



SERVICES AGREEMENT

THIS SERVICES AGREEMENT is made the ____ day of _____ 20__ (the "Effective Date")

BY AND BETWEEN:

(1)

Ministry: NATIONAL SECURITY

Department: HEADQUARTERS

Address: Global House, 43 Church Street,
Hamilton, Bermuda HM 12

Mailing Address: P.O. Box HM 1364, Hamilton, HMFx, Bermuda

(hereinafter called the "Government") of the one part; and

(2) The supplier as identified and set out in Schedule A (hereinafter referred to as the "Supplier" or "you") of the other part.

The Government and you are individually referred to as a "party" and collectively as the "parties".

This Agreement including the Schedule and Appendix sets out the terms and conditions upon which you will provide services to the Government.

SCHEDULE A

STATEMENT OF WORKS

This Schedule is incorporated into the Agreement. Capitalized terms used but not defined in this Schedule will have the meanings given to them in the Agreement. If a term in this Schedule conflicts with a term in the Agreement, the provisions of this Schedule will prevail to the extent of such conflict. References in this Schedule to Sections and Exhibits will refer to the Sections and Exhibits of this Schedule unless otherwise noted.

1. Supplier Name and Contact Information:

Supplier:

Address:

Tel:

Mobile Tel No:

Email:



2. Term and Termination

2.1 This Agreement shall be effective on the Effective Date. The Services shall commence on the Commencement Date and continue until the Completion Date, whereupon this Agreement shall end and expire unless terminated earlier in accordance with its terms.

Commencement Date: _____

Completion Date: _____

Termination Notice Period: 30 days prior written notice

2.2 In the event that Services are provided to the Government beyond the Completion Date of this Agreement, the terms and conditions of this Agreement shall continue on a day-to-day basis terminable without cause upon 24 hours prior written notice by either party to the other.

3 Fee

3.1 The Government will compensate you the Fee for the Services subject to this schedule, Appendix 1 and the General Terms and Conditions and all such amounts are to be paid in arrears, unless otherwise stated:

Rate	Fee
You will be paid the following for the Services:	BMD\$_____ monthly in arrears
Total	BMD\$

3.2 The Fee will be subject to deductions by law in the event that you have not registered as a service provider with the relevant Government department.

3.3 The Fee will be subject to further deductions for the following reasons:

- a) where there has been an overpayment to you for any reason;
- b) if you, or a Representative, has not delivered any part of a Service;
- c) where the Government has suffered loss by your failure to follow instructions or exercise due diligence;
- d) if you cause damage to Government’s property (including software), the value of replacement or repair of the damaged property (including damage to any software or Government systems by intrusion of viruses or malware as a result of your errors or omissions) shall be deducted from the Fee;
- e) if you leave or terminate this Agreement without giving the required notice, the value of the Fee for the notice period may be deducted;
- f) when you no longer provide Services to the Government, there will be a deduction of any overpayments or advances of payment taken in excess of the Fee; and
- g) where you have outstanding payroll taxes or social insurance contributions.

4 Insurance

If required by the Government, you shall acquire the Insurance Policies in the amount as set out below, subject to the insurance section of the General Terms and Conditions:

Insurance coverage	Minimum Coverage Amount
Professional Liability	BMD\$1,000,000



5 Expenses

- 5.1 Any Expenses (as defined below) associated with the Services (defined below), in addition to the Fees (as defined below), shall be those Fees and Expenses associated with providing the Services in accordance with this Agreement.
- 5.2 If applicable, while performing the Services in or from Bermuda, the Representative may require accommodation in connection with the provision of Services. In the event that accommodation is required, the Government may assist you or the Representative in acquiring accommodation but the Government shall not be liable to pay for such accommodation. You shall be liable for all Expenses and utility fees (including water, telephone and other charges) incurred by residing or otherwise staying at a property of your own choosing. You agree to abide by the rules and regulations of the property owner and you shall indemnify the Government against any losses the property owner may suffer as a result of your or the Representative, residing or staying at that property.
- 5.3 You are not allowed to incur Expenses associated with the provision of the Services without having received prior written consent from the Government.
- 5.4 If prior approved, all air travel shall be at economy class, unless otherwise agreed in writing. You, the Representative, and any other person engaged by you, are not permitted to incur additional expense, costs or charges without the prior written consent of the Government.
- 5.5 Approved Expenses shall be paid in accordance with this Agreement.

6 Taxes

- 6.1 You shall be responsible to register with the appropriate Government Department and to pay for all taxes associated with the provision of Services, including but not limited to payroll tax or social insurance (“Taxes”) and you consent to the Government deducting due or outstanding Taxes from the Fee on your behalf, at the Government’s option.
- 6.2 Your tax information:

Payroll Tax No	Social Insurance No.

- 6.3 In the event that the Government has not made deductions on your behalf, you shall provide to the Government proof of payment of amounts due to the Government such as any Taxes and all other receivables to the Government, prior to you receiving your final payment.

7 Invoicing Terms

- 7.1 You shall provide a monthly invoice for the Services as set forth herein, with supporting documentation and itemizing the following:
 - a) Your name, invoice date and invoice number;
 - b) Change Order number, if applicable;
 - c) Details of Services performed;
 - d) Time and services rendered in hourly (or less than daily) increments with sufficient detail to determine appropriate expenditure of hourly efforts;
 - e) Other supporting documentation (including copies of any invoices or receipts for reimbursable expenditures as provided for herein);
 - f) Mailing address and the person to whom payment is to be sent or the banking institution and full account information for payment by wire transfer (unless such information has previously been provided to the Government); and
 - g) Telephone number, fax number and e-mail address.



- 7.2 Government shall pay all fees and/or undisputed invoices **60 days in arrears**. The Government may dispute an invoice within **60 days of receipt**, however, the Government reserves the right to dispute payments made on an invoice at any time if it suspects fraud or willful misconduct on your part ("**Faults**"). In the event that any Faults are discovered in relation to payments made to you, the Government reserves the right to recover such payments from you, at your cost (which shall include all legal and collection fees and expenses) or to set off any disputed amounts against unpaid invoices.
- 7.3 Your failure to timely submit a proper invoice as set forth in this section may result in a delay in payment by Government. No interest shall be paid with regard to any late payment to you or your Representatives resulting from your failure to submit a proper invoice or otherwise comply with the terms of this section. You agree that the Government is not responsible, nor will it be liable to you or under law or equity for any and all expenses that you or your Representative's may incur resulting from any delays in payment caused by your failure to comply with the terms of this Agreement.
- 7.4 Government reserves the right to refuse to pay an invoice in the event that the invoice is presented 6 months after the time when it should have been presented for payment.

IN WITNESS WHEREOF, the parties, or their authorized representatives, have read and agree to the terms and conditions of this Agreement on the Effective Date.

SIGNED by a duly authorised officer for and on behalf of the Government	Signature:
	Print Name:
	Title:
SIGNED by the Supplier or a duly authorised officer/representative for and on behalf of the Supplier	Signature:
	Print Name:
	Title:



GENERAL TERMS AND CONDITIONS

IN CONSIDERATION of the premises and mutual promises in this Agreement the parties, intending to be legally bound, agree as follows:

That in this Agreement, capitalized terms have the respective meanings referred to in this Agreement, words by their context importing the plural shall include the singular and vice versa, references to either gender includes any other gender or a neutral entity where appropriate, and a reference to any statute or regulation or law means as amended from time to time and include any successor legislation, regulations or laws. Where the contexts requires, the word “Supplier” shall include the word “you” and vice versa.

1 Definitions

In this Agreement unless the context otherwise requires, the expressions set forth below have the following meanings in the Schedule or the Appendix hereto:

“**Agreement**” means this Services Agreement and includes these General Terms and Conditions, Schedule A, the Appendix or annexes attached in accordance with the obligations or deliverables under this Agreement;

“**Appendix 1**” contains the objective, instructions or other information related to the provision of the Services not contained in Schedule A;

“**Business Days**” means Monday to Friday between 9am – 5pm in Bermuda;

“**Claims**” means any written or oral claims, actions or demands for money (including taxes or penalties) or services or for any allegation of a breach in rendering or failure to render any Services performed or which ought to have been performed. Claims also includes patent, trade secret, copyright, or other intellectual property right claims, claims connected to Equipment, costs, penalties, fees and expenses (including legal and professional fees, charges or expenses);

“**Commencement Date**” means the date of the commencement of the Services as set out in Schedule A;

“**Completion Date**” means the date of the completion of the Services as set out in Schedule A;

“**Confidential Information**” means the terms of this Agreement as well as any information or

Data disclosed to you which (i) if in tangible form, is marked clearly as proprietary or confidential, (ii) if oral, is identified as proprietary, confidential, or private on disclosure or (iii) any other information which is not in the public domain, which upon receipt by the Government should reasonably be understood to be confidential, provided, however, that such information or data is provided under or in contemplation of this Agreement;

“**Contact**” means the Public Officer appointed as the liaison between you and the Government;

“**Consents**” means any qualifications, rights, permits, licenses, authorizations or other consents;

“**Data**” means logbooks, records or data files used or created pursuant to the Services (including electronic storage media, software data, data base and data base rights, personal or personally identifiable information relating to an identified or identifiable individual voice and data transmissions including the originating and destination numbers and internet protocol (“**IP**”) addresses, date, time, duration), and other relevant data connected with the Services;

“**Equipment**” means any Supplier provided equipment including any mobile devices, hardware, software or cables used to provide the Service;

“**Expense**” means all expenses, charges and costs (including all costs, fees, charges, fines and penalties related to travel and accommodation), penalties and fines;

“**Fee(s)**” means the fees to be paid to you for the Services provided in accordance with the terms of this Agreement;

“**Good Industry Practice**” means the exercise of that degree of skill, care, accuracy, quality, prudence, efficiency, foresight and adherence to timeliness as would be expected from a professional individual or leading company within the relevant industry or business sector in Bermuda or in England;

“**in writing**” shall mean any fax, letter or purchase order on the Government’s letterhead bearing the signature of an authorised person or an e-mail emanating from the personal e-mail address of an authorised person;



“Insurance Policies” means an amount of not less than the minimum level of insurance required by law or regulatory body or that is required to cover for similar services as are provided in this Agreement or the amount as set out in Schedule A, whichever is greater, covering you, or your officers, directors, employees, agents, or subcontractors, professional negligence and errors and omissions, and shall be on an “occurrence” basis. “The Government of Bermuda” shall be endorsed as an additional insured on the required policy or policies and the insurances afforded to the Government of Bermuda shall be primary insurance;

“Materials” means written advice, project specifications, designs, drawings, plans, specifications, reports, tenders, proposals or other information and related documents provided by you or the Representative related to the Services;

“Loss” means all losses, Claims, damages, costs, fees, charges, penalties, expenses including legal and professional fees, expenses and disbursements, costs of investigation, litigation, settlement, judgment and interest, lost revenue, loss of opportunity to make money, loss of contracts or for the inability to fulfill customer contracts, lost or damaged data or other commercial or economic loss, whether based in contract, tort (including negligence) or any other theory of liability or other loss not limited to those contemplated at the time of entering into this Agreement and whether such loss or liabilities are direct, indirect, incidental, special or consequential, whether foreseen, foreseeable, unforeseen or unforeseeable;

“Outcomes” means the targets, results or goals to be achieved as specified in Schedule A;

“Public Officer” means any person employed by, or acting as an agent for, the Government;

“Representative(s)” means, the person(s) providing the Services on your behalf and includes any person engaged by you, if applicable;

“Services” means the provision of all services and deliverables and includes the use of any Equipment in support of the services;

“Schedule A” means the schedule which forms a part of this Agreement and contains instructions for the performance of the Services, Fee,

Expenses and Term; and

“Security Procedures” means rules and regulations governing access to, and health and safety procedures while on, Government premises; and information technology security protocols;

“Term” means the term of this Agreement as set out in Schedule A.

2 Provision of Services

2.1 You and the Representative agree to perform and complete the Services in accordance with and subject to Schedule A, Appendix 1 and these General Terms and Conditions and the Government agrees to pay the Fee for the Services.

2.2 In the event that it is required and with Government prior due diligence and written approval, you may appoint a Representative who shall have full authority to act and provide Services on your behalf. The Representative shall be named in Appendix 1.

2.3 You may not subcontract your obligations under this Agreement beyond using the Representative, without Government’s prior written consent.

2.4 You shall, and ensure that the Representative co-operates with the Government’s employees where this is necessary to effectively carry out your obligations under this Agreement.

2.5 The Government may request, by notice in writing to you, the replacement of the Representative, and agreement with such request shall not be unreasonably withheld. You shall use your best endeavors to replace the Representative with another qualified individual employed by you, and such replacement shall be subject to approval by the Government.

2.6 You shall provide Materials as requested or by the date as agreed between the parties and the Government shall have the right to take possession of and use any completed or partially completed portions of Material notwithstanding any provisions expressed or implied to the contrary.

2.7 You acknowledge that the Government



will be:

- a) relying on the Materials on the basis that they are accurate and complete in all material respects and are not misleading;
 - b) relying on your and the Representative's skills, expertise and experience concerning the provision of the Services;
 - c) relying on the accuracy of all Outcomes and all the information and materials included in the Materials; and
 - d) using your reports, Outcomes and any other advice and assistance provided under this Agreement.
- 2.8 The Services shall be provided in such place and location as instructed by the Government.
- 2.9 If the Services are required to be provided on the Governments' premises or use Government IT systems, you and the Representative will conduct yourselves in a professional and safe manner and you and the Representative shall at all times comply with and be subject to Security Procedures.
- 2.10 Failure to adhere to the Security Procedures and the requirements of this section may be considered a material breach of this Agreement and may result in termination for default.
- 2.11 The Government shall inform you of the Contact, i.e. whom you or the Representative shall be reporting to and who will accept the Services.
- 2.12 Services are provided on a **non-exclusive** basis to the Government in Bermuda.

3 Additional Services

- 3.1 Additional services or variations in the Services may be required after the date of execution of this Agreement and may be performed upon written approval of the Government. Such written approval shall be evidenced by a change authorization order ("**Change Order**") or such other written authorization as approved and signed by the Contact or a duly authorised Public Officer. In such case, a Change

Order shall be issued within a reasonable time thereafter.

- 3.2 All Change Orders are subject to the terms and conditions of this Agreement.
- 3.3 Fees for additional services shall be agreed by the Government in writing prior to any additional services being performed.
- 3.4 Only services which are not required for performance of the Services to be provided hereunder shall be deemed additional services.

4 Fee and Taxes

- 4.1 The Government shall pay you the undisputed Fee within **60 days** of receiving a valid invoice setting out information required with the invoice in accordance with Schedule A.
- 4.2 The Government may withhold payment of any Fee or Expenses in respect of which it has queries or where the Contact reports unsatisfactory performance of Services. You will cooperate promptly and fully to resolve any such queries. Where the unsatisfactory performance continues for at least 30 days, the Government may suspend payment of the Fee related to that unsatisfactory performance, at no liability to the Government.
- 4.3 Except for the Fee as set out in Schedule A, no other amounts are payable by the Government to you or the Representative. Government may set off any amounts owed by you to the Government against any Fee or Expenses.
- 4.4 The Government shall pay by direct transfer into your bank account. It is your responsibility to inform the Government of your current contact details in order that the Government can contact and pay you.
- 4.5 Taxes: You will be responsible for payment of payroll tax and social insurance contributions and for providing information in accordance with Schedule A.

5 Representations and Warranty

- 5.1 You represent and warrant that you and the Representative, will perform all activities relating to the Services:



- a) in accordance with Good Industry Practice and in a professional and lawful manner;
 - b) if applicable, using appropriately skilled and experienced personnel whose identity, address and right to live and work in Bermuda and (to the maximum extent permissible) whose absence of relevant criminal records has been verified;
 - c) in strict accordance with the standards and timelines set out in Appendix 1, free of defects, errors or faults, in order to meet the needs of the Government; and
 - d) in accordance with applicable law; rules, regulations, manuals, guidelines or policies, including the current financial instructions issued by the Accountant General of the Government.
- 5.2 You are responsible for all acts or omissions of a Representative relating to the Services and for ensuring their compliance with the requirements of this Agreement.
- 5.3 You will seek permission from the Government prior to outsourcing any service. In the event of any outsourcing, you will be responsible for all outsourced services or personnel.
- 5.4 You represent and warrant that this Agreement is executed by you or by your duly authorized Representative and that you have obtained all required authorizations and capacity in order that you can fulfill your obligations.
- 5.5 You declare that you are in possession of all Consents necessary for the provision of Services and you will maintain such Consents at all times while providing Services.
- 5.6 You shall procure the benefit of any warranties or guarantees in respect of goods and materials you supply to Government and provide copies of such warranties or guarantees.
- 5.7 You confirm that all payments to Government, including but not limited to,

taxes and social insurance, are current. In the event that any payments are delinquent, the Government may deduct, in part or in full, any payments made to you under this Agreement.

5.8 You will provide information or sign any other agreements necessary or as requested by the Government, in order that either you or the Government can fulfill their obligations under this Agreement.

5.9 You acknowledge and warrant that you are fully satisfied as to the scope and nature of the Services and of your obligations under this Agreement and that you have the corporate power and authority to enter into, and perform your obligations under, the Agreement.

6 Remedies

6.1 If the Service does not conform to the warranty as set out in this Agreement, you shall, at your cost and Expense, use all reasonably commercial efforts to correct any such non-conformance or non-availability promptly, or provide the Government with an alternative means of accomplishing the desired performance.

6.2 Without prejudice to any other rights available to the Government, you shall, at your cost and Expense:

- a) repair or replace Equipment where the Equipment is damaged as a result of your, or the Representative's negligence, error, omission or willful misconduct in providing the Service.
- b) if the Materials are inaccurate or misleading or the Services are not performed in accordance with this Agreement, then the Government, in its sole discretion, may:
 - i) require correct Materials;
 - ii) require, in whole or in part, the Services to be re-performed during the Term or within 6 months of the Completion Date;
 - iii) carry out an assessment of the value of the defective Materials or Services and deduct that value from amounts that Government is required to pay you; or



- iv) obtain the Materials or Services from another service provider and you will be required to pay all amounts payable by the Government in obtaining alternative Materials or Services from another service provider to make good the defective Materials or Services.
- 6.3 Without prejudice to any other rights available to it, the Government may, at your cost and Expense:
- a) repair, replace or otherwise fix the Service where the Equipment is damaged as a result of your, or any person providing services on your behalf, negligence, error, omission or willful misconduct, in providing the Service; or
 - b) obtain Services from another service provider and terminate this Agreement.

7 Progress Report

- 7.1 If required, you shall submit progress reports in connection with the Services (“Reports”) on at least a monthly basis, or as otherwise required, to the Government. The Reports shall include a summary of the activities and accomplishments during the previous reporting period.
- 7.2 The Reports will relate to your itemized invoice for time spent in the prior month and include an itemized forecast of the intended time to be spent on known activities in the coming month (which will require ratifying by Government). It will also include YTD totals for payments received and work completed (expressed in \$).
- 7.3 Any decisions and/or actions required of the Government during the upcoming reporting period(s) should be included in the Report. The specified date for submission of the Reports for the reporting period shall be determined by the Government.

8 Inspection and Approval of Services

- 8.1 The Government shall at all times retain the right to inspect the work provided by

you or the Representative and you consent to visits to your premises in order to inspect the Services or Materials and Government shall have the right to review, require correction or additional follow up, if necessary, and accept or reject the Services and any Materials submitted by you or the Representative.

- 8.2 You shall make any required corrections promptly at no additional charge and return a revised copy of the written work product to the Government within 7 days of notification or a later date if extended by the Government. In the event that you are required to implement changes with respect to your performance of Services, such change shall be implemented within a reasonable time, as determined by the Government in consultation with you.

- 8.3 Your failure to proceed with reasonable promptness to make necessary corrections shall be a default. If your corrected performance or written work product remains unacceptable, the Government may terminate this Agreement, reduce the Fee and/or reject the hours submitted in connection with such work to reflect the reduced value of services received.

