

ORDER FORM [REDACTED]
Order Form Number: [REDACTED]

Page 1 of 3
Expiration Date: 11 Nov 19



ForgeRock Limited
BS1 4JZ, United Kingdom

60 Queen Square
Bristol
[REDACTED]

Prepared For: [REDACTED] Prepared By: [REDACTED]

BILL TO

Name: Department for Work and Pensions
Address: Caxton House, 6-12 Tothill Street

City: London
State/Province:
Postal/Zip Code: SW1H 9NA
Country: United Kingdom
Bill To Email: [REDACTED]

SHIP TO

Name: Department for Work and Pensions
Address: Children, Retirement and Counter Fraud
Identity & Trust Services
Level 2 Kings Court
80 Hanover Way
City: Sheffield
State/Province:
Postal/Zip Code: S3 7UF
Country: United Kingdom
Ship To Email: [REDACTED]

Please verify the information above, and correct where necessary. Unless otherwise directed, welcome email with support set will be sent to the ship to email provided above

ORDER DETAILS

Training and Deployment Support Services

Start Date	End Date	Product	Product Code	Quantity	Total Price (GBP)
04 Nov 19	03 Nov 20	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
04 Nov 19	03 Nov 20	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Subtotal GBP					126,600.00

Total Amount GBP 126,600.00

ORDER TERMS

[REDACTED]

DISCLAIMER: This Order Form and its content constitute ForgeRock’s proprietary and confidential information and is intended solely for the benefit of the customer identified above. This Order Form may not be reproduced or distributed to any third party. The terms of this Order Form shall not be binding on either party unless signed by both parties. ForgeRock may accept Order Form after the expiry date solely at its discretion.

ForgeRock Inc. All rights reserved.

ORDER FORM [REDACTED]**Order Form Number:** [REDACTED]**Page 2 of 3****Expiration Date:** 11 Nov 19**This Order Form and all the licenses granted hereunder are subject to the terms of:**Mentoring Services Agreement UK found at www.forgerock.com/terms

The parties agree that any terms and/or conditions that may be included on, attached to or referenced in a purchase order that may be referenced in this Order Form or that is provided by Customer with this Order Form are not applicable to this Order Form or to the Agreement

INVOICED ON [REDACTED]

Payment Terms: [REDACTED]

If a PO Number is required, please complete the following (leave blank if not required):

PO Number:**NOTES**

(1) Packaged Services and Training Services are subject to the terms of the Mentoring and Training Terms found at www.forgerock.com/terms

(2) Deployment Support Services are subject to the terms of the attached ForgeRock Deployment Support Services Addendum ("Addendum").

[REDACTED]

SIGNATURE

This Order Form is legally binding upon execution by the authorized representatives from each of the respective parties. Unless otherwise specified herein, this Order Form shall be effective on the last date executed between the parties ("Order Form Effective Date") and is legally binding upon execution by the authorized representative from each of the respective parties

Accepted by ForgeRock Limited**Accepted by** Department for Work and Pensions

Signature: [REDACTED]

Signature: [REDACTED]

Name:[REDACTED]

Name:[REDACTED]

Title:[REDACTED]

Title:[REDACTED]

Date: November 5, 2019

Date:

FORGEROCK DEPLOYMENT SUPPORT SERVICES ADDENDUM

This ForgeRock Deployment Services Addendum ("**Addendum**") is by and between the ForgeRock entity identified on the applicable Order Form ("**ForgeRock**") and the entity that has purchased the Services from ForgeRock or an Authorized Reseller ("**Customer**"). This Addendum is subject to the underlying license agreement between Customer and ForgeRock where Customer has licensed the generally available ForgeRock Software and for which the Services hereunder are being provided ("**Customer Software License**"). This Addendum shall become effective upon the Order Form Effective Date of the Order Form that references this Addendum. Capitalized terms not otherwise defined in this Addendum shall have the meaning set forth in the Customer Software License.

1. Description of Deployment Support Services. The deployment support services are limited to technical consultation or assistance regarding ForgeRock's Software capabilities, and may be further described in an Order Form (the "**Deployment Support Services**"). The Order Form will specify: (a) the number of hours or days of Deployment Support Services that will be made available by ForgeRock ("**Deployment Support Hours**"), (b) the Fees to be paid by Customer; and (c) the period during which those Deployment Support Services may be used by Customer ("**Deployment Support Period**").

2. Deployment Support Hours. Deployment Support Hours must be used during the Deployment Support Period. The Deployment Support Period shall be specified in the Order Form or, if not specified, shall commence on the Order Form Effective Date and continue for a period lasting twelve (12) months thereafter. Deployment Support Hours will be scheduled during the Deployment Support Period based on Customer's project schedule and availability of the applicable ForgeRock resource. Unless otherwise agreed by ForgeRock, Deployment Support Hours are only available Monday through Friday during ForgeRock's regular business hours, excluding holidays and planned vacations for the applicable ForgeRock resource, or as reasonable, taking into account location and resource availability. Any Deployment Support Hours that are not used during the applicable Deployment Support Period will expire and have no further value. Any unused Deployment Support Hours will not be subject to any credit or refund and will not be carried forward.

3. Method of Delivery. ForgeRock will make a resource available, either on-site or remote, to provide the Deployment Support Services. If any Sample Code (as defined below) will be provided as part of the Deployment Support Services, ForgeRock shall make the Sample Code available for download in a nonproduction environment.

