



Digital.NSW ICT Purchasing Framework

ICT Agreement (ICTA)



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ICT Agreement (ICTA)

Parties	The party identified at Item 1 of the Order Form (Customer)
	The party identified at Item 4 of the Order Form (Supplier)



Guidance note: The parties' names and (where applicable) ABNs should be clearly described in the relevant parts of the Order Form, relevant Schedules and the execution clauses.

Background

- B. The Supplier acknowledges and agrees that the New South Wales Procurement Board has directed that Government Agencies must, subject to applicable New South Wales Procurement Board Directions, use the ICT Purchasing Framework for the procurement of ICT related goods and services.
- C. This Agreement forms part of the ICT Purchasing Framework and contains the terms and conditions on which the Supplier agrees to carry out the Supplier's Activities.
- D. The Supplier has represented to the Customer that it has the relevant skills and experience to provide the Supplier's Activities.
- E. The Customer has agreed to appoint the Supplier, on a non-exclusive basis, to carry out the Supplier's Activities, subject to the Supplier's ongoing compliance with the terms and conditions of this Agreement, and the Supplier has agreed to accept that appointment.

PART A: PRELIMINARIES

1. Definitions and Agreement documents

1.1 Defined terms and interpretation

In this Agreement the definitions and interpretation provisions set out in **Schedule 1** apply.

1.2 Agreement documents

This Agreement comprises the following documents:

- (a) any Additional Conditions;



Guidance note: Subject to relevant New South Wales Procurement Board Directions, Additional Conditions may be used to implement special requirements applicable to a particular ICT procurement or to augment or enhance the terms of this Agreement to address bespoke matters or risks. Where Additional Conditions are used, they will take priority over all other Agreement documents.

- (b) these Core Terms and **Schedule 1**;
- (c) the applicable Module Terms;

- (d) the Order Form and Payment Schedule (excluding any Additional Conditions or Supplier's Documents);
- (e) any other schedule, attachment or annexure to this Agreement (excluding any documents forming part of the Order Form);
- (f) any other document expressly incorporated into this Agreement as set out in the Order Form; and
- (g) any Supplier's Documents.



Guidance note: Where the parties agree to incorporate certain terms proposed by the Supplier into this Agreement, these should be clearly identified and introduced as Supplier's Documents pursuant to the process set out in clause 1.5 and not characterised as "Additional Conditions".

1.3 Order of precedence

In the event of any conflict or inconsistency between the documents set out in clause 1.2, the document listed higher in the list will prevail over the document listed lower in the list to the extent of such conflict or inconsistency, regardless of anything to the contrary in those documents.

1.4 Role of the Master ICT Agreement

Where this Agreement is made under a MICTA, the Supplier acknowledges that its MICTA with the Contract Authority constitutes a standing offer under which it offers to supply the deliverables, services and/or activities specified in the MICTA to Eligible Customers, including the Customer:

- (a) pursuant to the terms of the MICTA and this Agreement; and
- (b) at rates and prices which are the same as or less than those set out in the MICTA (and, upon the commencement of any Renewal Period, at rates and prices which are the same as or less than any reduced rates and prices then applying under the MICTA at the time of such renewal).



Guidance note: A Contract Authority may make a standing offer arrangement by agreeing a MICTA with a Supplier for the supply of particular ICT related goods, services and/or other activities by that Supplier to Eligible Customers.

Where a MICTA applies in relation to particular ICT goods, services and/or other activities supplied by a Supplier, all Eligible Customers who purchase ICT goods, services and/or other activities from that Supplier must (subject to the terms of the MICTA) do so pursuant to the terms of the MICTA and this Agreement (which is the contract agreed under that MICTA).

Where the MICTA does not apply, the Customer may acquire Deliverables and Services from the Supplier under this Agreement without reference to the MICTA.

1.5 Supplier's Documents

1.2(f).

1.2(a) to

- (b) The Supplier represents that the Supplier's Documents:

- (i) set out specific details regarding how the Customer may access, use and interact with particular Services or Deliverables; and
- (ii) may describe other elements of the Services or Deliverables which the Supplier offers to provide to the Customer, such as technical and functional specifications, service characteristics and performance standards.
- (c) No Supplier's Documents will be incorporated into this Agreement except to the extent expressly specified in, and attached to, Annexure A of the Order Form.
- (d) Notwithstanding the incorporation of Supplier's Documents under clause 1.5(c), those Supplier's Documents do not apply to the extent that they:
 - (i) deal with the same or similar subject matter as a provision of the Core Terms, Module Terms or any Additional Conditions (for example, provisions in the Supplier's Documents that deal with limitations of liability will not apply, in whole, as the Core Terms also deal with this subject matter);
 - (ii) are inconsistent, or in conflict, with the Core Terms, Module Terms or any Additional Conditions;
 - (iii) alter, or seek to alter, the legal obligations of, or relationship between, the Customer and the Supplier, as set out in the Core Terms, Module Terms or any Additional Conditions;
 - (iv) impose additional obligations or requirements on the Customer, beyond those set out in the Core Terms, Module Terms or any Additional Conditions; or
 - (v) limit any rights or remedies of the Customer or relieve the Supplier from any of its obligations or responsibilities under the Core Terms, Module Terms or any Additional Conditions.
- (e) Where any of the Supplier's Documents purport to override or otherwise vary the Core Terms, Module Terms or any Additional Conditions those terms will have no legal effect.
- (f) Except to the extent expressly set out in the Module Terms, no subsequent changes, amendments or updates to the Supplier's Documents will have any effect other than where made pursuant to a written variation under clause 39.6.

2. Supplier's acknowledgments

- (a) The Supplier warrants, represents, acknowledges and agrees that it:
 - (i) has the expertise to carry out the Supplier's Activities;
 - (ii) has satisfied itself about, and has obtained all information necessary to enable it to understand, the Customer's requirements under this Agreement in so far as they relate to the Supplier's Activities;
 - (iii) has satisfied itself as to the availability and suitability of the Materials, labour and resources necessary to perform its obligations under this Agreement;
 - (iv) has satisfied itself of the nature and extent of the Supplier's Activities and its obligations under this Agreement;

(v) did not in any way rely on:

- A. any information, data, representation, statement or document made by the Customer or its Personnel or provided to the Supplier by the Customer or its Personnel; or
- B. the accuracy, adequacy, suitability or completeness of any such information, data, representation, statement or document,

for the purposes of entering into this Agreement, except to the extent that any such information, data, representation, statement or document forms part of this Agreement;

(vi) entered into this Agreement based on its own investigations, interpretations, deductions, information and determinations; and

(vii) is aware that the Customer has entered into this Agreement relying upon the warranties given by the Supplier under this Agreement, including in clauses 2(a)(i) to 2(a)(vi), 17.12, 33.2, 33.3 and in the Module Terms.

(b) The Supplier further acknowledges and agrees that, where this Agreement is entered into under a MICTA, the Customer may appoint or delegate the enforcement of any of its rights from time to time under this Agreement to the Contract Authority.

3. Purchasing Services and/or Deliverables by Order

3.1 Order Form

The Supplier must provide all Services and/or Deliverables specified in the Order Form and carry out all other Supplier's Activities on the terms of this Agreement.

3.2 Electronic execution

Subject to applicable Laws, the parties may execute this Agreement and any document entered into under it, electronically (including through an electronic platform) and in one or more counterparts. Notwithstanding the manner in which a document under this Agreement is submitted or accepted, the terms of this Agreement will apply and any click-wrap, "pop-up" or other like terms and conditions of the Supplier appearing in the course of such submittal or acceptance will have no force or effect.



Guidance note: Electronic signatures and audio-visual witnessing is an evolving area of law. Where necessary, seek legal advice as to whether there are any legal restrictions that may apply to electronic execution (including through an electronic platform).

3.3 Additional Orders

(a) This clause applies where it is specified in Item 10 of the Order Form that the Customer may place Additional Orders for Services and/or Deliverables within the scope of this Agreement.

(b) If, at any time during the Term, the Customer wishes to increase the volume or quantum of Services and/or Deliverables, the Customer may, in its sole discretion, do so by submitting a written notice to the Supplier for those increased Services and/or Deliverables. The written notice will be in the form required by the Customer and will include information relating to the Additional Order, including the number of additional Services and/or Deliverables required.

- (c) Except to the extent agreed by the parties in writing, any increased Deliverables and/or Services will be supplied for the same rates and charges specified in the Payment Particulars.
- (d) The parties agree that each time the Customer submits an Additional Order to the Supplier:
 - (i) that Additional Order forms part of this Agreement, and will not constitute a separate contractual relationship between the parties; and
 - (ii) the Supplier must increase the supply of the Deliverables and/or Services in accordance with that Additional Order, subject to any reasonable qualifications specified in Item 10 of the Order Form.

3.4 No exclusivity or minimum commitment

The Supplier acknowledges and agrees that:

- (a) except to the extent expressly set out in the Payment Particulars, the Customer is under no obligation to acquire any minimum volumes of Services or Deliverables or to meet any minimum spend level under this Agreement; and
- (b) the Supplier is not an exclusive provider of the Supplier's Activities (nor activities which are the same as or similar to them) to the Customer, and the Customer is not, by executing this Agreement, restricted in any way from engaging any other person to provide activities which are the same as, or similar to, the Supplier's Activities.

3.5 Additional Conditions

The parties agree to comply with any Additional Conditions.



Guidance note: Any applicable directions of the New South Wales Procurement Board should be checked and complied with when agreeing Additional Conditions that alter, or are in addition to, those terms and conditions specified in any of the Core Terms or Module Terms. Any Additional Conditions must be consistent with all applicable New South Wales procurement Laws and policies and New South Wales Procurement Board Directions.

3.6 Reseller arrangements

Where specified in Item 12 of the Order Form, the parties agree that the Supplier may provide particular Services and/or Deliverables in the Supplier's capacity as a reseller and subject to any Additional Conditions relating to the reseller arrangement.



Guidance note: Reseller arrangements take different forms. The terms and conditions that apply to reseller arrangements will differ depending on the Services and Deliverables and the type of reseller arrangement. Each reseller arrangement needs to be considered on a case by case basis and tailored Additional Conditions developed subject to relevant governmental approvals.

4. Relationship and governance

4.1 General

The parties must perform their respective roles and responsibilities as set out in the Order Documents.



Guidance note: The Order Documents are defined in Schedule 1 and include not only the Order Form but also the Payment Schedule, all applicable Plans and the relevant Module Terms. Please note that certain Order Documents (namely, certain Plans) may come into effect after the Commencement Date.

4.2 Nature of relationship

Nothing in this Agreement creates or is intended to constitute a relationship between the parties of employer and employee, principal and agent, partnership or joint venturers, and neither party has authority to bind the other party. Neither party may hold itself out in any manner which is contrary to this clause 4.2.

4.3 Governance

- (a) Each party agrees to comply with any governance arrangements specified in the Order Documents, including any governance framework approved by the Customer pursuant to clause 4.3(b) (Governance Framework).
- (b) If specified in the Order Form, the Supplier must prepare and submit to the Customer for its approval a Governance Framework that contains the details specified in the Order Form. The Governance Framework must be submitted by the Supplier to the Customer's Representative by the time specified in the Order Form or such other time as reasonably required by the Customer's Representative.

5. Term

5.1 Initial Term

This Agreement begins on the Commencement Date and continues for the Initial Term, unless terminated earlier by agreement in writing between the parties or in accordance with the terms of this Agreement.

5.2 Renewal Period

- (a) Where a Renewal Period has been specified in Item 9 of the Order Form, the Customer may, in its sole discretion, extend the Term for a period not exceeding the relevant Renewal Period (up to, if any, the maximum number of renewals specified in that Item), by giving the Supplier a notice in writing at least 15 Business Days prior to the end of the then current Term (or such other notice period as may be specified in Item 9 of the Order Form).
- (b) Subject to clause 1.4(b), any Renewal Period exercised in accordance with clause 5.2(a) will be on the same terms and conditions of this Agreement as in effect at the end of the then current Term, unless the parties agree to amend this Agreement in accordance with clause 39.6.

PART B: SUPPLIER'S ACTIVITIES

6. Performance of the Supplier's Activities

6.1 General

The Supplier must carry out the Supplier's Activities in accordance with the timeframes, Specifications and requirements of this Agreement, including all requirements specified in the Order Documents.

6.2 Customer Supplied Items

- (a) Other than any CSI or any items expressly specified in the Order Documents or the Additional Conditions to be provided by an Other Supplier in connection with this Agreement, the Supplier must provide all necessary Materials and resources to carry out the Supplier's Activities in accordance with this Agreement.
- (b) The Supplier acknowledges and agrees that:
 - (i) unless the Customer agrees otherwise in writing, the Supplier will only receive access to the CSI specified in the Order Form;
 - (ii) the Supplier will obtain no title or interest to any CSI;
 - (iii) it is the Supplier's responsibility to inspect and assess any CSI before the Supplier or its Personnel use it to ensure the CSI is suitable and contains no defects; and
 - (iv) the Customer provides no warranty or representation about the suitability or fitness of any CSI for the Supplier's Activities or any other use (except to the extent the Order Form expressly contemplates CSI being put to a particular use or function in relation to this Agreement).
- (c) The following will not be a breach of this Agreement by the Customer, but in relation to Critical CSI, may entitle the Supplier to an extension of time if clause 6.8 applies:
 - (i) the Customer failing to supply the CSI at the times and in accordance with any requirements specified in this Agreement;
 - (ii) the Customer failing to maintain the CSI to any minimum standards specified in the Order Documents; or
 - (iii) any Other Supplier failing to supply items in accordance with any requirements specified in this Agreement.
- (d) The Supplier must:
 - (i) take all reasonable care of all CSI, including accounting for, preserving and handling all CSI in accordance with any requirements in the Order Form;
 - (ii) take reasonable steps to protect the CSI from any loss, destruction or damage;
 - (iii) not use any CSI other than:
 - A. for the purpose for which the CSI was designed and manufactured;
 - B. for the purpose of carrying out the Supplier's Activities in accordance with this Agreement; and
 - C. in accordance with any applicable third party terms and conditions relating to the use of, or dealing with, such CSI;
 - (iv) not modify or adapt any CSI without the prior written consent of the Customer;

- (v) promptly inform the Customer's Representative of any loss, destruction or damage to any CSI and (to the extent known) its cause and comply with any directions of the Customer in relation to such CSI;
 - (vi) not part with possession of any CSI unless the Customer has provided its prior written consent to do so, nor create or allow the creation of any lien, security interest or mortgage over any CSI; and
 - (vii) if specified in the Order Form, pay the costs for the CSI as stated in the Order Form, and pay those costs in accordance with the timeframes for payment set out in the Order Form or otherwise agreed by the Customer.
- (e) Unless other arrangements have been agreed by the Customer in writing, the Supplier must, at its cost, return any CSI to the Customer (or otherwise deal with CSI as directed by the Customer's Representative in writing) once it is no longer required for the purposes of this Agreement.
- (f) The Supplier is liable to the Customer for any loss, destruction or damage to CSI to the extent that any such loss, destruction or damage is caused or contributed to by the Supplier or its Personnel or resulted from the failure of the Supplier to comply with its obligations under this clause 6.2.

6.3 ICT Accessibility

- (a) The Supplier acknowledges that the Customer is committed to:
- (i) meeting Accessibility Standard AS EN 301 549 (**Accessibility Standard**); and
 - (ii) ensuring that the Services and Deliverables support access to information and communications technology for all Customer Users, regardless of disability.
- (b) Without limiting any other obligation under this Agreement, the Supplier must ensure that, to the extent reasonably practicable, all Services and Deliverables:
- (i) are available to Customer Users on a non-discriminatory accessible basis and do not infringe anti-discrimination Laws; and
 - (ii) meet the Accessibility Standard and any other accessibility requirements to the extent specified in the Order Documents (unless otherwise required by the Order Form).

6.4 Co-operation with the Customer and Other Suppliers

- (a) Each party agrees to reasonably co-operate with the other party and its Personnel to promote the timely progress of the activities contemplated by this Agreement.
- (b) The Supplier acknowledges that the Customer may require the Supplier to co-operate and work collaboratively with any Other Suppliers in connection with the provision of the Supplier's Activities.
- (c) Where stated in the Order Documents or at the reasonable request of the Customer, the Supplier must:
- (i) permit any Other Suppliers to carry out their work;
 - (ii) reasonably co-operate with any Other Suppliers;

- (iii) carefully co-ordinate and interface the Supplier's Activities with the services and work being carried out by any Other Suppliers in a manner that:
 - A. is as efficient and non-disruptive as reasonably practicable;
 - B. integrates, where applicable, with the services, works and deliverables that the Supplier and any Other Suppliers will provide; and
 - C. minimises the need for the Customer to be involved in resolving service problems or managing the tasks that the Supplier and Other Suppliers perform;
- (iv) carry out the Supplier's Activities in a manner that minimises disruption or delay to the work of Other Suppliers; and
- (v) comply with any additional requirements with respect to Other Suppliers or interfacing arrangements as specified in the Order Documents.

6.5 Project management

- (a) The parties must perform their obligations in accordance with any initial project plan that is included in the Order Documents or such other project plan that is approved by the Customer pursuant to this clause 6.5 (**Project Plan**).
- (b) Where specified in the Order Form, the Supplier must prepare and submit to the Customer's Representative for the Customer's approval a Project Plan that contains the details specified in the Order Form or in an Order Document.
- (c) The Supplier must submit the Project Plan by the date specified in the Order Documents or, where no date is specified, within 20 Business Days following the Commencement Date.
- (d) The Supplier agrees to update the Project Plan at the times or intervals set out in the Order Documents or at such other times as reasonably required by the Customer, including to reflect any Change Requests.
- (e) For clarity, the Project Plan is a Document Deliverable. Clause 8 therefore applies to the Project Plan, including any updates to it.

6.6 Staged implementation

- (a) Where the Order Documents specify that the Supplier's Activities will be carried out in different Stages, the Supplier must:
 - (i) carry out each Stage in accordance with the requirements and staging so specified in the Order Documents; and
 - (ii) not commence work on a Stage until it receives written notice from the Customer to proceed with the work in that Stage. Unless otherwise agreed by the parties in writing, the execution of this Agreement by the Supplier and the Customer is deemed to be sufficient notice to proceed with work on any first Stage described in the Order Documents.
- (b) Without limiting the Customer's rights under clause 6.6(c), at any time during the Term, the parties may:
 - (i) change the order of any Stages; or

- (ii) vary the Supplier's Activities by removing one or more Stages from the scope of the Supplier's Activities,

by following the Change Control Procedure under this Agreement.
- (c) The Customer may, at any time during the Term, and without having to comply with clause 6.6(b) and the Change Control Procedure, by written notice to the Supplier, remove from the scope of this Agreement any future Stages in respect of which approval to commence work has not been given by the Customer under clause 6.6(a)(ii).
- (d) The Customer will have no liability to the Supplier in respect of any Stage(s) that may be removed from the scope of the Supplier's Activities, except for those costs stated in Item 28 of the Order Form (if any) as being recoverable by the Supplier in such circumstance or as otherwise agreed by the parties in writing.
- (e) Nothing in this clause 6.6 will prevent the parties adopting a different project delivery methodology to that described in clause 6.6 (including involving agile, iterative and/or parallel development activities or other project methodology which is not Stage-based). Where an alternative project delivery methodology is specified in the Order Form, the Supplier must carry out the Supplier's Activities in accordance with the requirements for that alternative methodology as specified in the Order Form.

6.7 Delays

- (a) The Supplier must manage the Supplier's Activities, including to:
 - (i) anticipate and identify potential failures to meet a Date for Delivery, Key Milestone or other timeframe under this Agreement (Delay) (including, to the extent known or able to be reasonably anticipated, those Delays that may arise due to the Customer or an Other Supplier); and
 - (ii) take all necessary steps within its reasonable control to avoid or mitigate those potential Delays.
- (b) The parties must keep each other informed of anything that they become aware of which is likely to cause a Delay.

6.8 Extension of time

- (a) If a Delay occurs and that Delay was beyond the reasonable control of the Supplier, the Supplier may request an extension of time on the terms of this clause 6.8.
- (b) To request an extension of time under clause 6.8(a), the Supplier must within five Business Days of the commencement of the occurrence of the Delay, give the Customer's Representative written notice of the:
 - (i) particulars of the Delay and the occurrence causing the Delay; and
 - (ii) extension of time claimed in days, together with the basis for calculating that period.
- (c) The Customer will reasonably consider any Supplier request to extend a Date for Delivery or Key Milestone where the applicable Delay was beyond the reasonable control of the Supplier, could not have been reasonably mitigated or worked around, and the Supplier has given notice as required by clause 6.8(b). The Customer may reduce any extension of time to the extent that the Supplier or its Personnel contributed to the Delay or the Supplier failed to take steps necessary both to preclude the cause of the Delay and to avoid or minimise the consequences

of the Delay. In all other circumstances, the Customer may grant, decline or impose conditions on the granting of such request in its sole discretion.

- (d) Where the Supplier requests an extension of time under clause 6.8(b) and that Delay has arisen because of:

- (i) the Customer's breach of this Agreement;
- (ii) a failure to provide any Critical CSI; or
- (iii) the acts or omissions of an Other Supplier,

the Customer must grant an extension of time, of a duration reasonably determined by the Customer having regard to the extent to which the Delay was attributable to the relevant breach, failure, acts or omissions.

