



DRAFT FRAMEWORK SERVICE CONTRACT - Lots 1-5

CONTRACT NUMBER – To be allocated

European Medicines Agency (hereinafter referred to as "EMA"), which is represented for the purposes of the signature of this contract by Mr Hans-Georg Wagner, Head of Unit for Communications & Networking

of the one part,

and

[official name in full of company and statutory registration number of company]
whose registered address is at [official address in full]

(hereinafter referred to as "the Contractor"), represented for the purposes of the signature of this contract by [name in full and title], a duly authorised officer of the Contractor,

of the other part,

HAVE AGREED

the **Special Conditions** and the **General Conditions** below and the following Annexes:

Annex I – Tender Specifications (Invitation to Tender No [complete] of [complete])

Annex II – Contractor's Tender (No [complete] of [complete])

Annex III – Sample Specific Contract

Annex IV – Service Level Agreement

Annex V – Conditions for Informatics ("IT") Contracts

which form an integral part of this framework contract (hereinafter referred to as "the Contract").

In the event of any conflict herein, the terms set out in the Special Conditions shall take precedence over those in the other parts of the Contract. The terms set out in the General Conditions and Annexes I, III and V shall take precedence over those in Annexes II and IV. The terms set out in the Specific Contracts (as defined below) shall take precedence over those in the Contract. The terms set out in the Tender Specifications (Annex I) shall take precedence over those in the Tender (Annex II).

For the avoidance of doubt, the Contractor acknowledges and agrees that the terms of the Contract shall apply to the exclusion of the Contractor's standard terms and conditions and or any conditions which might be implied by trade custom, practice or other course of dealing.

Subject to the above, the several instruments forming part of the Contract are to be taken as mutually explanatory. Ambiguities or discrepancies within or between such parts shall be explained or rectified by a written instruction issued by EMA, subject to the rights of the Contractor under Article I.7 should it dispute any such instruction.

I – SPECIAL CONDITIONS

ARTICLE I.1 - SUBJECT

- I.1.1.** The subject of the Contract is external service providers for software applications [reference to Lot] (the “Services”).
- I.1.2.** Execution of the Contract imposes no obligation on EMEA to purchase the Services. Only the implementation of the Contract through specific contracts in the form set out as Annex III (“Specific Contract”) is binding for EMEA and authorises implementation of the provision of the Services (“Implementation”).
- I.1.3.** Upon Implementation, the Contractor shall provide the Services in accordance with Annex I.
- I.1.4.** All Specific Contracts giving rise to Implementation of the Contract shall conform to the terms set out herein.
- I.1.5.** The Contract does not confer on the Contractor any exclusive right to provide the Services described in Annex I to EMEA. The Contractor is selected as the [complete e.g. first priority, second priority] contractor of a multiple framework contract.

ARTICLE I.2 – DURATION AND IMPLEMENTATION OF THE CONTRACT

- I.2.1.** The Contract and Specific Contracts shall become effective on the date on which they are signed by the last contracting party (the “Effective Date”).
- I.2.2.** Under no circumstances may Implementation take place before the Effective Date.
- I.2.3.** This Contract is concluded for a period of twenty-four months with effect from the Effective Date. This contractual period and all other periods specified in the Contract are calculated in calendar months unless otherwise indicated. The Contract may be renewed up to twice, each time for a period of execution of the Services of twelve months with the express written agreement of the parties before the expiry of the Contract, indicating the date on which execution of the Services shall start. Renewal does not imply any modification or deferment of existing obligations.
- I.2.4.** The Specific Contracts must become effective before this Contract expires by effluxion of time or is terminated. The Contract shall continue to apply to such Specific Contracts after its expiry or termination, but no later than twelve months.
- I.2.5.** Within two working days of a Request Form for Services being sent by EMEA, the Contractor shall acknowledge its receipt. Within the time period specified in the Request Form, which shall be a maximum of three days, the Contractor shall state whether or not it will make an offer in respect of that request. Should the Contractor be unable to fulfil the Request for Services, the Contractor shall explain this to EMEA within this same time period and EMEA shall be entitled to place a Request Form for Services with the next priority contractor on its framework supplier list. In the event of failure to meet this deadline, the Contractor shall be considered unwilling or unable to provide the Services and any exclusivity granted to the Contractor pursuant to Article I.1.5 shall be suspended forthwith.
- I.2.6.** By the date specified in the Request Form for Services sent by EMEA, the Contractor shall return a duly justified estimate including named resources to be allocated for the execution thereof to the appointed person at EMEA by e-mail. Should the Contractor be unable to meet the request for Services, the Contractor shall explain this to EMEA within the same time period and EMEA shall be entitled to send a Request Form for Services to the next priority

contractor on the list. In the event of failure to meet this deadline, as well as in the case of disagreement on the allocation of resources, the Contractor shall be considered unavailable.