9 Time of the Essence

- 9.1 You are responsible for managing time in order to complete your obligations under this Agreement and shall complete any portion or portions of the Services in such order as the Government may require rather than working a specified amount of time and you recognize that working outside of regular work hours may be necessary in order to fulfil your obligations and responsibilities without additional compensation of any kind.
- 9.2 In the event that there are no specified hours for you to provide Services, you will be required to be available to provide Services during the period as set out in Appendix 1 in order to achieve your objectives and the Services, subject to the needs of the Government. When there is no unscheduled or urgent work involved, any provision of Services will be confined to a 5 day work week.



9.3 The Government shall give due consideration to all Materials submitted by you or the Representative, and shall make any decisions which are required to be made in connection therewith within a reasonable time so as not to delay the progress of the work.

10 Equipment

10.1 You shall ensure that all Equipment used in order to provide the Service will perform according to published technical specifications for such Equipment and Government's interface specifications for such Equipment and otherwise complies with Government's specifications for the Service.

10.2 Where software is provided with Equipment that you provide, you grant to Government a non-exclusive and non-transferable license to use such software, including any related documentation, to enable Government to use a Service.

10.3 You retain title and property rights to the Equipment that you provide under this Agreement, whether or not the Equipment embedded in or attached to real or personal property. Unless specifically stated in the Agreement, Government neither owns nor will acquire any right of ownership to any Equipment, including, but not limited to, copies, and any related patents, copyrights, trademarks, or IP addresses assigned to you.

11 Indemnity, Limitation of Liability, Insurance, Force Majeure and Business Continuity

11.1 Indemnity: You shall indemnify, keep indemnified and defend the Government against:

- a) any Claim or Loss arising from any breach by you or the Representative; or
- b) any Claim or Loss arising from a third party as a result of negligent act, errors, omission or wilful misconduct by you or a Representative.

11.2 The Government may satisfy such indemnity (in whole or in part) by way of deduction from any payment due to you.

11.3 If the use of a Service is enjoined as a result

of a Claim or Loss, in addition to the indemnity set forth above, you shall (at your expense): (i) obtain for the Government the right to use the infringing Service; (ii) modify such Service in a manner that does not infringe any third party intellectual property rights; or (iii) substitute equivalent services that are acceptable to the Government and does not infringe any third party intellectual property rights.

11.4 No Liability: In no event shall the Government or a Public Officer be liable to you for Loss, damage (including loss or damage to Equipment) or for any other losses.

11.5 Limitation of Liability: Without limiting the provisions of this Section, Government's maximum aggregate liability, for all Claims or Loss in connection with this Agreement or the performance thereof arising during its entire term shall be limited to the Fees paid to you under this Agreement for the month immediately preceding the date on which the latest Claim(s) or Loss first arose.

11.6 Nothing in this Agreement shall exclude or limit any liability for wrongful use of Confidential Information, misrepresentation, fraud, willful misconduct or any liability which cannot be lawfully limited or excluded and you shall accordingly maintain in full force and effect during the Term, the Insurance Policies.

11.7 All Claims against the Government must be commenced in court within one (1) year after the cause of action has accrued or the act, omission or event occurred from which the Claim arises, whichever is earlier, without judicial extension of time, or said Claim is barred, time being of the essence.

11.8 Insurance: If required by the Government, you shall maintain at your sole expense, on a primary basis, and an "occurrence basis", at all times during the Term, the Insurance Policies. The Insurance Policies shall be evidenced by delivery to the Government of certificate(s) of insurance executed by the insurer(s) listing coverages and limits,



- expiration dates and terms of the policy or policies and all endorsements, and upon request a certified copy of each policy including all endorsements. Failure to provide acceptable proof of insurance as required by the Government shall entitle the Government to either obtain or maintain the Insurance Policies on your behalf at your sole cost and expense, or to terminate this Agreement without prejudice to any other of the Governments rights or remedies in connection with this Agreement.
- 11.9 You shall be responsible for the payment of all deductible amounts on such policy or policies and shall on request supply to the Government copies of such Insurance Policies and evidence that the relevant premiums have been paid.
- 11.10 You shall notify the Government forthwith of any changes to any of the policies, or of any claims or potential claims which have arisen to which the insurer(s) of the above policy or policies may be required to respond.
- 11.11 The policy clause "Other Insurance" or "Excess Insurance" shall not apply to any insurance coverage currently held by The Government of Bermuda, or to the Government of Bermuda's Self-Insured Retentions of whatever nature.
- 11.12 If you subcontract any work under this Agreement, you shall ensure that each subcontractor maintains insurance coverage with policy limits of at least the amounts stated above.
- 11.13 The insurance requirements set forth above do not in any way limit the amount or scope of your liability under this Agreement. The amounts listed indicate only the minimum amounts of insurance coverage that the Government is willing to accept to help ensure full performance of all terms and conditions of this Agreement.
- 11.14 **Force Majeure:** Neither of the parties shall be liable for failure or delay to perform obligations under this Agreement to the extent that this delay is caused by flood, fire and other event beyond its reasonable control (not caused by its own act or negligent omission) ("*force majeure*") but each party shall use its best efforts to perform its obligations notwithstanding the *force majeure* event.
- 11.15 **Business Continuity:** Where applicable, you shall maintain, test and where appropriate implement business continuity procedures to reduce the risk of force majeure impacting the provision of the Services and upon request, provide such evidence to the Government.
- 12 Non-Solicitation**
- During the Term and for a period of 12 months after expiration or termination of this Agreement, you shall not solicit (whether directly or indirectly) any employee or consultant of the Government who was involved in the performance or receipt of the Services, unless otherwise agreed to in writing by the Government.
- 13 Non-Disclosure of Confidentiality Information**
- 13.1 You must ensure that all Confidential Information held by you is protected against unauthorized access, use, copying or disclosure. You acknowledge that the improper use, copying or disclosure of such information could be unlawful.
- 13.2 You will comply with Government's instructions if it has access to personal data as a result of providing the Services.
- 13.3 You may disclose information related to this Agreement to your personnel on a '*need to know*' basis as required for the performance of the Services. You will keep strictly confidential any other Confidential Information and you shall only use such Confidential Information as required for providing the Services (and no other purpose).
- 13.4 A breach or anticipated breach of the confidentiality provisions of this Agreement, will cause Government irreparable harm and you agree that monetary damages alone may not be an adequate remedy and, accordingly, that the Government will, without prejudice to any other rights or remedies that it may have, be entitled, without proof of special



damages and without the necessity of giving an undertaking in damages, to seek an injunction or specific performance together with all other remedies as may be available in law or equity.

- 13.5 If either you or the Representative fail to abide by the confidentiality provisions at any time, then such failure shall constitute a material breach of this Agreement and you shall pay the Government the equivalent of the Fee paid to you for a 3 month period as liquidated damages, in addition to any attorney's fees and costs of enforcement. You and the Representative shall be jointly and severally liable to the Government under this section.

14 Intellectual Property, Copyright and Ownership

- 14.1 Intellectual Property: You warrant to the Government that you or the Representative have created the Materials for and on behalf of the Government or has obtained a written and valid consent and assignment of all existing and future intellectual property rights in the Materials.
- 14.2 Materials created under this Agreement shall be original works created by the you or the Representative and shall:
- a) not include intellectual property owned by or licensed to a third party except for intellectual property which you have the right to use (including the right to use such intellectual property for the purposes of this Agreement); and
 - b) not subject the Government to any claim for infringement of any intellectual property rights of a third party.
- 14.3 You shall do all things necessary to assign to the Government all existing and future intellectual property rights in the Materials embodying such rights to the fullest extent permitted by law. Insofar as they do not so vest automatically by operation of law or under this Agreement, you shall hold legal title in such rights on trust for the Government.
- 14.4 Copyright: Copyright and other intellectual property in work produced by you in the course of providing the Services to the Government shall belong to Government, which may utilise those deliverables freely (including by adapting, publishing and licensing).
- 14.5 You and the Representative agree that all Materials and other works created in full or in part by you or the Representative may be maintained, changed, modified and/or adapted by the Government without the consent of either you or the Representative. Notwithstanding the foregoing, you and the Government may agree in writing that certain identified and designated intellectual property rights will remain with you.
- 14.6 Intellectual property, Materials or Confidential Information may not be used or copied for direct or indirect use by you after expiry or termination of this Agreement without the express written consent of the Government.
- 14.7 Government acknowledges that you and Representative possess knowledge and expertise relating to the subject matter of the Services and Deliverables ("**Supplier Know-How**"), which may include intellectual property rights in certain pre-existing tools and materials used by you in performing the Services. Nothing in this Agreement is intended to transfer to Government any rights in the Supplier Know-How, which shall remain your property. To the extent that any Supplier Know-How is included in any Materials or Outcomes, you hereby grant to Government a perpetual non-exclusive right and license to use and reproduce the Supplier Know-How to the extent reasonably necessary to exercise Government's rights in the Outcomes.
- 14.8 Government logo: You may not use Government's name or logo for any publicity or marketing purposes, unless consent for such use is provided in writing.

15 Term, Termination and Suspension

- 15.1 The Term of this Agreement shall be as set out in Schedule A.