- (e) Whether or not the Supplier has made, or is entitled to make, a Claim for an extension of time under clause 6.8(a), the Customer may, in its sole discretion, at any time by written notice to the Supplier, unilaterally extend a Date for Delivery or Key Milestone by written notice to the Supplier. For clarity, no extension of time granted by the Customer will result in an increase or decrease to the Price, unless separately agreed pursuant to an agreed Change Request.

- (f) Notwithstanding clause 35.1, where:

- (i) any dispute or difference arises between the parties in relation to this clause 6.8 or its subject matter; and
- (ii) a project management committee or other governance forum, which meets at least monthly, is provided for in the Order Documents,

then the party claiming the dispute or difference has arisen must not issue a Dispute Notice pursuant to clause 35.1(b) in relation to that dispute or difference unless it has first raised and sought to resolve that dispute or difference in the next occurring meeting of that committee or forum, without resolution at such meeting.

6.9 Delay costs

- (a) To the extent a Delay arises which is attributable to the Customer's breach of this Agreement, a failure to provide any Critical CSI or the acts or omissions of an Other Supplier, the Supplier:

- (i) may advise the Customer of any proposed changes to the Price, the quantum of which must not exceed any additional, incremental cost and expense (calculated on a cost-only basis) directly attributable to:
 - A. undertaking and implementing any workarounds or remedial measures which are within the Supplier's control to implement or adopt, and which would minimise or lessen the impact of that Delay; and
 - B. any increase in the Supplier's Activities, or in the cost of the Supplier's Activities, as a result of that Delay,

(Additional Activities);

- (ii) must accompany any advice under clause 6.9(a)(i) with sufficient supporting evidence to substantiate the calculation of its proposed changes to the Price in accordance with the principles set out in that clause; and

- (iii) may prepare and submit to the Customer a Change Request Form, which complies with clause 10, in respect of the Additional Activities referred to in clause 6.9(a)(i).
- (b) The parties will comply with the Change Control Procedure in relation to the Change Request initiated by that Change Request Form, including any approval, rejection or request for further information. For clarity, however (and subject to clause 6.9(c)), the Supplier is not required to perform any of the Additional Activities unless the Change Request is approved by the Customer.
- (c) Nothing in clause 6.9(b) will prevent the parties reaching some other written agreement in relation to the Additional Activities, for example, the Supplier performing aspects of the Additional Activities on an urgent and/or interim time and materials basis, subject to the subsequent formalisation of a detailed Change Request.

6.10 Site

- (a) Where specified in Item 16 of the Order Form, the Supplier must carry out the Supplier's Activities at the locations or sites specified in that Item (Site).
- (b) Where physical delivery of any Deliverables to a Site is required, the Supplier must, at no additional cost to the Customer, deliver any Deliverables:
 - (i) to the delivery area at the Site specified in the Order Form; and
 - (ii) on the Date for Delivery and between the hours stated in the Order Form,

or as otherwise agreed in writing between the parties.
- (c) The Supplier warrants, represents and undertakes that it has, and it will be deemed to have, done everything that would be expected of a prudent, competent and experienced supplier in assessing the risks which it is assuming under this Agreement in relation to carrying out the Supplier's Activities at the Site, including visiting and inspecting the Site and its surroundings and making its own assessment of the risks associated with the conditions at the Site and its surroundings.
- (d) Any failure of the Supplier to do any of the matters mentioned in clause 6.10(c) will not relieve the Supplier of its obligations to carry out the Supplier's Activities in accordance with this Agreement.
- (e) The Customer:
 - (i) is not obliged to:
 - A. provide the Supplier with sole access to the Site; or
 - B. carry out any work or provide any facilities or Materials to the Supplier (other than CSI or such other items specified in the Order Form) which may be necessary to enable the Supplier to obtain adequate access to carry out the Supplier's Activities; and
 - (ii) may engage Other Suppliers to work upon, or in the vicinity of, the Site at the same time as the Supplier.
- (f) In carrying out the Supplier's Activities, the Supplier must:

- (i) minimise disruption or inconvenience to:
 - A. the Customer, occupiers, tenants and potential tenants of the Site in their occupation, use of or attendance upon any part of the Site; and
 - B. others having a right of access to the Site;
- (ii) comply with all Policies, Codes and Standards of the Customer applicable to access to and attendance at the Site and any additional requirements specified in Item 16 of the Order Form;
- (iii) at all reasonable times give the Customer's Representative, the Customer and any person authorised by the Customer access to the Supplier's Activities located at, or being carried out at, the Site (as applicable) or any location where the Supplier's Activities are being carried out; and
- (iv) facilitate the Customer's supervision, examination or assessment of the Supplier's Activities at the Site or any location where the Supplier's Activities are being carried out.

7. Transition-In

7.1 Application

This clause 7 applies if specified in the Order Form that the Supplier is required to provide any Transition-In Services as part of any Stage or part of the Supplier's Activities.

7.2 Transition-In Plan

- (a) If the Order Form specifies that a Transition-In Plan must be prepared with respect to the Supplier's Activities, by the date specified in the Order Documents, the Supplier must prepare, and submit to the Customer's Representative for the Customer's approval, a plan setting out how the Supplier will carry out the Transition-In Services.
- (b) For clarity, the Transition-In Plan is a Document Deliverable. Clause 8 therefore applies to the Transition-In Plan, including any updates to it.

7.3 Transition-In Services

- (a) The Supplier must supply any Transition-In Services specified in the Order Documents or in any Transition-In Plan that is developed pursuant to clause 7.2.
- (b) The Transition-In Services must be provided by the Supplier for the period specified in the Order Documents. Where no period is specified in the Order Documents, the Transition-In Services must be provided in a prompt and timely manner that will ensure that the Supplier can meet the Dates for Delivery, Key Milestones and other timeframes under this Agreement.

8. Document Deliverables

8.1 General

- (a) The process in this clause 8.1 applies to all Deliverables that comprise written, printed, digital or electronic Materials on which there is writing or other text or symbols, including all Plans (Documents) and which are subject to the Customer's approval under this Agreement.

- (b) The Supplier must submit all Document Deliverables to the Customer for approval in accordance with this clause 8 and by the dates specified in this Agreement or the Order Documents.
- (c) Document Deliverables must be submitted to the Customer's Representative, unless otherwise directed by the Customer in writing.
- (d) The Document Deliverables must:
 - (i) be in English;
 - (ii) be fit for their intended purpose;
 - (iii) be free of Defects;
 - (iv) in relation to any User Documentation, be current, complete, accurate and sufficient to enable the Customer and its Personnel to make full and proper use of the applicable Services and/or Deliverables; and
 - (v) comply with any applicable Specifications and any other requirements in the Order Documents.
- (e) A Document Deliverable will not be deemed approved by the Customer until the Customer notifies the Supplier in writing that it approves the relevant Document Deliverable, except where clause 8.2(f) applies.