4. Travel and Expenses. The Fees for the Deployment Support Services and Deployment Support Hours set forth in the Order Form are exclusive of travel and living expenses. Customer hereby authorizes ForgeRock to incur reasonable travel and living expenses for the Deployment Support Services in accordance with ForgeRock's Travel and Expense Policy ("**T&E Policy**"), which shall be invoiced separately. Travel bookings will be made in accordance with ForgeRock's T&E Policy. Any costs outside the T&E Policy will require prior approval by the parties. A copy of the ForgeRock T&E Policy will be provided to Customer upon request.

5. Conditions and Exclusions. The Deployment Support Services are subject to the following terms, as well as any additional conditions and exclusions set forth in the applicable Order Form:

- a. Customer will designate a point of contact for the Deployment Support Services who will serve as an escalation point for ForgeRock and assist in scheduling and providing Customer resources, as required for ForgeRock to perform the Deployment Support Services.
- b. Customer will provide a non-production workspace, internet connection, access badges, or other access rights required for the ForgeRock resource to perform the Deployment Support Services.
- c. Customer remains responsible for project management. ForgeRock is not responsible for providing management of Customer's projects or implementations as part of the Deployment Support Services, but

may provide recommendations to Customer and keep internal ForgeRock teams informed about Customer's project timelines as part of the Deployment Support Services.

d. Customer or its applicable implementation services provider will remain solely responsible for any testing, development, configuration, implementation or similar steps required for a production environment or commercial deployment of the ForgeRock Software.

e. The Deployment Support Services do not include support services or training services, which must be purchased separately. The Deployment Support Services do not provide a point of contact for support. The first point of contact for support is the ForgeRock ticketing system and regional support escalation number provided separately as part of support services.

f. The Deployment Support Services are provided on a non-exclusive basis. Nothing shall be construed as restricting or limiting ForgeRock from providing the same or similar services to other customers. This Addendum does not limit or restrict either party from entering into agreements or services engagements with any other entities or require either party to limit or restrict the assignment of any of its personnel. Neither party will be restricted with respect to general skills or knowledge acquired by its personnel performing Deployment Support under this Addendum or any ideas, information or understandings retained in their unaided human memory.

6. Sample Code. Any sample code, scripts, connectors, configurations or other materials (collectively, "**Sample Code**") provided by ForgeRock in connection with the Deployment Support Services may be used by Customer solely for purposes of Customer exercising its license to the ForgeRock Software under the Customer Software License and subject to all restrictions therein ("**Purpose**"). Unless otherwise specified by ForgeRock, any Sample Code provided by ForgeRock to Customer in source form as part of the Deployment Support Services may be further modified by Customer as required for the Purpose. Any Sample Code provided by ForgeRock under open source license terms will remain subject to the open source license terms under which it is provided. Customer shall not use or combine any open source software with ForgeRock Software or Documentation in any manner which would subject any ForgeRock Software or Documentation to any open source license terms. Title to and ownership of all ForgeRock Software, Documentation, and Sample Code whether in machine-readable (source, object code or other format) or printed form, and all related technical know-how and all rights therein (including without limitation all Intellectual Property Rights applicable thereto and in all derivative works by whomever produced), are reserved by ForgeRock and its licensors and shall remain the exclusive property thereof. All rights not expressly granted to Customer are reserved by ForgeRock and its licensors.

7. Warranty and Warranty Disclaimers. ForgeRock warrants for the sole benefit of Customer that the Deployment Support Services will be performed by ForgeRock with due care and skill in a professional, workmanlike manner. As ForgeRock's entire liability and Customer's exclusive remedy, if Customer notifies ForgeRock in writing with ten (10) days of completion of the Deployment Support Services, ForgeRock shall re-perform such services at no additional cost to Customer. Except as otherwise expressly set forth herein, ALL DEPLOYMENT SUPPORT SERVICES, RECOMMENDATIONS, REPORTS, SAMPLE CODE AND OTHER INFORMATION AND MATERIALS ARE PROVIDED "AS IS" AND FORGEROCK AND ITS LICENSORS EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, SECURITY, COMPLETENESS, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTY OF NON-INFRINGEMENT. NOTWITHSTANDING ANYTHING TO THE CONTRARY, FORGEROCK SHALL NOT HAVE ANY LIABILITY ARISING OUT OF OR RELATING TO ANY USE, IMPLEMENTATION OR CONFIGURATION OF ANY DEPLOYMENT SUPPORT SERVICES, RECOMMENDATIONS, REPORTS, SAMPLE CODE, OR OTHER INFORMATION OR MATERIALS IN ANY PRODUCTION ENVIRONMENT OR FOR ANY COMMERCIAL DEPLOYMENT. FOR THE AVOIDANCE OF DOUBT, ANY SAMPLE CODE PROVIDED UNDER THIS ADDENDUM IS EXPRESSLY EXCLUDED FROM FORGEROCK'S INDEMNITY OR SUPPORT OBLIGATIONS IN THE CUSTOMER SOFTWARE LICENSE, IF ANY.

Except as expressly provided in this Addendum, the Customer Software License shall remain unmodified and in full force and effect. In the event of any inconsistency or conflict, the provisions of this Addendum shall control with respect to the Deployment Support Services. This Addendum, together with the Customer

Software License and Order Form, constitutes the entire and exclusive agreement between the parties with respect to the subject matter hereof and supersedes any prior agreements between the parties with respect to such subject matter.

FORGEROCK **LIMITED** **CUSTOMER:**

By: [REDACTED]

Name: [REDACTED]

(Print or Type)
Title: [REDACTED]

Date: November 5, 2019

By: [REDACTED]

(Authorized Signature)

Name: [REDACTED]

Title: [REDACTED]

Date: