1. the Supplier enters into a Sub-contract; or
2. a third party under limb (a) above enters into a Sub-contract, or the servants or agents of that third party;
 |
| Supplier | means the person named as Supplier in the Award Letter; |
| Term | means as defined in clause 4.1;  |
| Transparency Information | means as defined in clause 14.1; |
| Transparency Report | means as defined in clause 14.2; |
| VAT | means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and |
| Working Day | means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London. |

* 1. In this Agreement, unless the context otherwise requires:
		1. references to numbered clauses are references to the relevant clause in these Conditions;
		2. any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;
		3. the headings to the clauses of this Agreement are for information only and do not affect the interpretation of the Agreement;
		4. any reference to an enactment includes reference to that enactment as amended or replaced from time to time and to any subordinate legislation or byelaw made under that enactment; and
		5. the word ‘including’ shall be understood as meaning ‘including without limitation’.
1. **Basis of Agreement**
	1. The return or submission by the Supplier of a validly executed Agreement constitutes an offer by the Supplier to Deliver the Goods subject to and in accordance with this Agreement.
	2. The offer detailed in clause 2.1 shall be deemed to be accepted by the Customer on valid execution by the Customer of the Agreement.
2. **Supply of Goods**
	1. In consideration of the Customer’s agreement to pay the Charges, the Supplier shall Deliver the Goods to the Customer during the Term subject to and in accordance with this Agreement.
	2. The Supplier shall:
		1. co-operate with the Customer in all matters relating to the Delivery of the Goods and comply with all the Customer’s instructions;
		2. Deliver the Goods in accordance with the Specification as set out in Annex 2; and
		3. employ sufficient Staff to ensure that it complies with its obligations under this Agreement. This will include, but not be limited to, the Supplier providing a sufficient reserve of trained and competent Staff to provide the Goods during Staff holidays or absence.
	3. The Supplier warrants, represents, undertakes and guarantees that the Goods supplied under the Agreement shall:
		1. be free from defects (manifest or latent), in materials and workmanship and remain so for 12 months after Delivery;
		2. be of satisfactory quality (within the meaning of the Sale of Goods Act 1979) and comply with any applicable statutory and regulatory requirements relating to the manufacture, labelling, packaging, storage, handling and Delivery of the Goods;
		3. conform with the specifications (including the Specification as set out in Annex 2), drawings, descriptions given in quotations, estimates, brochures, sales, marketing and technical literature or material (in whatever format made available by the Supplier) supplied by, or on behalf of, the Supplier;
		4. be free from design defects;
		5. be fit for any purpose held out by the Supplier or made known to the Supplier by the Customer expressly or by implication, and in this respect the Customer relies on the Supplier’s skill and judgement. The Supplier acknowledges and agrees that the approval by the Customer of any designs provided by the Supplier shall not relieve the Supplier of any of its obligations under this sub-clause;
		6. comply with all applicable Standards, Laws and guidance applicable to their manufacture, quality, labelling, packaging, storage, handling and Delivery; and
		7. be Delivered promptly and in any event within any time limits as may be set out in the Agreement.
	4. The Customer may by written notice to the Supplier at any time request a variation to the Specification of the Goods. In the event that the Supplier agrees to any variation to the Specification of the Goods, the Charges shall be subject to fair and reasonable adjustment to be agreed in writing between the Customer and the Supplier.
3. **Term**
	1. The Agreement shall take effect on the date this Agreement is executed (or the first Delivery Date, if earlier) and shall expire on the later of:
		1. the Expiry Date; or
		2. the end date of any Extension Period applicable in accordance with clause 4.2;

subject to any early termination in accordance with this Agreement (the “**Term**”)

* 1. The Customer may, if specified in the Award Letter, extend the Term of the Agreement for one or more Extension Periods (up to a maximum Term of 36 months) by giving not less than 10 Working Days’ notice in writing to the Supplier prior to the Expiry Date. The terms and conditions of the Agreement shall apply throughout any such extended period.
1. **Charges, Payment and Recovery of Sums Due**
	1. The Charges for the Goods shall be as set out in Annex 3 and shall be the full and exclusive remuneration of the Supplier in respect of the Delivery of the Goods. Unless otherwise agreed in writing by the Customer, the Charges shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the Delivery of the Goods, including but not limited to the costs of packaging, insurance, delivery, unloading, stacking and carriage.
	2. Following Delivery of the Goods, the Supplier shall invoice the Customer as specified in the Agreement. Each invoice shall include such supporting information required by the Customer to verify the accuracy of the invoice, including the relevant Purchase Order Number and a breakdown of the Goods supplied in the invoice period.
	3. In consideration of the Delivery of the Goods by the Supplier, the Customer shall pay the Supplier the invoiced amounts no later than 30 days after Receipt of a valid and undisputed invoice which includes a valid Purchase Order Number. The Customer may, without prejudice to any other rights and remedies under the Agreement, withhold or reduce payments in the event of the Delivery of any unsatisfactory Goods.
	4. All amounts stated are exclusive of VAT which shall be charged at the prevailing rate. The Customer shall, following the Receipt of a valid VAT invoice, pay to the Supplier a sum equal to the VAT chargeable in respect of the Goods.
	5. If there is a dispute between the Parties as to the amount invoiced, the Customer shall pay the undisputed amount. The Supplier shall not suspend the Delivery of the Goods unless the Supplier is entitled to terminate this Agreement in accordance with clause 18.4. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 21.
	6. If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
	7. If any sum of money is recoverable from or payable by the Supplier under the Agreement (including any sum which the Supplier is liable to pay to the Customer in respect of any breach of the Agreement), that sum may be deducted unilaterally by the Customer from any sum then due, or which may come due, to the Supplier under the Agreement or under any other agreement or contract with the Customer. The Supplier shall not be entitled to assert any credit, set-off or counterclaim against the Customer in order to justify withholding payment of any such amount in whole or in part.

Cancellation

* 1. The Customer shall have the right to cancel the order for the Goods, or any part of the Goods which have not yet been Delivered to the Customer. The cancellation shall be made in writing. Without prejudice to the generality of the foregoing, the Customer shall pay such Charges or that part of the Charges for Goods which have been Delivered to the Customer or, on the deemed date of service of the notice of cancellation, are already in transit and the costs of materials which the Supplier has purchased to fulfil the order for the Goods and which cannot be used for other orders or be returned to the supplier of those materials for a refund. For the avoidance of doubt the Customer shall not be liable for any loss of anticipated profits or any consequential loss.

Delivery

* 1. The Supplier shall Deliver the Goods to the Customer on or by the Delivery Date. Unless otherwise agreed in writing by the Customer, Delivery shall be on the date and to the address specified in the Award Letter. Delivery of the Goods shall be completed once the completion of unloading the Goods from the transporting vehicle at the Delivery address has taken place and the Customer has signed for the Delivery.
	2. The Supplier ensure the Goods are suitably packaged and secured so as to ensure they reach their destination in good condition.
	3. If necessary, the Customer shall provide the Supplier with reasonable access at reasonable times to its premises for the purpose of Delivering the Goods, such access to be non-exclusive and revocable. Any access to the Customer’s premises and any labour and equipment that may be provided by the Customer in connection with Delivery of the Goods shall be provided without acceptance by the Customer of any liability in respect of any actions, claims, costs and expenses incurred by third parties for any loss or damages to the extent that such loss or damage is not attributable to the negligence or other wrongful act of the Customer or its servant or agent. The Supplier shall indemnify the Customer in respect of any actions, suits, claims, demands, losses, charges, costs and expenses, which the Customer may suffer or incur as a result of or in connection with any damage or injury (whether fatal or otherwise) occurring in the course of Delivery or installation to the extent that any such damage or injury is attributable to any act or omission of the Supplier or any of his sub-Suppliers.
	4. The Supplier shall:
		1. if requested, provide the Customer with a list of the names and addresses (and any other relevant information) of all persons who may require admission to the Customer’s premises in connection with the Agreement; and
		2. whilst on the Customer’s premises comply with, and procure that all Staff comply with, any rules, regulations and requirements reasonably specified by the Customer (including in relation to security and refusing access).
	5. Delivery of the Goods shall be accompanied by a delivery note which shows the Purchase Order Number and the type and quantity of the Goods and, in the case of part Delivery, the outstanding balance remaining to be Delivered.
	6. Unless otherwise stipulated by the Customer in the Award Letter, Deliveries shall only be accepted by the Customer on Working Days and during normal business hours.
	7. Where (i) the Supplier fails to Deliver the Goods or part of the Goods on the Delivery Date or (ii) the Goods or part of the Goods do not comply with the provisions of clause 3, then without limiting any of its other rights or remedies implied by statute or common law, the Customer shall be entitled:
		1. to terminate the Agreement;
		2. to require the Supplier, free of charge, to Deliver substitute Goods within the timescales specified by the Customer;
		3. to require the Supplier, free of charge, to repair or replace the rejected Goods, or to provide a full refund of the price of the rejected Goods (if paid);
		4. to reject the Goods (in whole or part) and return them to the Supplier at the Supplier’s own risk and expense and the Customer shall be entitled to a full refund on those Goods or part of Goods duly returned;
		5. to buy the same or similar Goods from another supplier; and
		6. to recover any expenses incurred in respect of buying the goods from another supplier which shall include but not be limited to administration costs, chargeable staff time and extra delivery costs.