8.2 Review

- (a) The Customer may:
 - (i) review any Document Deliverable (including any resubmitted Document Deliverable) prepared and submitted by the Supplier; and
 - (ii) within 15 Business Days of the submission by the Supplier of such Document Deliverable or resubmitted Document Deliverable (or any alternative timeframe set out in the Order Documents or otherwise agreed between the parties in writing):
 - A. approve the Document Deliverable; or
 - B. reject the Document Deliverable if, in its reasonable opinion, the Document Deliverable does not comply with the Specifications and other requirements of this Agreement.
- (b) The Customer will accompany any rejection under clause 8.2(a)(ii)B with a description of why the relevant Document Deliverable does not comply with the Specifications and other requirements of this Agreement.
- (c) A Document Deliverable does not fail to comply with the Specifications and other requirements of this Agreement exclusively because of:
 - (i) any opinion expressed in the Document Deliverable, provided that the opinion expressed is the professional opinion held by the Supplier;
 - (ii) the style, formatting or layout of the Document Deliverable, unless the style, formatting or layout is of a nature that it:
 - A. fails to meet the requirements in clause 8.1(d); or

- B. affects the readability or useability of the Document Deliverable; or
- (iii) semantics which do not impact the interpretation of the substantive matters conveyed in the Document Deliverable.
- (d) If the Customer gives the Supplier a notice rejecting a Document Deliverable under clause 8.2(a)(ii)B, the Supplier must, within five Business Days (or any alternative timeframe set out in the Order Documents or otherwise agreed between the parties in writing), prepare a revised version of the Document Deliverable which addresses all of the amendments and issues required by the Customer.
- (e) The parties must repeat the process in this clause 8.2 until the Customer approves each Document Deliverable in accordance with clause 8 or terminates this Agreement.
- (f) Where the period referred to in clause 8.2(a)(ii) elapses without the Customer approving or rejecting the Document Deliverable, the Supplier must submit to the Customer's Representative a written reminder notice identifying the Document Deliverable in respect of which it requires a decision by the Customer. If the Customer does not approve or reject the relevant Document Deliverable or otherwise communicate with the Supplier in relation to that reminder notice within 10 Business Days of its receipt, then the relevant Document Deliverable will be deemed to have been approved by the Customer.

8.3 No obligation

- (a) The Customer does not assume or owe any duty of care to the Supplier to review any Document or Document Deliverable for errors, omissions or compliance with this Agreement.
- (b) No review, acceptance or approval of, comments upon, rejection of, or failure to review or comment upon or reject, any Document or Document Deliverable provided by the Supplier to the Customer under this Agreement or any other direction by the Customer about that Document or Document Deliverable will:
 - (i) relieve the Supplier from, or alter or affect, the Supplier's liabilities or responsibilities whether under this Agreement or otherwise at Law; or
 - (ii) prejudice the Customer's rights against the Supplier whether under this Agreement or otherwise at Law.

8.4 User Documentation

- (a) The Supplier must, at its sole cost, provide the User Documentation to the Customer's Representative except where otherwise specified in the Order Form.
- (b) The User Documentation must be supplied in an electronic format and by the time specified in the Order Documents or, where no timeframe is specified, where reasonably required by the Customer.
- (c) Where it is specified in the Order Form that the Customer also requires any User Documentation in a hard copy format (or where otherwise requested by the Customer), the Supplier must provide the Customer's Representative with at least one copy of the User Documentation at no additional charge to the Customer.
- (d) The Supplier must ensure that any User Documentation that is supplied to the Customer's Representative:

- (i) provides adequate instructions on how to enable the Customer and Customer Users to utilise the Services and Deliverables (as applicable) without reference to the Supplier; and
 - (ii) complies with the same requirements as specified in clause 8.1(d) in relation to Document Deliverables.
- (e) The Supplier must update the User Documentation as is needed for the Customer and Customer Users to be able to use the Services and Deliverables (as applicable) in an efficient and effective manner.

9. Defects

- (a) If, prior to the expiry of the Warranty Period, the Customer discovers or is informed that there is a Defect, the Customer may give the Supplier an instruction (with which the Supplier will comply) specifying the Defect and doing one or more of the following:
- (i) requiring the Supplier to correct the Defect, or any part of it;
 - (ii) advising the Supplier that the Customer will accept the Deliverable or Service, or any part thereof, despite the Defect; or
 - (iii) advising the Supplier that the Customer will accept the Deliverable or Service, or any part thereof, despite the Defect, in exchange for a reasonable reduction in, or adjustment to, the cost of the Deliverables or Services which were impacted by the Defect,
- and pursuing any other remedy it may have at Law or under this Agreement subject to compliance with the dispute resolution procedure in clause 35.
- (b) If, prior to the expiry of the Warranty Period, the Supplier identifies a Defect, the Supplier must notify the Customer in writing within one Business Day of identifying the Defect.
- (c) If, prior to the expiry of the Warranty Period, the Supplier identifies a Defect or an instruction is given under clause 9(a)(i), the Supplier must, at no cost to the Customer, correct the Defect:
- (i) in accordance with all applicable Service Levels, or if no applicable Service Levels apply, within 15 Business Days after the date on which the non-compliance was notified to, or identified by, the Supplier (or such other timeframe as agreed between the parties in writing); and
 - (ii) in a manner which will cause as little inconvenience to the Customer and Customer Users as is reasonably possible.
- (d) The parties acknowledge that where the Defect relates to any Services, the Customer may request that the Supplier, and the Supplier must, supply the affected Services again.
- (e) If multiple Defects are identified, the Customer may request the Supplier to prioritise the rectification of such Defects, and the Supplier must comply with any such request. However, for clarity, any prioritisation must remain consistent with any applicable Service Levels.
- (f) Unless otherwise agreed between the parties in writing, the Warranty Period will be increased by a period of time equivalent to the time that the relevant Services and Deliverables were unavailable or their functionality materially decreased due to a Defect.

- (g) The Customer's rights under this Agreement and at Law will not be affected or limited by:
 - (i) the rights conferred upon the Customer by this clause;
 - (ii) the failure by the Customer or the Customer's Representative to exercise any such rights; or
 - (iii) any instruction of the Customer under this Agreement.
- (h) For clarity, the Warranty Period will not be deemed to exclude or restrict any guarantee that is provided at Law with respect to any Deliverable or Service.

10. Change Control Procedure

10.1 Change Requests

- (a) Either party may request a variation to the Supplier's Activities, including:
 - (i) varying the Specifications or the nature, quality or scope of the Deliverables and Services, the sequence or time in which they are performed or substituting alternative Materials (if applicable);
 - (ii) varying the order of any Stages or removing one or more Stages from the scope of the Supplier's Activities;
 - (iii) increasing, decreasing, omitting, deleting or removing any Deliverables and/or Services;
 - (iv) varying the CSI and/or any responsibilities or dependencies attributable to the Customer; and/or
 - (v) any change resulting in the Supplier providing services and/or deliverables that are materially different to the Services and Deliverables specified in the Order Form,

(Change Request).
- (b) Except to the extent expressly specified in the Module Terms, no Change Request is binding on either party or to be carried out by the Supplier until the Change Control Procedure specified in this clause 10 is followed.