- I.2.7.** All candidates proposed by the Contractor to EMEA must be available for interview at EMEA in the two weeks following the sending of the Curricula Vitae. If the Contractor does not comply with this provision, the Contractor shall be deemed to have not fulfilled the requirements and EMEA shall be entitled to send a Request Form for Services to the next priority contractor on the list.
- I.2.8.** If EMEA accepts a candidate as a result of interviews, EMEA shall send an e-mail to the Contractor indicating that the candidate(s) has been accepted and will request a formal offer from the Contractor.
- I.2.9.** If a candidate(s) is found to be unacceptable to EMEA, EMEA will advise the Contractor by e-mail and will give feedback, wherever possible, on the reasons why the candidate(s) has been rejected. If the final date specified in the Request Form for Services has not yet been reached, EMEA may permit the Contractor to forward more Curricula Vitae for consideration. If the final date specified in the Request Form for Services has been reached, the Contractor shall be deemed to have not fulfilled the requirements and EMEA will forward the Request Form for Services to the next priority Contractor on the list.
- I.2.10.** Within ten working days of a Specific Contract being sent by EMEA, the Contractor shall return it, duly signed and dated. In the event of failure to observe this deadline, the Contractor shall be considered unwilling or unable to provide the Services and any exclusivity granted to the Contractor pursuant to Article I.1.5 shall be suspended forthwith.

ARTICLE I.3 – CONTRACT PRICE

- I.3.1.** The amount payable for the Services shall be as listed in Annex II exclusive of VAT covering all the Services provided (the “Charges”).
- I.3.2. (For Lots 1 and 2 only)** [Subject always to the approval and discretion of EMEA, in addition to the Charges, travel and subsistence expenses may be charged by the Contractor and reimbursed by EMEA in accordance with Article II.21 up to a maximum of EUR [amount in figures].

OR

(For Lots 3, 4 and 5 only) [It is agreed that the Charges include all other expenditure that may be incurred by the Contractor in performance of this Contract, including travel, subsistence or any other related expenses.]

- I.3.3.** The Charges shall be fixed and not subject to revision for Specific Contracts concluded during the first year of performance of the Contract.

From the beginning of the second year of performance of the Contract, the Charges may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by notice served no later than three months before the anniversary of the Effective Date in accordance with Article I.2.1 above. Specific Contracts shall be concluded on the basis of the Charges in force on the date on which they become effective. Such Charges shall not be subject to revision.

This revision shall be determined by the trend in the European Index of Consumer Prices (EICP) published by the Statistical Office of the European Communities in its monthly bulletin under the theme of Economy and Finance: Harmonized Indices of Consumer Prices (<http://epp.eurostat.ec.europa.eu/>)

Revision shall be calculated in accordance with the following formula:

$$A^r = A^o * \frac{I^r}{I^o}$$

Where

A^r	=	revised total amount
A^o	=	total amount in the original tender
I^r	=	index for the month corresponding to the date of receipt of the letter requesting revision of prices
I^o	=	index for the month in which the validity of the tender expires

ARTICLE I.4 – PAYMENT PERIODS AND FORMALITIES

- I.4.1.** Payment of the Charges under the Contract shall be made only if the Contractor has fulfilled all its contractual obligations by the date on which the invoice is correctly submitted. Payment requests may not be made if payments for previous periods have not been executed as a result of default or negligence on the part of the Contractor.
- I.4.2.** Payments shall be made on the basis of an invoice issued by the Contractor and verified by EMEA. Any invoice must give a breakdown of the Charges and, where applicable, a statement of reimbursable expenses in accordance with Article I.3.2. Subject to verification by EMEA, payment shall be made within 45 days of receipt of the invoice.
- I.4.3.** The payment periods for the Charges will be stipulated in the relevant Specific Contracts. EMEA reserves the right to set off any amount owing to it by the Contractor from any amount payable by it to the Contractor.

ARTICLE I.5 – BANK ACCOUNT

Payments shall be made direct to the Contractor's bank account, identified as follows:

Name of bank: [complete]
Address of branch in full: [complete]
Exact designation of account holder: [complete]
Full account number including codes: [complete]
IBAN code: [complete]

ARTICLE I.6 – NOTICE / ADMINISTRATIVE PROVISIONS

Any notice or other communication relating to the Contract shall be made in writing, shall bear the Contract number and shall be sent to the appropriate address or fax number or email address set out below (or such other address, fax number or person as the relevant party may notify to the other). Ordinary mail sent by prepaid, first class post or recorded delivery shall be deemed to have been received by EMEA on the date on which it is registered by the department responsible and indicated below. All email and facsimile communications are deemed received on the working date following transmission. All notices or other communications shall be sent to the following addresses fax numbers or email addresses:

EMEA:

EMEA
Communications & Networking Unit/Project Management Sector
7 Westferry Circus

Canary Wharf
London E14 4HB
UK

Contractor:

Mr/Mrs/Ms [complete]
[Title]
[Company name]
[Official address in full]

ARTICLE I.7– APPLICABLE LAW AND SETTLEMENT OF DISPUTES

- I.7.1.** The Contract shall be governed and construed in accordance with the laws of England & Wales.
- I.7.2.** Failing an amicable settlement, the Court of Justice of the European Communities shall have exclusive jurisdiction in any dispute relating to the performance or the interpretation of the Contract.

ARTICLE I.8 – TERMINATION BY EITHER CONTRACTING PARTY

EMEA may, but the Contractor may not, of its own volition and without being required to pay compensation, terminate the Contract or any Specific Contract by serving nine months' formal prior notice. Should EMEA terminate the Contract, the Contractor shall only be entitled to payment corresponding to the Services which are the subject of valid Specific Contracts before the date termination is notified to become effective ("Termination Date"). On receipt of such notice from EMEA the Contractor shall take all appropriate measures to minimise costs, prevent damage, and cancel or reduce its commitments in relation to EMEA. It shall draw up any documents required by the Contract and its Annexes for the Services provided up to the Termination Date, within a period not exceeding sixty days from the Termination Date.