Property and Guarantee of Title

* 1. Without prejudice to any other rights or remedies of the Customer, title and risk in the Goods shall pass to the Customer when Delivery of the Goods is complete (including off-loading and stacking).
	2. The Supplier warrants that:
		1. it has full clear and unencumbered title to all the Goods; and
		2. at the Delivery Date of any of the Goods it shall have full and unrestricted right, power and authority to sell, transfer and deliver all of the Goods to the Customer. On Delivery the Customer shall acquire a valid and unencumbered title to the Goods.
1. **Assignment and sub-contracting**
	1. The Supplier shall not without the written consent of the Customer assign, sub-contract, novate or in any way dispose of the benefit and/ or the burden of the Agreement or any part of the Agreement. The Customer may, in the granting of such consent, provide for additional terms and conditions relating to such assignment, sub-contract, novation or disposal. The Supplier shall be responsible for the acts and omissions of its Sub-contractors as though those acts and omissions were its own.
	2. Where the Supplier enters into a Sub-contract for the purpose of performing its obligations under the Agreement, it shall ensure that provisions are included in such Sub-contract which:
		1. contain at least equivalent obligations as set out in the Agreement in relation to the provision of the Goods to the extent relevant to such Sub-contract;
		2. contain at least equivalent obligations as set out in the Agreement in respect of confidentiality, information security, data protection, Intellectual Property Rights and compliance with Laws;
		3. contain a prohibition on the Sub-contractor sub-contracting, assigning or novating any of its rights or obligations under such Sub-contract without the prior written approval of the Customer (such approval not to be unreasonably withheld or delayed);
		4. contain a right for the Customer to take an assignment or novation of the Sub-contract (or part of it) upon expiry or earlier termination of the Agreement; and
		5. require payment to be made of all sums due by the Supplier to the Sub-contractor within a specified period not exceeding 30 days from the Receipt of a valid invoice.
	3. Any authority given by the Customer for the Supplier to Sub-contract any of its obligations under this Agreement shall not impose any duty on the Customer to enquire as to the competency of any authorised Sub-contractor. The Supplier shall ensure that any authorised Sub-contractor has the appropriate capability and capacity to perform the relevant obligations and that the obligations carried out by such Sub-contractor are fully in accordance with the Agreement.
	4. Where the Customer has consented to the placing of Sub-contracts, the Supplier shall, at the request of the Customer, send copies of each Sub-contract, to the Customer as soon as is reasonably practicable.
	5. The Customer may assign, novate, or otherwise dispose of its rights and obligations under the Agreement without the consent of the Supplier provided that such assignment, novation or disposal shall not increase the burden of the Supplier’s obligations under the Agreement.
2. **Intellectual Property Rights**
	1. The Supplier hereby grants the Customer a perpetual, royalty-free, irrevocable, worldwide, non-exclusive licence (with a right freely to sub-license to any third party) to use:
		1. all Intellectual Property Rights in the Goods and/or in any materials accompanying the Goods; and
		2. all other relevant Intellectual Property Rights owned by the Supplier and/or the use of which the Supplier is able to license,

to the extent necessary to fulfil the Supplier’s obligations under this Agreement and/or to enable the Customer to use and deal without restriction in the Goods supplied to the Customer under this Agreement.

* 1. The Supplier:
		1. warrants that the receipt, use, re-use, reproduction, exploitation, delivery and/or publication (including as open source software) of the Goods by the Customer and its permitted sub-licensees shall not infringe the rights, including any Intellectual Property Rights, of any third party; and
		2. shall indemnify, and keep indemnified, the Customer in full against all costs, expenses, damages and losses (whether direct or indirect), including but not limited to any interest, penalties, and legal and other professional fees awarded against or incurred or paid by the Customer as a result of or in connection with any claim made against the Customer for actual or alleged infringement of a third party’s Intellectual Property Rights arising out of, or in connection with, the receipt, delivery or use of or any other dealings in the Goods.
	2. The Supplier shall, unless otherwise stated in Annex 2:
		1. identify any third-party licences for software or other Intellectual Property Rights which are required for the Delivery or use of or any other dealings in the Goods of the Goods by the Customer;
		2. procure that the third party owner of such software or Intellectual Property Rights grants to the Customer a non-exclusive licence or, if itself a licensee of those rights, shall grant to the Customer an authorised sub-licence, to use, reproduce, modify, develop and maintain the software and Intellectual Property Rights in the same. Such licence or sub-licence shall be non-exclusive, perpetual, royalty-free, worldwide and irrevocable and shall include the right for the Customer to sub-license, transfer, novate or assign to any other Contracting Authority or to any other third party providing goods and/or supplying services to the Customer; and
		3. pay any applicable fees for any such licence.
	3. The Customer shall promptly notify the Supplier of any Intellectual Property Rights infringement claim made against it relating to the Delivery or use of or any other dealings in the Goods (**"Claim"**) and:
		1. subject to the Customer complying with any statutory or procedural obligation requiring the Customer to respond, the Customer shall not make any admission of liability, agreement or compromise in relation to the Claim without the prior written consent of the Supplier (such consent not to be unreasonably conditioned, withheld or delayed), provided that the Customer may settle the Claim (after giving prior written notice of the terms of settlement (to the extent legally possible) to the Supplier, but without obtaining Supplier's consent) if the Customer reasonably believes that failure to settle the Claim would be prejudicial to the Customer in any material respect; and

the Customer shall (subject to Supplier providing security to the Customer to the Customer's reasonable satisfaction against any claim, liability, costs, expenses, damages or losses which may be incurred by the Customer) give the Supplier such assistance as it may reasonably require to avoid, dispute, compromise or dispose of the Claim.

1. **Governance and Records**
	1. The Supplier shall:
		1. attend progress meetings with the Customer at the frequency and times specified by the Customer and shall ensure that its representatives are suitably qualified to attend such meetings; and
		2. submit progress reports to the Customer at the times and in the format specified by the Customer.
	2. The Supplier shall keep and maintain until 6 years after the end of the Agreement, or as long a period as may be agreed between the Parties, full and accurate records of the Agreement including the Goods supplied under it and all payments made by the Customer. The Supplier shall on request afford the Customer or the Customer’s representatives such access to those records as may be reasonably requested by the Customer in connection with the Agreement.
	3. The Supplier shall not charge the Customer for any costs incurred complying with the governance requirements of this Agreement.
2. **Confidentiality**
	1. Subject to clause 12.2, each Party shall:
		1. treat all Confidential Information it receives as confidential, safeguard it accordingly and not disclose it to any other person without the prior written permission of the disclosing Party; and
		2. not use or exploit the disclosing Party’s Confidential Information in any way except for the purposes anticipated under the Agreement.
	2. Notwithstanding clause 12.1, a Party may disclose Confidential Information which it receives from the other Party:
		1. where disclosure is required by applicable law (including but not limited to FOIA and EIR) or by a court of competent jurisdiction;
		2. to its auditors or for the purposes of regulatory requirements;
		3. on a confidential basis, to its professional advisers;
		4. to the Serious Fraud Office where the Party has reasonable grounds to believe that the other Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;
		5. where the receiving Party is the Supplier, to the Staff on a need to know basis to enable performance of the Supplier’s obligations under the Agreement provided that the Supplier shall procure that any Staff to whom it discloses Confidential Information pursuant to this clause 12.2.5 shall observe the Supplier’s confidentiality obligations under the Agreement; and
		6. where the receiving Party is the Customer:
3. on a confidential basis to the employees, agents, consultants and contractors of the Customer;
4. on a confidential basis to any other Central Government Body, any Contracting Authority, any successor body to a Central Government Body or any company to which the Customer transfers or proposes to transfer all or any part of its business;
5. to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or
6. in accordance with clause 14,

and for the purposes of the foregoing, references to disclosure “on a confidential basis” shall mean disclosure subject to a confidentiality agreement or arrangement.