- 15.2 Either party may terminate a Service or this Agreement, in part or in whole, during the Term upon prior written notice without cause in accordance with the termination notice period as set out in Schedule A.
- 15.3 Government may terminate this Agreement at any time based upon your default of your obligations under this Agreement. The Government, in its sole discretion, may provide you with a notice to cure (“**Cure Notice**”) the breach that would otherwise amount to a basis to terminate this Agreement as a result of your failure to fulfill your obligations hereunder. You shall respond to any such Cure Notice within a reasonable time or within such time as provided therein, and you shall either cure the specified breach or provide assurances to cure the same which the Government, in its sole discretion, deems adequate.
- 15.4 Either party may terminate this Agreement immediately, if the other party:
- commits a material breach of this Agreement, which is not remedied within 30 days of notice by the other party informing them of the material breach; or
 - commits an irremediable breach; or
 - is subject to a change of control or chooses to discontinue its business; or
 - if the other party has a lack of funding or becomes or is deemed insolvent; or
 - if the other party’s performance is affected by a *force majeure* event which lasts 7 days or more.
- 15.5 In the event of termination of this Agreement, all Fees due and payable shall be paid to you.
- 15.6 Upon expiry or termination of this Agreement, you shall return all Government property or information or you shall irretrievably delete, as commercially practicable as possible, all Confidential Information, stored in any way using any device or application and all matter derived from such sources which is in your possession, custody or power and provide a signed statement that you have fully complied with your obligations under this section.
- 15.7 Upon expiry or termination of this Agreement, you shall provide Government with all such assistance as may be reasonably necessary in order to end the relationship in a manner which causes the least inconvenience to the Government including assisting with the transfer of Data.
- 15.8 The Government may temporarily suspend the Services hereunder and shall confirm such instruction in writing to you.
- 15.9 Upon any such suspension, the Government shall pay all Fees and Expenses up until the time of such suspension of Services. If, following suspension of the Services, there is no resumption within 6 months, this Agreement may be terminated by you, and the Government shall make a payment of all outstanding Fees and Expenses in accordance with this Agreement if such amounts are due.
- 15.10 The Government may issue a written order to resume the provision of Services within 6 months of suspension in accordance with the terms and conditions of this Agreement.
- 15.11 The rights arising under this termination clause represent your sole remedy and excludes common law rights to terminate and claim damages for Loss you may suffer under this Agreement.
- ## 16 Transfer of Data
- 16.1 Upon request by the Government prior to or within sixty (60) days after the effective date of termination, you will make available to Government a complete and secure (i.e. encrypted and appropriately authenticated) file of Government Data in a format to be agreed at the time including all schematics and transformation definitions and/or delimited text files with documented, detailed schematic definitions along with attachments in their native format.
- 16.2 You will be available throughout this transfer of Data period to answer questions



about all elements of the Data transfer process so that Government may fully access and utilize the transferred Data.

17 General

- 17.1 Any notice or other communication required to be given under this Agreement shall be duly given or served if it is in writing (for the purposes of this section, a notice shall be deemed to be in writing if it is in the form of a printed or hand-written letter or other document, or in the form of an e-mail message), signed and delivered by hand or sent by prepaid recorded post to the address of the party as first set out above (or such other address as is notified in writing to the other party from time to time); or sent by e-mail to the e-mail address of the party as provided by that party (or such other e-mail address as is notified in writing to the other party from time to time).
- 17.2 This Agreement is effective on the Effective Date. Where this Agreement refers to past or current obligations, this Agreement applies retrospectively from that date.
- 17.3 This Agreement together with any documents referred to in it supersedes, extinguishes and replaces all previous agreements, promises, assurances, warranties, representations and understandings, whether written or oral including whether in invoices, emails or otherwise between the parties relating to the Services and is the complete agreement between the parties.
- 17.4 Any amendments to this Agreement shall be made in writing and signed by each party.
- 17.5 You may not assign or transfer any rights or obligations under this Agreement (for example assigning or factoring invoices) without the Government's written consent. Any such transfer by you in breach of this section shall be void and be an irremediable material breach of this Agreement. Government may transfer its rights and obligations under this Agreement.
- 17.6 You will be an independent contractor and nothing in this Agreement shall render you

an employee, worker, agent or partner of the Government and you shall not hold yourself out as such.

- 17.7 No one other than a party to this Agreement, their successors and permitted assignees, shall have any right to enforce any of its terms.
- 17.8 The doctrine of *Contra Proferentem* shall not be applicable in this Agreement.
- 17.9 Expiry or termination of this Agreement in any manner shall not release you from any liability or responsibility with respect to any representation or warranty. Sections related to indemnification, limitation of liability, non-disclosure of information and intellectual property shall survive termination of this Agreement.
- 17.10 Waiver of any breach of this Agreement must be in writing to be effective and shall not be a waiver of any subsequent breach, nor shall it be a waiver of the underlying obligation. Should any court determine that any provision of this Agreement is not enforceable, such provision shall be modified, rewritten or interpreted to include as much of its nature and scope as will render it enforceable.
- 17.11 You consent to the Government processing data relating to you for legal, administrative and management purposes. The Government may make such information available to those who provide services to it (such as advisers and payroll administrators), regulatory authorities and governmental or quasi-governmental organizations including those outside of Bermuda.

18 Governance

- 18.1 You will inform Government promptly of all known or anticipated material problems relevant to the delivery of Services.
- 18.2 You shall be responsible for payment of all taxes associated with the provision of Services, including but not limited to payroll tax, social insurance and health insurance.
- 18.3 You agree to provide the Government (and, if Government requests in writing, its auditors and competent regulatory



- authorities) with full information on the provision and delivery of the Services in an open and cooperative way and attend meetings with the Government to discuss the Services and this Agreement. The Government may disclose any information relating to this Agreement to a regulator or auditor.
- 18.4 You will notify the Government immediately if you have any actual or potential conflict of interest which might affect your ability to provide the Services.
- 19 Retention of Confidential Information, Records and Audit**
- 19.1 You will retain any part of, or all, Confidential Information during the Term and following expiry or termination of this Agreement until all appeals processes are complete in the event of any litigation in connection with the Services. The Government will have full access to and the right to examine any documents connected to the Services, at any time during this period. The Government must be notified, in writing, prior to any of the aforementioned documents being destroyed.
- 19.2 You shall retain all records pertinent to this Agreement for a period of 3 years following expiration or termination hereof.
- 19.3 You shall establish and maintain books, records, and documents (including electronic storage media) in accordance with Canadian Generally Accepted Accounting Principles and practices which sufficiently and properly reflect all revenues and expenditures of funds provided by the Government, including all receipts, invoices, payroll records and/or other documentation used to substantiate requests for payment hereunder. At any time or times before final payment and for 3 years thereafter, the Government may cause your records to be audited by a duly authorized Public Officer. Records required to resolve an audit shall be maintained for a period of not less than 3 years following resolution of the audit or any arbitration or litigation arising hereunder.
- 19.4 The Government reserves the right to conduct periodic visits to your premises and/or audits after the commencement of this Agreement to ensure continued compliance.
- 19.5 Any payment or payment request may be reduced by amounts found by the Government not to constitute allowable costs. In the event that all payments have been made to you by the Government and an overpayment is found, you shall reimburse the Government for such overpayment within thirty (30) days following receipt of written notification thereof.
- 19.6 Duly authorized Public Officers shall have full access to and the right to examine any of the records pertinent to this Agreement at all reasonable times for as long as such records are required to be retained hereunder.
- 19.7 You shall include the aforementioned audit and record keeping requirements in all subcontracts and assignments, if any, made in accordance with this Agreement.
- 20 Electronic Communication**
- Government may communicate with you by email. The internet is not secure and messages sent by email can be intercepted. You shall use your best efforts to keep your security procedures current and all communications by email secure.
- 21 Governing law**
- This Agreement is subject to Bermuda law and you and the Government submit to the exclusive jurisdiction of the Bermuda courts in relation to this Agreement.
- 22 Dispute Resolution**
- 22.1 Where the parties are unable to resolve a dispute in accordance with this Agreement the parties, upon agreement, may submit such dispute for resolution by arbitration. The tribunal shall consist of a sole arbitrator appointed by agreement between the parties or failing such agreement by the Appointments Committee of the Chartered Institute of Arbitrators, Bermuda Branch. The procedure to be followed shall be that as



laid down in the Bermuda International Conciliation and Arbitration Act 1993 and the UNCITRAL Arbitration Rules presently in force. The place of arbitration shall be Bermuda and Bermuda law shall apply. The language of the arbitration shall be English.

- 22.2 The decision and award of the arbitrator shall be delivered within three (3) months of his or her appointment, unless otherwise agreed between the parties, and shall be final and binding on the Parties and enforceable in any court of competent jurisdiction. Nothing in this section prevents or in any way restricts either party from seeking specific performance, injunctive relief or any other form of equitable remedy. The parties shall continue to perform their respective obligations during the dispute resolution process set out in this section, unless and until this Agreement is terminated in accordance with its terms.
- 22.3 The costs of the arbitration, including administrative and arbitrators' fees, shall be shared equally by the parties and each party shall bear its own costs and attorneys' and witness' fees incurred in connection with the arbitration unless the arbitrator determines that it is equitable to allocate such costs and fees differently and so orders in rendering judgment.
- 22.4 In rendering judgment, the arbitrators may not provide for punitive or similar exemplary damages.
- 22.5 The arbitration proceedings and the decision shall not be made public without the joint consent of the parties and each party shall maintain the confidentiality of such proceedings and decision unless otherwise permitted by the other party, except as otherwise required by applicable law or statutes.

**APPENDIX 1****1. Service Objective**

[please provide brief summary of why services are required by the supplier- delete this once provided]

**Specific hours of availability to
provide Services:**

Monday to Friday 9am – 5pm

2. Representative

The following person or organization has been designated as the Representative and will be providing the Services to the Government:

Resource	Contact Details	Role
	Tel Number:	
	Mobile Number:	
	email:	
	Tel Number:	
	Mobile Number:	
	email:	
	Tel Number:	
	Mobile Number:	
	email:	

You agree to promptly inform the Government should there be any changes to the Representatives.

3. Services provided by Supplier

[The following is by way of example only. Suppliers training programme to be inserted]

- 3.1 Develop and provide a training program (“**Training Program**”) that will result in Government employees obtaining an applicable qualification provided by you as required by the Government. The qualification is to be made up of a wide range of units covering core management skills such as, understanding how to organise and delegate, plus skills in communication, team leadership, change, innovation and managing people and relationships. The Training Program allows for flexibility in unit choice which in turn means that the qualification can be tailored to meet the needs of the employee and employer.
- 3.2 The Training Program will be for developed and provided to the Government for:
- (i) employees seeking to move up to the next level of management; and



- (ii) managers who need to lead employees through organisational change, budget cuts or other pressures.

3.3 The benefits of this Training Program are as follows:

- (i) Gain a range of key management skills and put them into practice in the employees own role.
- (ii) Build employee leadership capabilities – motivate and engage teams, manage relationships confidently.
- (iii) Develop employee leadership and management skills using employees own knowledge, values and motivations.
- (iv) Develop effective and confident first-line managers.
- (v) Develop better relationships and communication in teams.
- (vi) Enhance managers' experience with the tools to develop their own skills and abilities.

3.4 Proven skills: In order to complete the Training Program and obtain the Award, managers will need to show that they can develop the required skills and meet the necessary requirements of the Training Program.

3.5 You shall undertake any other supplementary services that may be delegated to you.