ARTICLE I.9 – SERVICE LEVEL AGREEMENT

EMEA and the Contractor shall negotiate and sign a Service Level Agreement ("SLA") within four weeks following entry into force of the Contract. The SLA shall be incorporated into the Contract by way of an amendment and shall be deemed to form Annex IV of it from the date of said amendment. Any Specific Contracts implemented prior to incorporation of the SLA shall be provided in accordance with minimum standards to be reasonably expected within the industry in the context of the charges incurred thereby.

The scope of the SLA shall be to clearly define the Contract management procedures and to fix appropriate quality indicators and levels for the provision of Services and for the Contract administration.

II – GENERAL CONDITIONS

ARTICLE II.1 – PERFORMANCE OF THE CONTRACT

- II.1.1.** The Contractor shall perform the Services to the highest professional standards. The Contractor shall have sole responsibility for complying with any legal obligations incumbent on it, notably but not limited to those resulting from employment, tax and social legislation.
- II.1.2.** The Contractor shall have sole responsibility for taking the necessary steps to obtain any permit or licence required for performance of the Services under the laws and regulations in force at the place where the Services are to be provided.

II.1.3. Without prejudice to Article II.3 any reference made to any employee, director or other officer or member of staff of the Contractor (“Contractor’s Staff”) in the Contract shall relate exclusively to individuals involved in the performance of the Services.

II.1.4. The Contractor must ensure that:

II.1.4.1 all of the Contractor’s Staff performing the Contract have the professional qualifications and experience required for the performance of the Services assigned to them; and

II.1.4.2 all of the Contractor’s Staff performing the Contract have read, are familiar with and shall abide by the “Health and Safety Information for Contractors” policy or plan as may be applicable from time to time and which can be obtained from EMEA on written request.

II.1.5. The Contractor shall neither hold itself out as representing EMEA nor behave in any way that would give such an impression. The Contractor shall inform third parties that it does not belong to the European public service.

II.1.6. The Contractor shall have sole responsibility for the Contractor’s Staff who perform the Services assigned to them.

The Contractor shall make provision for the following employment or service relationships with the Contractor’s Staff:

- the Contractor’s Staff performing the Services assigned to the Contractor may not accept orders or instructions direct from EMEA;
- EMEA may not under any circumstances be considered to be the employer of the Contractor’s Staff and the said staff shall undertake if requested by EMEA and as far as they are able not to invoke in respect of EMEA any right arising from the contractual relationship between EMEA and the Contractor.

II.1.7. Notwithstanding the above, the Contractor shall indemnify and hold EMEA harmless against all and any claims, loss, cost or expenses suffered as a consequence of any claim arising from any employee or other member of the Contractor’s staff or any claim, assessment or other levy made by any competent taxation or other governmental agency in connection with the provision of the Services by the Contractor to EMEA and/or the termination thereof (howsoever caused) in relation to, inter alia, the Transfer of Undertakings (Protection of Employment) Regulations 2006, which both parties agree shall apply, or undertake that it shall be deemed to apply, on a termination hereof..

II.1.8. In the event of disruption resulting from the action of a member of the Contractor's Staff working on EMEA’s premises or in the event of the expertise of a member of the Contractor's Staff failing to correspond to the profile required by the Contract, the Contractor shall replace him without delay. EMEA shall have the right to request the replacement of any such member of the Contractor’s Staff, stating its reasons for so doing. Replacement staff must have the necessary qualifications and be capable of performing the Contract under the same contractual conditions. The Contractor shall be responsible for any delay in the execution of the Services assigned to him resulting from the replacement of the Contractor’s Staff in accordance with this Article.

II.1.9. Should any unforeseen event, action or omission directly or indirectly hamper execution of the Services, either partially or totally, the Contractor shall immediately and on its own initiative record it and report it to EMEA. The report shall include a description of the problem and an

indication of the date on which it started and of the remedial action taken by the Contractor to ensure full compliance with its obligations under the Contract. In such event the Contractor shall give priority to solving the problem rather than determining liability.

- II.1.10.** Should the Contractor fail to perform its obligations under the Contract in accordance with the provisions laid down therein, EMEA may - without prejudice to its right to terminate the Contract - reduce or recover payments in proportion to the scale of the failure. In addition, EMEA may impose penalties or liquidated damages provided for in Article II.16.

ARTICLE II.2 – LIABILITY/INDEMNITY

- II.2.1.** EMEA shall not be liable for any claim, loss, cost or expense sustained by the Contractor in performance of the Contract except in the event of wilful misconduct or gross negligence on the part of EMEA.
- II.2.2.** The Contractor shall be liable for any claim, loss (direct or indirect), cost (including legal and other professional fees) or expenses sustained by EMEA but caused by the Contractor in the performance of the Contract, including that arising in the event of subcontracting under Article II.13. EMEA shall not be liable for any act or default on the part of the Contractor in performance of the Contract.
- II.2.3.** The Contractor shall indemnify and hold EMEA harmless from all such claims, losses, costs and expenses incurred or paid by EMEA, pursuant to Article II.2.2 above and further provide compensation in the event of any action, claim or proceeding brought against EMEA by a third party which requires EMEA to devote management time thereto.
- II.2.4.** In the event of any action brought by a third party against EMEA in connection with performance of the Contract which does not fall within Articles II.2.2 and II.2.3 above, the Contractor shall assist EMEA. Expenditure incurred by the Contractor to this end may be borne by EMEA at its sole discretion.
- II.2.5.** The Contractor shall take out and maintain for the duration of the Contract insurance against all normal business risks and damage relating to performance of the Contract including but not limited to Employer's Liability Insurance (if applicable) and Public Liability Insurance, both to a minimum cover of £5,000,000.00 or the equivalent in Euros. If required by the relevant applicable legislation, the Contractor shall take out supplementary insurance as reasonably required in accordance with reasonably prudent practices in its industry. A copy of all the relevant insurance contracts shall be sent to EMEA should it so request.