* 1. The Supplier shall not, and shall take reasonable steps to ensure that the Staff shall not, make any press announcement or publicise the Agreement or any part of the Agreement in any way, except with the prior written consent of the Customer.
1. **Protection of Personal Data and Security of Data**
	1. In this clause 13, the expressions "**Process**", "**Data Processor**", "**Data Controller**" and "**Data Subject**" have the meanings given to them in the Data Protection Laws.
	2. The Supplier shall comply with any notification requirements under the Data Protection Laws and both Parties shall duly observe all their obligations under the Data Protection Laws which arise in connection with the Agreement.
	3. Notwithstanding the general obligation in clause 13.2, where the Supplier is processing Personal Data for the Customer as a data processor (as defined by the Data Protection Laws) the Supplier shall and shall procure that its Staff shall:
		1. Process the Personal Data solely on the documented instructions of the Customer, including this Agreement, for the purpose of providing the Goods or otherwise performing its obligations under this Agreement, unless required to do so by applicable laws to which the Supplier is subject, in which case the Supplier shall notify the Customer of those requirements before Processing, unless that law prohibits such information being disclosed on the grounds of public interest;
		2. taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, ensure that it has in place appropriate technical and organisational measures to ensure the security of the Personal Data;
		3. take reasonable steps to ensure the reliability of any Staff who may have access to the Personal Data, ensuring in each case that access is strictly limited to those individuals who need to access the Personal Data, as strictly necessary to provide the Goods in the context of that individual's duties to the Customer, ensuring that all such individuals:
2. are informed of the confidential nature of the Personal Data; and
3. are subject to confidentiality undertakings or other contractual or professional or statutory obligations of confidentiality;
	* 1. not permit any Sub-contractor to Process the Personal Data ("**Sub-Processor**") without the prior written consent of the Customer, such consent to be conditional upon:
4. the contract between the Supplier and the Sub-Processor including terms which are substantially the same as those set out in this clause 13;
5. the Supplier remaining fully liable to the Customer for any failure by a Sub-Processor to fulfil its obligations in relation to the Processing of any Personal Data;
	* 1. provide the Customer with such information as the Customer may reasonably request to satisfy itself that the Supplier is complying with its obligations under the Data Protection Laws;
		2. promptly, and in any case within 5 (five) Working Days, notify the Customer of any:
6. communication from a Data Subject regarding the Processing of their Personal Data, including any request from a Data Subject purporting to exercise any right under the Data Protection Laws; or
7. other communication (including from any regulator or supervisory authority) relating to either Party's obligations under the Data Protection Laws in respect of the Personal Data;
	* 1. promptly, and in any case within 48 (forty-eight) hours, notify the Customer of any Personal Data Breach, such notice to include (to the extent this information is available to the Customer):
8. details of the nature of the Personal Data Breach and its likely causes;
9. the categories and numbers of Data Subjects concerned, and the categories and numbers of Personal Data records concerned;
10. the name and contact details of the Supplier's relevant contact from whom information may be obtained;
11. the likely consequences of the Personal Data Breach; and
12. the measures taken or proposed to be taken to address the Personal Data Breach;
	* 1. provide any assistance reasonably requested by the Customer in relation to (i) any communication received under clause 13.3.6, as well as any equivalent communication received by the Customer directly; and (ii) any Personal Data Breach, including by taking any appropriate technical and organisational measures directed by the Customer;
		2. not transfer, or permit the transfer, of any Personal Data to any Restricted Country without the prior written consent of the Customer, and subject to any conditions imposed by the Customer to ensure the lawful transfer of such Personal Data;
		3. cease Processing the Personal Data immediately upon the termination or expiry of this Agreement and as soon as reasonably practicable thereafter, at the Customer's option (to be exercised without undue delay), either return (where technically possible), or securely wipe from its systems (so that such Personal Data cannot be recovered or reconstructed), the Personal Data and any copies of it or of the information it contains; and
		4. ensure that it does not knowingly or negligently do or omit to do anything which places the Customer in breach of the Customer’s obligations under the Data Protection Laws.
	1. When handling Customer data (whether or not Personal Data), the Supplier shall ensure the security of the data is maintained in line with the security requirements of the Customer as notified to the Supplier from time to time.
	2. The Supplier shall indemnify, and keep indemnified, the Customer fully against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Customer as a result of or in connection with any breach by the Supplier of this clause 13.
13. **Transparency and Freedom of Information**
	1. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, and which shall be determined by the Customer, the content of this Agreement, including any changes to this Agreement agreed from time to time, (the **“Transparency Information**”) is not Confidential Information.