10.2 Process for submitting and agreeing to Change Requests

- (a) Each Change Request must be submitted in a form substantially similar to the Change Request Form included at **Schedule 5** (or such other form approved by the Customer) and containing the details specified in that Change Request Form or such other details as may be reasonably required by the Customer.
- (b) Where rates and charges for any Change Requests, and/or a pricing methodology, have been specified in the Payment Particulars, then the Prices in the relevant Change Request must not exceed those rates and charges and must be based on any applicable pricing methodology specified in the Payment Particulars. Where no rates, charges or methodology are specified, prices must be based on those costs and expenses reasonably and necessarily incurred by the Supplier to implement the relevant Change Request.
- (c) The party receiving the draft Change Request Form must notify the other party in writing as to whether it:

- (i) approves or rejects the Change Request; or
- (ii) requires further information in relation to any aspect of the Change Request.
- (d) The parties must respond to Change Requests and requests for information regarding Change Requests within seven Business Days of receiving the request or such other timeframe as reasonably agreed between the parties having regard to the nature and substance of the work required by the relevant request.
- (e) Each party will act reasonably in preparing, submitting, reviewing, considering and assessing Change Requests.
- (f) If a Change Request is approved, the:
 - (i) parties must promptly execute the relevant Change Request Form; and
 - (ii) Supplier must perform the Supplier's Activities in accordance with the executed Change Request Form.
- (g) No Change Request is binding on either party or to be carried out by the Supplier until the relevant Change Request Form is executed by both parties in accordance with this clause 10.

10.3 Electronic transactions

- (a) The parties may submit and execute Change Request Forms electronically (including through an electronic platform) and in one or more counterparts.
- (b) Unless otherwise directed by the Customer, either party may also submit Change Request Forms through its designated electronic ordering portal to which it may give the other party access from time to time.

10.4 Acknowledgements

The parties acknowledge and agree that:

- (a) the Change Control Procedure does not apply to changes to the Core Terms, the Module Terms or any Additional Conditions, which must be effected in accordance with the variation procedure specified in clause 39.6;
- (b) the Customer does not need to follow the Change Control Procedure with respect to:
 - (i) Additional Orders submitted in accordance with clause 3.3; or
 - (ii) the Customer's exercise of its unilateral right to:
 - A. remove from the scope of this Agreement any future Stages pursuant to clause 6.6(c); or
 - B. reduce the scope of this Agreement pursuant to clause 29;
- (c) the Customer is not obliged to pay the Supplier for implementing any Change Request unless the parties have complied with this clause 10;
- (d) the Customer is under no obligation to place Change Requests;

- (e) if any Change Request made pursuant to the Change Control Procedure omits or removes any part of the Supplier's Activities, the Customer may thereafter either provide those Supplier's Activities itself or employ or engage third parties to do so;
- (f) the Customer may, in its sole discretion, agree or reject a Change Request;
- (g) no Change Request will invalidate, or amount to a repudiation of, this Agreement; and
- (h) each party must bear its own costs in preparing, submitting and negotiating any Change Request.

11. Personnel

11.1 Nominated Personnel

- (a) The Supplier must ensure that:
 - (i) each of its Nominated Personnel is made available to perform their role/responsibilities as set out in Item 18 of the Order Form; and
 - (ii) it immediately notifies the Customer's Representative if the Supplier becomes unable or unwilling to comply with this clause 11.1 or otherwise breaches this clause 11.1.
- (b) The Supplier must not remove or replace any of the Nominated Personnel unless the:
 - (i) Customer requests that the Nominated Personnel are replaced pursuant to clause 11.3(e); or
 - (ii) Nominated Personnel are no longer available to carry out the Supplier's Activities due to a substantial change in the relevant Nominated Personnel's personal circumstances (including compassionate leave, carers' leave or other extended leave, serious illness, injury, death, termination of employment by the Supplier or resignation).

11.2 Replacement of Nominated Personnel

If the Supplier is required to replace any Nominated Personnel in accordance with clauses 11.1(b) or 11.3(e), the Supplier must ensure that any replacement is:

- (a) approved by the Customer. The Customer must act reasonably in granting or withholding approval, or granting approval subject to conditions. If requested by the Customer, the Supplier must provide the Customer with such information as the Customer requires concerning any proposed replacement of any Nominated Personnel (including a resume and an opportunity to interview them); and
- (b) of equal or superior ability to, and has the required experience of, the original Nominated Personnel and meets the Personnel requirements specified in this Agreement.

11.3 Supplier's Personnel

- (a) The Supplier must ensure that all of its Personnel engaged or employed by the Supplier in carrying out the Supplier's Activities:
 - (i) are aware of, and comply with, the Supplier's obligations under this Agreement as if they were the Supplier;

- (ii) prior to carrying out any part of the Supplier's Activities, are properly trained and qualified and have the requisite competencies, skills, qualifications and experience to:
 - A. perform the duties allocated to them; and
 - B. understand the Supplier's obligations under this Agreement, including with respect to privacy, security, confidentiality and safety; and
 - (iii) are provided with regular training to ensure that the Supplier's Personnel's skills and qualifications are maintained in accordance with all applicable Best Industry Practice.
- (b) On the Customer's request or as part of any audit conducted pursuant to clause 37.2, the Supplier must promptly provide the Customer or its nominee with evidence that the obligations under this clause 11.3 have been complied with (including with respect to the training of the Supplier's Personnel).
- (c) The Supplier must ensure that all of its Personnel, when on the Customer's premises or when accessing Customer Data or the Customer's systems, equipment or facilities, comply with the reasonable requirements and directions of the Customer (including with regard to the Customer's safety and security requirements).
- (d) The Supplier must ensure that its Personnel when entering any Site comply with any conditions of entry or other Site specific requirements as specified in the Order Documents or notified by the Customer to the Supplier from time to time.
- (e) The Customer may, acting reasonably and in its discretion, give notice in writing requiring the Supplier to remove any of its Personnel (including Nominated Personnel) from work in respect of this Agreement, together with its reasons for removal. The Supplier must promptly arrange for the removal of such Personnel and their replacement with Supplier Personnel reasonably acceptable to the Customer.
- (f) The Supplier must ensure that it (and where appropriate, its outgoing Personnel) effects a process that:
 - (i) minimises any adverse impact on, or delay in, the performance of the Supplier's Activities; and
 - (ii) effects a smooth transition between the outgoing and replacement Personnel, including by identifying and recording:
 - A. any processes and systems in place (or proposed) to manage the provision of the Supplier's Activities; and
 - B. the detail of any outstanding issues in relation to the Supplier's Activities,

for which any of the outgoing Supplier's Personnel were responsible.
- (g) The process for transition to the replacement Personnel by the Supplier must be performed as expeditiously as possible with regard to the Supplier's Activities, the Dates for Delivery and other timeframes under this Agreement, and to the reasonable satisfaction of the Customer.

- (h) The Supplier will be solely responsible, at its sole cost, for compliance with clause 11.2, including finding and replacing Supplier's Personnel in accordance with clause 11.3(e).
- (i) The Supplier must properly manage its Personnel resourcing (including any planned absences) to maintain a sufficient level of Personnel engaged or employed in the provision of the Supplier's Activities (both in terms of quality and quantity of such Personnel) to ensure that all relevant roles are, and continue to be, adequately resourced and that the Supplier's Activities are provided in accordance with this Agreement.