ARTICLE II.3 - CONFLICTS OF INTEREST

- II.3.1.** The Contractor shall take all necessary measures to prevent any situation that could compromise the impartial and objective performance of the Contract. Such conflicts of interest could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest. Any conflicts of interest which could arise during performance of the Contract must be notified to EMEA in writing without delay. In the event of any such conflict, the Contractor shall immediately take all necessary steps to resolve it.

EMEA reserves the right to verify that such measures are adequate and may require additional measures to be taken, if necessary, within a time limit which it shall set. The Contractor shall ensure that the Contractor's Staff are not placed in a situation which could give rise to conflicts of interest. Without prejudice to Article II.1 the Contractor shall replace, immediately and without compensation from EMEA, any member of the Contractor's Staff exposed to such a situation.

II.3.2. The Contractor shall abstain from entering into any contract likely to compromise its independence.

II.3.3. The Contractor declares:

- that it has not made and will not make any offer or agreement with any third party of any type whatsoever from which an advantage can be derived under the Contract,
- that it has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain, and has not accepted and will not accept, any advantage, financial or in kind, to or from any third party whatsoever, where such advantage constitutes an illegal practice or involves corruption, either directly or indirectly, inasmuch as it is an incentive or reward relating to performance of the Contract.

II.3.4. The Contractor shall pass on all the relevant obligations in writing to the Contractor's Staff as well as to third parties involved in performance of the Contract. A copy of the instructions given and the undertakings made in this respect shall be sent to EMEA should it so request.

ARTICLE II.4 – PAYMENTS

II.4.1. Not applicable.

II.4.2. Not applicable.

II.4.3. Not applicable.

II.4.4. If any reports to be submitted by the Contractor are a condition for payment, on receipt EMEA shall have the following time for approval of such reports:

- a) 20 calendar days for straightforward contracts relating to Services;
- b) 60 calendar days for contracts involving technical Services, which are particularly complex to evaluate.

EMEA may either approve the report, with or without comments or reservations, or suspend such time period and request additional information, or reject the report and request a new report. If EMEA does not react within the above time limits, the report shall be deemed to have been approved. Approval of the report does not imply recognition either of its regularity or of the authenticity, completeness or correctness of the declarations or information enclosed. Any new report requested shall be subject to the above provisions.

ARTICLE II.5 – GENERAL PROVISIONS CONCERNING PAYMENTS

II.5.1. Payments shall be deemed to have been made on the date on which EMEA's account is debited.

II.5.2. The payment period referred to in Article I.4 may be suspended by EMEA at any time if it informs the Contractor that its invoice is incorrect, either because the amount is not due or because the necessary supporting documents have not been properly produced. In case of doubt on the eligibility of the expenditure indicated in the payment request, EMEA may suspend the time limit for payment for the purpose of further verification, including an on-the-spot check, in order to ascertain, prior to payment, that the expenditure is eligible.

EMEA shall notify the Contractor accordingly by registered letter with acknowledgment of receipt or equivalent. Suspension shall take effect from the date of dispatch of the letter. The remainder of the period referred to in Article I.4 shall begin to run again once the suspension has been lifted.

II.5.3. In the event of late payment the Contractor shall be entitled to interest, provided that the calculated interest exceeds EUR 200. In case interest does not exceed EUR 200, the Contractor may claim interest within two months of receiving the payment. Interest shall be calculated at the rate applied by the European Central Bank to its most recent main refinancing operations (“*the reference rate*”) plus seven percentage points (“*the margin*”). The reference rate in force on the first day of the month in which the payment is due shall apply. Such interest rate is published in the C series of the Official Journal of the European Union. Interest shall be payable for the period elapsing from the calendar day following expiry of the time limit for payment up to the day of payment. Suspension of payment by EMEA may not be deemed to constitute late payment.

ARTICLE II.6 – RECOVERY

II.6.1. If total payments made exceed the amount actually due under the Contract or if recovery is justified in accordance with the terms of the Contract, the Contractor shall reimburse the appropriate amount on receipt of the debit note, in the manner and within the time limits set by EMEA.

II.6.2. In the event of failure to pay by the deadline specified in the request for reimbursement, the sum due shall bear interest at the rate indicated in Article II.5.3. Interest shall be payable from the calendar day following the due date up to the calendar day on which the debt is repaid in full.

II.6.3. EMEA may, after informing the Contractor, recover amounts established as certain, of a fixed amount and due by offsetting, in cases where the Contractor also has a claim on the Communities that is certain, of a fixed amount and due. EMEA may also claim against any guarantee, where provided for.

ARTICLE II.7 – DATA PROTECTION

The parties shall, and the Contractor shall procure that all its sub-contractors shall, comply at all times with the Regulation (EC) No 45/2001, Data Protection Act 1998, the Data Protection Directive (95/46/EC), the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive (2002/58/EC), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003) and all applicable laws and regulations relating to the processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner (the “Data Protection Legislation”) and shall not perform their obligations under the Contract in such a way as to cause either party to breach any of its obligations under the Data Protection Legislation. The Contractor shall immediately notify the EMEA in the event that it becomes aware of any breach of the Data Protection Legislation by it or any of its sub-contractors in connection with the Contract.

ARTICLE II.8 – OWNERSHIP OF INTELLECTUAL PROPERTY RIGHTS

II.9.1. Any database rights, copyright, trademarks, trade names, domain names, designs or patents (whether registered or unregistered) including but not limited to, all other intellectual or industrial property rights such as know-how, trade secrets and goodwill (the “Intellectual Property Rights”), arising, or created by the Contractor, in the performance of the Contract, shall be owned solely by EMEA, which may use, publish, assign or transfer them as it sees fit, without geographical or other limitation.

II.9.2. Where Intellectual Property Rights exist prior to the Contract being entered into and are utilised in the provision of, and ongoing benefit of, the Services the Contractor shall, or shall procure that any third party owner of said Intellectual Property Rights shall, grant to EMEA a perpetual, royalty free licence in connection therewith.

- II.9.3.** The Contractor shall execute any documents and do all things necessary to vest the Intellectual Property Rights, referred to in Article II.8.1 above, in the ownership of EMEA as may be requested by EMEA from time to time.
- II.9.4.** The Contractor represents and warrants that the Intellectual Property Rights arising, or utilised, in accordance with Articles II.8.1-2 are or shall be original and will not infringe any Intellectual Property Rights owned by any third party (including, but without limitation to, all moral rights).
- II.9.5.** The Contractor shall indemnify and hold EMEA harmless from all claims and all direct, indirect or consequential liabilities (including loss of profits, loss of business, depletion of goodwill and similar losses), costs, proceedings, damages and expenses (including legal and other professional fees and expenses) awarded against, or incurred or paid by, EMEA as a result of or in connection with any alleged or actual infringement, whether or not under English law, of any third party's Intellectual Property Rights or other rights arising out of the use or supply of the Services.

ARTICLE II.9 – CONFIDENTIALITY

- II.9.1.** In this Article, “Information” shall include any information intentionally or unintentionally provided directly or indirectly by either EMEA or the Contractor to the other in oral or documentary form or by way of electronically accessible media or other tangible form or by demonstrations and whether created or arising in connection with the Services or existing before, on or after the date of the Contract.
- II.9.2.** In this Article, “Confidential Information” shall mean:
- (a) in respect of Information provided in documentary or by way of a presentation or in other tangible form, Information which at the time of provision is marked or otherwise designated to show expressly or is created or arises as a consequence of the provision of the Services or by necessary implication that it is imparted in confidence; and
 - (b) in respect of Information that is imparted orally, any information that EMEA or its representatives informed at the time of disclosure was imparted in confidence; and
 - (c) in respect of Confidential Information imparted orally, any note or record of the disclosure; and
 - (d) any copy of any of the foregoing; and
 - (e) the fact that Services are being provided hereunder.

II.9.3. The Contractor undertakes to treat in the strictest confidence and not make use of or divulge or disclose to any third parties any Confidential Information. The Contractor shall continue to be bound by this undertaking after the termination or expiry of this Contract.

II.9.4. The Contractor shall obtain from each member of the Contractor’s Staff an undertaking that they will respect the confidentiality of any of the Confidential Information and that they will not divulge or disclose to any third parties or use for their own benefit or that of any third party any Confidential Information not available publicly, even after termination or expiry of this Contract.

ARTICLE I0.11 - USE, DISTRIBUTION AND PUBLICATION OF INFORMATION

- II.10.1.** The Contractor shall authorise EMEA to process, use, distribute and publish, for whatever purpose, by whatever means and on whatever medium, any data contained in or relating to the Contract, in particular the identity of the Contractor, the subject matter, the duration, the amount paid and any Confidential Information (as defined in Article II.9 above).
- II.10.2.** Unless otherwise provided by the Special Conditions, EMEA shall not be required to distribute or publish the Confidential Information supplied in performance of the Contract. If it decides not to publish the documents or information supplied, the Contractor may not have them distributed or published elsewhere without prior written authorisation from EMEA.
- II.10.3.** Any distribution or publication of information relating to the Contract by the Contractor shall require prior written authorisation from EMEA and shall mention the amount paid by EMEA. It shall state that the opinions expressed are those of the Contractor only and do not represent EMEA's official position.
- II.10.4.** The use of Confidential Information obtained by the Contractor in the course of the Contract for purposes other than its performance shall be forbidden, unless EMEA has specifically given prior written authorisation to the contrary.

ARTICLE II. 11 – TAXATION

- II.11.1.** The Contractor shall have sole responsibility for compliance with the tax laws which apply to it. Failure to comply shall render the relevant invoices invalid.
- II.11.2.** The Contractor recognises that EMEA is, as a rule, exempt from all taxes and duties, and in certain circumstances is entitled to a refund for indirect tax incurred such as value added tax (VAT), pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities.
- II.11.3.** The Contractor shall accordingly complete the necessary formalities with the relevant authorities to ensure that the goods and Services required for performance of the Contract are exempt from taxes and duties, including VAT (if applicable).
- II.11.4.** Invoices presented by the Contractor shall indicate its place of taxation for VAT purposes and shall specify separately the amounts not including VAT and the amounts including VAT.

ARTICLE II.12 – FORCE MAJEURE

- II.12.1.** Force majeure shall mean any unforeseeable and exceptional situation or event beyond the control of the contracting parties including acts of terrorism which prevents either of them from performing any of their obligations under the Contract, was not due to error or negligence on their part or on the part of a subcontractor, and could not have been avoided by the exercise of due diligence. Defects in equipment or material or delays in making it available, labour disputes, strikes or financial problems cannot be invoked as force majeure unless they stem directly from a relevant case of force majeure.
- II.12.2.** Without prejudice to the provisions of Article II.1.9, if either party is faced with force majeure, it shall notify the other party without delay by registered letter with acknowledgment of receipt or equivalent, stating the nature, likely duration and foreseeable effects.
- II.12.3.** Neither party shall be held in breach of its contractual obligations if it has been prevented from performing them by force majeure. Where the Contractor is unable to perform its contractual obligations owing to force majeure, it shall have the right to remuneration only for Services actually executed.

II.12.4. The contracting parties shall take all necessary measures to reduce damage to a minimum including the right of EMEA to terminate and retain new suppliers.

ARTICLE II.13 – SUBCONTRACTING

II.13.1. The Contractor shall not subcontract the performance of the Services without prior written consent from EMEA nor cause the Contract to be performed in fact by third parties.

II.13.2. Even where EMEA authorises the Contractor to subcontract to third parties, the Contractor shall remain bound by its obligations to EMEA under the Contract and shall guarantee the provision of the Services and be liable for the proper performance of the Contract as if it were performing the Services itself.

II.13.3. The Contractor shall ensure that the subcontracting of its obligations does not affect rights and guarantees to which EMEA is entitled by virtue of the Contract and agrees to indemnify EMEA against any claim, loss, cost and expenses sustained by EMEA as a consequence thereof.

ARTICLE II.14 – ASSIGNMENT

II.14.1. The Contractor shall not assign the rights and obligations arising from the Contract, in whole or in part, without prior written consent from EMEA.

II.14.2. In the absence of the authorisation referred to in II.14.1 above, or in the event of failure to observe the terms thereof, assignment by the Contractor shall be void against and shall have no effect on EMEA.

ARTICLE II.15 – TERMINATION BY EMEA

II.15.1. Notwithstanding any other term of this Contract, EMEA may terminate the Contract forthwith in the following circumstances:

- (a) where the Contractor is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986, is being wound up, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or is in any analogous situation arising from a similar procedure provided for in national legislation or regulations applicable to the Contractor;
- (b) where the Contractor is an individual, he has been convicted of a criminal offence by a judgement which has the force of *res judicata* (other than minor road traffic offences which do not affect the provision of the Services);
- (c) where the Contractor has been sanctioned for professional misconduct proven by any means which the sanctioning authority can reasonably justify;
- (d) where EMEA has evidence or seriously suspects the Contractor or any related entity or person of fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to EMEA's financial and/or reputational interests;
- (e) where EMEA has evidence or seriously suspects the Contractor or any related entity or person, of substantial errors, irregularities or fraud in the award procedure or the performance of the Contract;
- (f) where the Contractor was guilty of misrepresentation in supplying the information in the Contractor's Tender or required by EMEA as a condition of entering into the Contract or failed to supply this information;

- (g) where there is a change of control of the Contractor and or any holding company of the Contractor whereby EMEA (acting reasonably at all times) considers there is a material detriment to its financial situation or its ability to carry out its functions in the way expected of it. In this clause (f), control means the ability to direct the affairs of another, whether by way of contract, ownership of shares or otherwise howsoever;
- (h) where the Contractor has not fulfilled obligations relating to the payment of social security contributions or the payment of taxes, whether or not in connection with the Contractor's Staff, in accordance with the legal provisions of the country in which it is established or with those of the country applicable to the Contract or those of the country where the Contract is to be performed;
- (i) where the Contractor is in breach of any obligations under Articles II.3 and II.9;

II.15.2. Notwithstanding any other term of this Contract, EMEA may terminate the contract forthwith in the following circumstances:

- (a) where a change in the Contractor's legal, financial, technical or organisational situation could, in EMEA's reasonable opinion, have a significant effect on the performance of the Contract;
- (b) where provision of the Services has not actually commenced within three months of the date agreed, and the new date proposed, if any, is considered unacceptable by EMEA;
- (c) where the Contractor is unable, through its own fault, to obtain any permit or licence required for performance of the Contract;
- (d) where the Contractor is in breach of any other obligations hereunder;

PROVIDED the Contractor fails to remedy said breach, only after receiving formal notice in writing to remedy said breach which specifies the nature of the alleged breach and gives the Contractor the opportunity to remedy the breach within a reasonable period following receipt of the formal notice but in any event not exceeding 14 days.

II.15.3. In case of force majeure, notified in accordance with Article II.12, either contracting party may terminate the Contract at any time, where performance thereof cannot be ensured for a period corresponding to at least one fifth of the period laid down in Article I.2.3 immediately following the event amounting to force majeure occurring.

II.15.4. Prior to termination under point a), b), c) or d) of Article II.15.2, the Contractor shall be given the opportunity to submit its observations.

II.15.5. Termination shall take effect on the date on which a notice with pro-forma acknowledgment of receipt attached terminating the Contract is received by the Contractor, or on any other date indicated in the notice.

II.15.6. Consequences of termination:

In the event of EMEA terminating the Contract in accordance with this Article and without prejudice to any other measures provided for in the Contract, the Contractor shall waive any claim for consequential damages, including any loss of anticipated profits for uncompleted work. On receipt of the letter terminating the Contract, the Contractor shall take all appropriate measures to minimise costs, prevent damage, and cancel or reduce its commitments. The Contractor shall draw up any documents required by the Special Conditions for the Services already performed up to the date on which termination takes effect, within a period not exceeding sixty days from that date.

EMEA may claim compensation for any damage suffered and recover any sums paid to the Contractor under the Contract.

On termination EMEA may engage any other contractor to provide the Services. EMEA shall be entitled to claim from the Contractor all extra costs incurred in making good and completing the Services, without prejudice to any other rights or guarantees it has under the Contract.

ARTICLE II.15a – SUBSTANTIAL ERRORS, IRREGULARITIES AND FRAUD ATTRIBUTABLE TO THE CONTRACTOR

Where, after the award of the Contract, the award procedure or the performance of the Contract prove to have been subject to substantial errors, irregularities or fraud, and where such errors, irregularities or fraud are attributable to the Contractor, EMEA may refuse to make payments, may recover amounts already paid or may terminate all contracts concluded with the Contractor, in proportion to the seriousness of the errors, irregularities or fraud.

ARTICLE II.16 – LIQUIDATED DAMAGES

Should the Contractor fail to perform its obligations under the Contract within the time limits set by the Contract, then, without prejudice to the Contractor's actual or potential liability incurred in relation to the Contract or to EMEA's right to terminate the Contract, EMEA may decide to impose liquidated damages of 0.2% of the amount specified in the relevant Specific Contract per calendar day of delay. The Contractor may submit arguments against this decision within thirty days of notification by registered letter with acknowledgement of receipt or equivalent. In the absence of reaction on its part or of written withdrawal by EMEA within thirty days of the receipt of such arguments, the decision imposing the liquidated damages shall become enforceable. These liquidated damages shall not be imposed where there is provision for interest for late completion. EMEA and the Contractor expressly acknowledge and agree that any sums payable under this Article are in the nature of liquidated damages and not penalties, and represent a reasonable estimate of fair compensation for the losses that may be reasonably anticipated from such failure to perform obligations.

ARTICLE II.17 – ACCESS, INSPECTION AND AUDITS

II.17.1. The Contractor, during the currency of the Contract shall, or shall procure that its subcontractors shall gather, compile, correlate, collect and otherwise maintain all relevant accounts, records, books and other information in documentary form or on easily accessible electronic media (“Records”), arising in connection with the performance of the Contract.

II.17.2. In accordance with EMEA’s Financial Regulation, the European Court of Auditors shall be entitled upon reasonable notice to access, inspect and audit the Records held by the Contractor in connection with the performance of the Contract up to five years after the last payment is made to the Contractor by EMEA.

II.17.3. EMEA or an outside body of its choice shall have the same rights as the European Court of Auditors for the purpose of access, inspection and audit of the Records in accordance with Article II.17.2 above.

II.17.4. In addition, the Contractor acknowledges that the European Anti Fraud Office may carry out on-the-spot checks and inspections in accordance with Council Regulation (Euratom, EC) No 2185/96 and Parliament and Council Regulation (EC) No 1073/1999 and agrees to submit thereto.

ARTICLE II.18 – CANCELLATION OF SPECIFIC CONTRACTS

Where execution of a Specific Contract has not actually commenced within three months of the date foreseen for the commencement of execution and the new date proposed, if any, is considered unacceptable by EMEA, EMEA may cancel such Specific Contract with no prior notice. Cancellation shall take effect from the day after the day on which the Contractor receives a registered letter with acknowledgement of receipt or equivalent.

EMEA may cancel a Specific Contract at any time during execution thereof on the grounds and under the conditions set out in Article II.15 with respect to the part still outstanding. The Contractor shall accept, as the aggregate liability of EMEA, payment of the price of the Services provided by it as at the effective date of cancellation.

ARTICLE II.19 – WHOLE AGREEMENT AND AMENDMENTS

This Contract (together with any documents referred to herein and any Specific Contract issued hereunder) constitutes the whole agreement between the parties hereto relating to its subject matter and no variations or amendments to the Contract shall be effective unless the subject of a written agreement concluded by the contracting parties. An oral agreement shall not be binding on the contracting parties.

ARTICLE II.20 – SUSPENSION OF THE CONTRACT

Without prejudice to EMEA's right to terminate the Contract, EMEA may at any time and for any reason suspend provision of the Services under the Contract or any part thereof. Suspension shall take effect on the day the Contractor receives notification by registered letter with acknowledgment of receipt or equivalent, or at a later date where the notification so provides. EMEA may at any time following suspension give notice to the Contractor to resume the Services suspended. The Contractor shall not be entitled to claim compensation on account of suspension of the Contract or of part thereof.

ARTICLE II.21 – REIMBURSEMENTS

[NOT APPLICABLE (**Lots 3, 4 and 5 only**)]

OR

(For Lots 1 and 2 only)

II.21.1 Where provided by the Special Conditions or by Annex I, EMEA shall reimburse the expenses which are directly connected with provision of the Services in accordance with EMEA's expenses policy from time to time in force or as follows on production of original supporting documents, including receipts and used tickets.