	2. Notwithstanding any other provision of this Agreement, the Supplier hereby gives its consent for the Customer to publish to the general public the Transparency Information in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted) (**"Transparency Report"**). The Customer shall, prior to publication, consult with the Supplier on the manner and format of publication and to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.
	3. The Supplier shall assist and co-operate with the Customer to enable the Customer to publish the Transparency Information, including the preparation of the Transparency Reports.
	4. If the Customer believes that publication of any element of the Transparency Information would be contrary to the public interest, the Customer shall be entitled to exclude such information from publication. The Customer acknowledges that it would expect the public interest by default to be best served by publication of the Transparency Information in its entirety. Accordingly, the Customer acknowledges that it will only exclude Transparency Information from publication in exceptional circumstances and agrees that where it decides to exclude information from publication it will provide a clear explanation to the Supplier.
	5. The Customer shall publish the Transparency Information in a format that assists the general public in understanding the relevance and completeness of the information being published to ensure the public obtain a fair view on how the Agreement is being performed, having regard to the context of the wider commercial relationship with the Supplier.
	6. The Supplier agrees that any Information it holds that is not included in the Transparency Reports but is reasonably relevant to or that arises from the provision of the Goods shall be provided to the Customer on request unless the cost of doing so would exceed the appropriate limit prescribed under section 12 of the FOIA. The Customer may disclose such information under the FOIA and the EIRs and may publish such Information. The Supplier shall provide to the Customer within 5 Working Days (or such other period as the Customer may reasonably specify) any such Information requested by the Customer.
	7. The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the EIRs. The Supplier shall:
		1. provide all necessary assistance and cooperation as reasonably requested by the Customer to enable the Customer to comply with its obligations under the FOIA and EIRs;
		2. transfer to the Customer all Requests for Information relating to this Agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;
		3. provide the Customer with a copy of all Information held on behalf of the Customer which is requested in a Request for Information and which is in its possession or control in the form that the Customer requires within 5 Working Days (or such other period as the Customer may reasonably specify) of the Customer's request for such Information; and
		4. not respond directly to a Request for Information addressed to the Customer unless authorised in writing to do so by the Customer.
	8. The Supplier acknowledges that the Customer may be required under the FOIA and EIRs to disclose Information (including commercially sensitive information) without consulting or obtaining consent from the Supplier. The Customer shall take reasonable steps to notify the Supplier of a Request for Information (in accordance with the Secretary of State’s section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Agreement) the Customer shall be responsible for determining in its absolute discretion whether any commercially sensitive information and/or any other information is exempt from disclosure in accordance with the FOIA and EIRs.
14. **Liability**
	1. The Supplier shall not be responsible for any injury, loss, damage, cost or expense suffered by the Customer if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Agreement.
	2. Subject always to clauses 15.4 and 15.5:
		1. the aggregate liability of the Supplier in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Agreement, the Delivery or failure to Deliver of the Goods, misrepresentation (whether tortuous or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed the Liability Cap; and
		2. except in the case of claims arising under clauses 10.2, 13.5 and 20.3, in no event shall either Party be liable to the other Party for any:
15. loss of profits;
16. loss of business;
17. loss of revenue;
18. loss of or damage to goodwill; and/or
19. any indirect, special or consequential loss or damage.
	1. The Customer's maximum aggregate liability under this Agreement shall in no event exceed a sum equal to 100% of the Charges paid or payable under the Agreement to the Supplier.
	2. Nothing in the Agreement shall be construed to limit or exclude either Party's liability for:
		1. death or personal injury caused by its negligence or that of its Staff;
		2. fraud or fraudulent misrepresentation by it or that of its Staff;
		3. breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
		4. any other matter which, by law, may not be excluded or limited.
	3. The Supplier’s liability under the indemnities in clauses 10.2, 13.5 and 20.3 shall be unlimited.
	4. Each Party shall at all times take all reasonable steps to minimise and mitigate any loss for which that Party is entitled to bring a claim against the other pursuant to the Agreement.
20. **Insurance**
	1. During the Term and for a period of twelve (12) months thereafter, the Supplier shall maintain in force, and shall procure that any Sub-contractors maintain in force, with a reputable insurance company insurance sufficient to cover the liabilities that may arise under or in connection with this Agreement, and shall, on the Customer's request, produce both the insurance certificates giving details of cover and the receipts for the current year's premium in respect of each insurance.
21. **Force Majeure**