11.4 Deed of Confidentiality and Privacy

- (a) If specified in Item 19 of the Order Form or at the request of the Customer's Representative, the Supplier's Personnel involved in the provision of the Supplier's Activities (or who may receive or have access to the Customer's Confidential Information or Personal Information in connection with this Agreement), must sign a deed in substantially the same form as the document in Schedule 6 or such other deed as required by the Customer (Deed of Confidentiality and Privacy).
- (b) Where the Customer requires an alternate Deed of Confidentiality and Privacy to that specified in Schedule 6, it must include obligations that are consistent with the privacy and confidentiality obligations under this Agreement.
- (c) Unless otherwise agreed by the Customer in writing, the Deed of Confidentiality and Privacy must be signed and returned to the Customer's Representative prior to the Supplier's Personnel commencing the Supplier's Activities or being provided with access to the Customer's Confidential Information or Personal Information.

11.5 Subcontracting

- (a) The Supplier must not subcontract any of its obligations under this Agreement unless specified in Item 20 of the Order Form (or otherwise pre-approved by the Customer in writing). Such approval may also be given in respect of classes or categories of subcontractor or types of subcontracted activities and made subject to any applicable conditions. The use of permitted subcontractors may be withheld or given on such conditions as specified in the Order Form or otherwise notified by the Customer to the Supplier in writing.
- (b) If the Customer consents to the engagement of any subcontractor on a conditional basis, then the Supplier must comply with those conditions when it engages that subcontractor.
- (c) A permitted subcontractor may not further subcontract the relevant obligations to another person without the Customer's prior written consent.
- (d) The Customer may, by written notice to the Supplier, revoke its consent to any permitted subcontractor if the Customer, acting reasonably, has concerns about that permitted subcontractor's or its personnel's:
 - (i) performance of the Supplier's Activities; or
 - (ii) compliance with (or ability to comply with) the terms of this Agreement.
- (e) Where practicable to do so, the Customer must engage in reasonable advance consultation with the Supplier in relation to its concerns regarding a permitted subcontractor's (or its personnel's) performance or compliance, including whether those concerns may be otherwise addressed or remediated, before the Customer gives a notice of revocation under clause 11.5(d).

- (f) The Supplier is solely responsible for managing its supply chains and any risks in its supply chains, including ensuring any permitted subcontractor's compliance with clause 13.
- (g) Any subcontracting by the Supplier does not relieve the Supplier of any of its obligations under this Agreement.
- (h) The Supplier must ensure that each of its subcontractors comply with all of the terms of this Agreement to the extent that they are relevant to the subcontractor.
- (i) The Supplier is responsible for its subcontractors, and liable for their acts and omissions, as though they were the acts and omissions of the Supplier.
- (j) If specified in the Order Form or if required by the Customer as a condition of granting consent to the Supplier's use of any subcontractor, the Supplier must arrange for its subcontractors to enter into a subcontractor deed on terms consistent with, and no less onerous than, the parts of this Agreement applicable to the subcontractor's activities.
- (k) The Order Form may specify additional procurement policy requirements which the parties have agreed will apply to, or be prioritised in, any subcontracting arrangement by the Supplier, including the Policies, Codes and Standards. The parties agree to comply with any such requirements.

11.6 Background checks

- (a) The Supplier must:
 - (i) prior to involving any of its Personnel in carrying out the Supplier's Activities, undertake all necessary background checks of those Personnel to ensure that they are fit and proper to provide the Supplier's Activities; and
 - (ii) monitor and assess its Personnel throughout their involvement in the Supplier's Activities to ensure that they remain fit and proper to provide the Supplier's Activities.
- (b) Without limiting the generality of clause 11.6(a), if specified in Item 22 of the Order Form or where not so specified in that Item but reasonably required by the Customer, the Supplier must:
 - (i) carry out any specific background checks of its Personnel as specified in Item 22 of the Order Form or as requested by the Customer, including criminal record and "Working with Children" checks; and
 - (ii) provide the results of those checks to the Customer's Representative within the timeframe specified in Item 22 of the Order Form, or if no time is specified, within five Business Days of receipt (or within such other time as reasonably required by the Customer).
- (c) Where the outcome of a background check reveals that any of the Supplier's Personnel are not fit and proper to be involved in the provision of the Supplier's Activities, the Supplier must not use those Personnel with respect to such activities.
- (d) The Supplier acknowledges and agrees that:
 - (i) all background checks will be undertaken at the Supplier's sole cost, unless otherwise agreed by the Customer in writing;

- (ii) the Customer may provide the results of any background checks to the Contract Authority or any other Government Agency; and
- (iii) the Supplier is solely responsible for obtaining all necessary consents, in accordance with the Privacy Laws, in connection with the conduct of any background checks and the sharing and use of those background checks as contemplated under this clause 11.6.

11.7 Compliance with employment Laws

- (a) The Supplier undertakes to comply with all applicable employment Laws in relation to itself and its Personnel, including in relation to workers' compensation, payroll tax, fringe benefits tax, PAYG tax, group tax, superannuation contributions, leave entitlements and any other employment or related benefit or entitlement.
- (b) The Supplier acknowledges and agrees that:
 - (i) it is solely responsible for the obligations under clause 11.7(a); and
 - (ii) neither the Supplier, nor its Personnel have, pursuant to this Agreement, any entitlement from the Customer in relation to any form of employment or related benefit.

11.8 Non-solicitation

- (a) Neither party may, without the prior written consent of the other party, engage, employ, induce or cause a third party to induce the other party's Personnel engaged in the performance of this Agreement to enter into a contract for service or a contract of employment with it.
- (b) The restrictions in clause 11.8(a) will apply during the Term and for a period of six months after the end of the Term.
- (c) General solicitation for employment which is placed in good faith, such as on a jobs website or in a newspaper advertisement, will not constitute a breach of this clause 11.8.
- (d) The parties agree that the restrictions in this clause 11.8 are necessary to protect the legitimate interests of each party.

12. Compliance

12.1 Compliance with Laws and directions

While carrying out the Supplier's Activities, the Supplier must:

- (a) acquire and maintain all Authorisations necessary for the performance of the Supplier's Activities;
- (b) ensure that the Supplier's Activities comply with all applicable Laws (including all applicable Australian Laws, even if the Supplier is not domiciled in Australia); and
- (c) comply with any reasonable directions made by the Customer in relation to the Supplier's Activities.

12.2 Policies, Codes and Standards

- (a) Without limiting the generality of clause 12.1, the Supplier must, in performing its obligations under this Agreement, comply with all Policies, Codes and Standards.

- (b) Where it is specified in Item 17 of the Order Form that this clause 12.2(b) applies, the Supplier:
- (i) must comply with the Aboriginal Participation Plan and all relevant Aboriginal participation and reporting requirements under the Aboriginal Procurement Policy and clause 37.1(b)(ii);
 - (ii) acknowledges and agrees that Training Services NSW has established the Aboriginal participation fund to receive payments when the Supplier does not meet contracted Aboriginal participation requirements; and
 - (iii) acknowledges and agrees that where the Supplier does not meet its Aboriginal participation requirements under this Agreement, the Agency may, in accordance with the Aboriginal Procurement Policy, withhold payments due to the Supplier pursuant to this Agreement and direct the funds to an account held by Training Services NSW.