II.21.2 Travel and subsistence expenses shall be reimbursed, where appropriate, on the basis of the shortest itinerary.

II.21.3 Unless otherwise specified in the Special Conditions, travel expenses shall be reimbursed as follows:

Air:

Economy class fare or business class fare when the cost is not substantially more and allows more flexibility, by the most direct route.

Train

First class return train travel.

Car:

Reimbursement for the use of a private car to drive to the airport when the distance between the Contractor's work place and the airport is more than 30km. Reimbursement will be

granted at a rate of GBP 0.20 per km and no other costs will be taken into account (e.g. car parking).

II.21.4. Subsistence expenses shall be reimbursed on the basis of a daily allowance, as follows:

EUR 108 for the first day's attendance at EMEA and EUR 75 for each subsequent day's attendance, to cover meals and all local transport (including return transport from the airport.)

II.21.5. Hotel expenses shall be reimbursed as follows:

Apart from the special rates EMEA has negotiated with selected hotels (list available on request) and reserved through EMEA, hotel bills will be reimbursed up to a ceiling of GBP 140 per night, including breakfast and VAT.

Reimbursement of accommodation expenses for one night prior to and after attendance at EMEA is allowed when the departure time from the airport or railway station is before 08h00 and when the arrival time at the airport or railway station is after 23h00.

For business trips longer than 12 hours, one night's accommodation may be reimbursed on request. The duration of the trip is calculated from the time of departure of the means of transport used to the time of return to the Contractor's work place.

The return journey has to commence in case of travel by air no more than 3½ hours after the end of attendance at EMEA and in case of travel by any other means of transport, no more than two hours after the end of attendance at EMEA.

In the case of flight or train cancellations due to unforeseen circumstances, one night's accommodation may be reimbursed upon request, subject to justification, where the carrier offers no suitable alternative arrangements.

Reimbursement of expenses under point II.21.3 applies to Contractors whose offices are more than 50 miles (80km) from EMEA. For Contractors whose offices lie at less than 50 miles, hotel expenses will be reimbursed under point II.21.5 where an overnight stay in London is necessary.]

SIGNATURES

For the Contractor,
[Company name/forename/surname/title]

For EMEA,
Mr Hans-Georg Wagner, Head of Unit,
Communications & Networking

Signature[s]: _____

Signature:_____

Done at [place], [date]

Done at London, [date]

In duplicate in English.

Annex II – Contractor’s Tender (No [complete] of [complete])

Annex III – Sample Specific Contract

European Medicines Agency (hereinafter referred to as "EMA"), which is represented for the purposes of the signature of this Specific Contract by Mr Hans-Georg Wagner, Head of Unit, Communications & Networking

of the one part,

and

[official name in full of company]
whose registered address is at [official address in full]

(hereinafter referred to as "the Contractor"), represented for the purposes of the signature of this specific contract by [name in full and title], a duly authorised officer of the Contractor

of the other part,

HAVE AGREED

the following Specific Contract and the following Annexes:

Annex I – Request Form for Services

Annex II – Contractor's Response to the Request Form

Annex III - Deliverables

[Other Annexes]

which form an integral part of this specific contract (the "Specific Contract").

This Specific Contract implements the framework contract no. [complete] and its Annexes signed by EMA and the Contractor on [complete date] [and renewed/amended on complete date] (the "Framework Contract").

For the avoidance of doubt, the Contractor acknowledges and agrees that the terms of the Specific Contract and Framework Contract shall apply to the exclusion of the Contractor's standard terms and conditions.

ARTICLE I.1 - SUBJECT

- I.1.1.** The subject of this Specific Contract is [short description of subject] (the "Services"). [*This Specific Contract relates to Lot [complete] of the Framework Contract.*]
- I.1.2.** The Contractor undertakes, on the terms set out in the Framework Contract, this Specific Contract and its Annexes, to provide the Services in accordance with the Request Form (Annex I) and the Contractor's Response to the Request Form (Annex II) which shall result in the specified deliverables (Annex III).

ARTICLE I.2 - DURATION

- I.2.1.** This Specific Contract shall become effective [on the date on which it is signed by the last contracting party] OR [on specific date]. Provision of the Services shall start from [date of entry into force of this Specific Contract] [indicate other date] (“Implementation”).
- I.2.2.** Implementation of this Specific Contract may under no circumstances begin before the date on which the Specific Contract becomes effective.
- I.2.3.** The duration of the Services shall not exceed [specify duration]. The period allowed for the provision of the Services may be extended only with the express written consent of EMEA before such period elapses.

ARTICLE I.3 – PRICE

The total Charges to be paid by EMEA under the Specific Contract shall be [EUR] [GBP] exclusive of VAT covering all the Services provided.

Payment shall be made [insert payment terms here: in advance/arrears/monthly/other option to complete].

ARTICLE I.4 – AMENDMENTS

No amendment to this Specific Contract shall be effective unless the subject of a written amendment executed by all parties. An oral agreement shall not be binding on either party.

SIGNATURES

For the Contractor,
[Company name/forename/surname/title]

For EMEA,
Mr Hans-Georg Wagner, Head of Unit for
Communications and Networking

Signature[s]: _____

Signature: _____

Done at [place], [date]
In duplicate in English.

Done at London, [date]