Neither Party shall have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of the Agreement which result from a Force Majeure Event. Each Party shall promptly notify the other Party in writing when a Force Majeure Event causes a delay or failure in performance and when it ceases to do so. If a Force Majeure Event continues for a continuous period of more than two months, either Party may terminate the Agreement by written notice to the other Party.

1. **Termination**
	1. The Customer may terminate the Agreement at any time by providing notice in writing to the Supplier to take effect on any date falling at least 30 days (or, if the Agreement is less than 3 months in duration, at least 10 Working Days) later than the date of service of the relevant notice.
	2. Without prejudice to any other right or remedy it might have, the Customer may terminate the Agreement by written notice to the Supplier with immediate effect if the Supplier:
		1. (without prejudice to clause 18.2.5), is in material breach of any obligation under the Agreement which is not capable of remedy;
		2. repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement;
		3. is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
		4. undergoes a change of Control without the prior written consent of the Customer. The Customer shall be entitled to withhold such consent if, in the reasonable opinion of the Customer, the proposed change of Control will have a material impact on the performance of the Agreement or the reputation of the Customer;
		5. breaches any of the provisions of clauses 12, 13, 14 and 19; or
		6. becomes insolvent, or if an order is made or a resolution is passed for the winding up of the Supplier (other than voluntarily for the purpose of solvent amalgamation or reconstruction), or if an administrator or administrative receiver is appointed in respect of the whole or any part of the Supplier’s assets or business, or if the Supplier makes any composition with its creditors or takes or suffers any similar or analogous action (to any of the actions detailed in this clause 18.2.6) in consequence of debt in any jurisdiction.
	3. The Supplier shall notify the Customer as soon as practicable of any change of Control as referred to in clause 18.2.4 or any potential such change of Control.
	4. The Supplier may terminate the Agreement by written notice to the Customer if the Customer has not paid any undisputed amounts within 90 days of them falling due.
	5. Termination or expiry of the Agreement shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under this clause and clauses 2, 3.3, 7.3, 7.7, 8, 10, 11.2, 12, 13, 14, 18.6, 19.5, 20.3, 21 and 22.7 or any other provision of the Agreement that either expressly or by implication has effect after termination.
	6. Upon termination or expiry of the Agreement, the Supplier shall:
		1. give all reasonable assistance to the Customer and any incoming supplier of the Goods; and
		2. return all requested documents, information and data to the Customer as soon as reasonably practicable.
2. **Compliance**
	1. The Supplier shall, and shall procure that its Sub-contractors and any person under its control, comply with all the Customer policies specified in the Award Letter.
	2. The Supplier shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Agreement. The Customer shall promptly notify the Supplier of any health and safety hazards which may exist or arise at the Customer’s premises and which may affect the Supplier in the performance of its obligations under the Agreement.
	3. The Supplier shall:
		1. comply with all the Customer’s health and safety measures while on the Customer’s premises; and
		2. notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Agreement on the Customer’s premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
	4. The Supplier shall:
		1. comply, and procure that all Staff comply with all CSR Laws;
		2. require its Sub-contractors and any person under its control, to comply with all CSR Laws;
		3. adopt, and procure that its Sub-contractors and any person under its control adopt, written corporate and social responsibility policies that set out values for relevant activity and behaviour equivalent to those set out in the CSR Policies (including, without limitation, addressing the impact on employees, clients, stakeholders, communities and the environment of the Supplier’s business activities); and
		4. notify the Customer in the event that the Supplier’s or its Sub-contractors’ corporate and social responsibility policies conflict with, or do not cover the same subject matter in an equivalent level of detail as is in, the CSR Policies.
	5. The Supplier shall comply with, and shall ensure that its Staff shall comply with, the provisions of:
		1. the Official Secrets Acts 1911 to 1989; and
		2. section 182 of the Finance Act 1989.
3. **Prevention of Fraud and Corruption**
	1. The Supplier shall not offer, give, or agree to give anything, to any person an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Agreement or for showing or refraining from showing favour or disfavour to any person in relation to the Agreement.
	2. The Supplier shall take all reasonable steps, in accordance with Good Industry Practice, to prevent fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Agreement and shall notify the Customer immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.
	3. If the Supplier or the Staff engages in conduct prohibited by clause 20.1 or commits fraud in relation to the Agreement or any other contract with the any Contracting Authority (including the Customer) the Customer may:
		1. terminate the Agreement and recover from the Supplier the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the Delivery of the Goods and any additional expenditure incurred by the Customer throughout the remainder of the Agreement; or
		2. recover in full from the Supplier any other loss sustained by the Customer in consequence of any breach of this clause.
4. **Dispute Resolution**
	1. If there is a dispute in relation to this Agreement, the Party raising the dispute shall serve a notice on the other Party in writing (**"Dispute Notice"**) setting out the details of the dispute. The Parties shall then attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Agreement and such efforts shall involve the escalation of the dispute to an appropriately senior representative of each Party.
	2. If the dispute cannot be resolved by the Parties within one month of the date of the Dispute Notice (being the date it was received) either Party may exercise any remedy it has under applicable law. For the avoidance of doubt, neither Party shall be prevented by this Dispute Resolution process from commencing court proceedings more quickly if it is necessary to comply with a limitation period or if it is necessary to seek an urgent remedy.
	3. The obligations of the Parties under this Agreement shall not cease, or be suspended or delayed by the reference of a dispute to any dispute resolution process and the Supplier shall, and shall procure that the Staff shall comply fully with the requirements of this Agreement at all times.
5. **General**
	1. Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences and permissions to enter into and perform its obligations under the Agreement, and that the Agreement is executed by its duly authorised representative.
	2. A person who is not a party to the Agreement shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.
	3. The Agreement cannot be varied except in writing signed by a duly authorised representative of both the Parties.
	4. The Agreement contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into the Agreement on the basis of any representation that is not expressly incorporated into the Agreement. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.
	5. Any waiver or relaxation, either partly or wholly of any of the terms and conditions of the Agreement, shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Agreement.
	6. The Agreement shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the Parties other than the contractual relationship expressly provided for in the Agreement. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party’s behalf.
	7. Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of the Agreement (whether under the Agreement, statute or common law) are cumulative and may be exercised concurrently or separately, and the exercise of one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
	8. If any provision of the Agreement is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from the Agreement and rendered ineffective as far as possible without modifying the remaining provisions of the Agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of the Agreement.
6. **Notices**
	1. Any notice to be given under the Agreement shall be in writing and shall include the Agreement reference and title. All notices must be served by email, and, subject to clause 23.1, may in addition be served by personal delivery or first class recorded post. All notices must be served using the addresses of the relevant Party set out in the Award Letter, or such other address as that Party may from time to time notify to the other Party in accordance with this clause.
	2. Notices under clauses 16 (Force Majeure) and 18 (Termination) must be served by email and personal delivery or recorded delivery in the manner set out in clause 23.1.
	3. Notices served as above shall be deemed served on the Working Day of delivery provided delivery is before 5.00pm on a Working Day. Otherwise delivery shall be deemed to occur on the next Working Day. An email shall be deemed delivered when sent unless an error message is received.
7. **Publicity and Branding**
	1. The Supplier shall not:
		1. make any press announcements or publicise this Agreement or its contents in any way; or
		2. use the Customer's name or brand in any promotion or marketing or announcement of orders,

without the prior written consent of the Customer.

* 1. Each Party acknowledges to the other that nothing in this Agreement either expressly or by implication constitutes an endorsement of any products or services of the other Party (including the Goods) and each Party agrees not to conduct itself in such a way as to imply or express any such approval or endorsement.
1. **Governing Law and Jurisdiction**
	1. The validity, construction and performance of the Agreement, and all contractual and non contractual matters arising out of it, shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.

1. **Execution and Counterparts**
	1. This Agreement may be executed in counterparts, each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same instrument.
	2. Execution of this Agreement may be carried out in accordance with EU Directive 99/93 (Community framework for electronic signatures) and the Electronic Communications Act 2000. In such situation, this Agreement shall be formed on the date on which both Parties have communicated acceptance of its terms on the Customer’s electronic contract management system.

# Annex 2 – Specification and Solution

# Annex 3 - Charges