12.3 Policy Changes

- (a) If there is:
- (i) any change to any of the Policies, Codes and Standards specified in this Agreement (including with respect to any security requirements); or
 - (ii) the introduction of any new Policies, Code and Standards in addition to those specified in this Agreement,
- with which the Customer requires the Supplier to comply (Policy Change), then (without limiting any other express rights of the Customer or obligations of the Supplier under this Agreement) where:
- (iii) the Supplier's compliance with that Policy Change can, with the Supplier's best efforts, be achieved without the incurrance of material additional cost and expense to the Supplier; or
 - (iv) irrespective of the cost of complying with the Policy Change, the Supplier's compliance with its obligations under clause 12.1 would involve the Supplier complying with that Policy Change in any event,
- then the Supplier must comply with the Policy Change at no additional cost to the Customer.
- (b) If neither clauses 12.3(a)(iii) nor 12.3(a)(iv) apply and the Supplier cannot comply with a Policy Change without incurring material additional cost and expense, then:
- (i) the Supplier must promptly notify the Customer in writing of the additional, incremental cost and expense (calculated on a cost-only and zero-margin basis) that would be directly attributable to its compliance with the Policy Change, accompanied with evidence to substantiate the additional, incremental costs and expenses (including information as to how those costs and expenses have been calculated); and
 - (ii) following receipt of such notification, the Customer may:
 - A. approve the incurrance of the costs and expenses notified to it under clause 12.3(b)(i), in which case the Supplier must comply with the relevant Policy Change and, subject to so complying, will be entitled to invoice the Customer for such costs and expenses;

- B. reject the incurrence of the costs and expenses notified to it under clause 12.3(b)(i), in which case, the Supplier will not be required to incur those costs or to comply with the Policy Change; or
- C. require the Supplier to, in which case the Supplier must, participate in reasonable good faith discussions with the Customer in relation to an alternative approach to managing the Policy Change.

12.4 Work health and safety

Without limiting the Supplier's obligations under any other provision of this Agreement, the Supplier must:

- (a) comply, and must ensure that its Personnel comply, with the WHS Legislation (including any obligation under the WHS Legislation to consult, co-operate and coordinate activities with all other persons who have a work health and safety duty in relation to the same matter);
- (b) if requested by the Customer's Representative or required by the WHS Legislation, demonstrate compliance with the WHS Legislation, including providing evidence of any approvals, prescribed qualifications or experience, or any other information relevant to work health and safety matters;
- (c) notify the Customer's Representative promptly (and in any event within 12 hours of such matter arising) of all work health, safety and rehabilitation matters arising out of, or in any way in connection with, the Supplier's Activities;
- (d) insofar as the Supplier, in carrying out the Supplier's Activities, is under any duty imposed by the WHS Legislation, do everything necessary to comply with any such duty;
- (e) ensure that it does not do anything or fail to do anything that would cause the Customer to be in breach of the WHS Legislation; and
- (f) comply with any additional work health and safety requirements specified in the Order Form or as otherwise reasonably required by the Customer from time to time.

12.5 Work health and safety where Supplier's Activities Include construction work

- (a) This clause applies where construction work forms part of the Supplier's Activities.
- (b) In this clause 12.5, the terms "construction work", "principal contractor" and "workplace" have the same meanings assigned to those terms under the WHS Legislation.
- (c) Where the Customer engages the Supplier as the principal contractor:
 - (i) the Customer authorises the Supplier to have management and control of each workplace at which construction work is to be carried out and to discharge the duties of a principal contractor, under the WHS Legislation;
 - (ii) the Supplier accepts the engagement as principal contractor and agrees to discharge the duties imposed on a principal contractor by the WHS Legislation; and

- (iii) the Supplier's engagement and authorisation as principal contractor will continue until:
 - A. the Supplier delivers the Supplier's Activities in accordance with this Agreement;
 - B. the Supplier achieves Acceptance in respect of each Deliverable subject to Acceptance Testing under this Agreement; and
 - C. any rectification work that is "construction work" that is carried out during the Warranty Period is completed,

unless sooner revoked by the Customer, including by terminating this Agreement at Law or pursuant to this Agreement.

12.6 The environment

Where applicable to the performance of the Supplier's Activities, the Supplier must:

- (a) provide all Supplier's Activities in a manner that does not cause or threaten to cause pollution, contamination or environmental harm to, on or outside a Site or other location;
- (b) ensure that it and its Personnel comply with all applicable environmental Laws and Policies, Codes and Standards; and
- (c) follow New South Wales Government policies and guidelines concerning the safe disposal of any hazardous substances.

12.7 Conflicts of Interest

- (a) The Supplier must:
 - (i) promptly notify the Customer in writing if a Conflict of Interest arises or is likely to arise during its performance of the Supplier's Activities; and
 - (ii) take all necessary action as may be reasonably required by the Customer to avoid or minimise such a Conflict of Interest.
- (b) If such a Conflict of Interest, in the Customer's view, significantly affects the interests of the Customer, and the Supplier is unable to resolve the Conflict of Interest to the satisfaction of the Customer within 14 days of receipt of a notice from the Customer, then the Customer will be entitled to terminate this Agreement under clause 29.1(d).

13. Modern Slavery

13.1 Compliance

The Supplier represents, warrants and undertakes that, as at the date of its execution of this Agreement, neither the Supplier, any entity that it owns or controls or, to the best of its knowledge, any subcontractor of the Supplier, has been convicted of a Modern Slavery offence under the Modern Slavery Laws.

13.2 Information

- (a) For the purpose of this clause, "Information" may include (as applicable) information as to any risks of, actual or suspected occurrences of, and remedial action taken in respect of, Modern Slavery but excludes Personal Information.
- (b) The Supplier must:
 - (i) subject to any restrictions under any applicable Laws by which it is bound, provide to the Customer any Information and other assistance, as reasonably requested by the Customer, to enable the Customer to meet any of its obligations under the Modern Slavery Laws and associated regulatory requirements (for example, any applicable annual reporting requirements and New South Wales Procurement Board Directions), including co-operating in any Modern Slavery audit undertaken by the Customer or the NSW Audit Office and providing reasonable access to the Customer's and/or Audit Office's auditors to interview the Supplier's Personnel; and
 - (ii) notify the Customer in writing as soon as it becomes aware of either or both of the following:
 - A. a material change to any of the Information it has provided to the Customer in relation to Modern Slavery; and
 - B. any actual or suspected occurrence of Modern Slavery in its operations or supply chains (or those of any entity that it owns or controls).
- (c) The Supplier may provide any Information or report requested by the Customer in the form of a previously-prepared statement or re-purposed report, for example a statement provided in response to a similar request for Information from another Australian public sector agency, or refer the Customer to its publicly available Modern Slavery Statement, provided that such statement or report provides generally the same Information as that sought by the Customer.
- (d) The Supplier must, during the Term and for a period of seven years thereafter:
 - (i) maintain; and
 - (ii) upon the Customer's reasonable request, give the Customer access to, and/or copies of,

records in the possession or control of the Supplier to trace, so far as practicable, the supply chains of all Services and Deliverables provided under this Agreement and to enable the Customer to assess the Supplier's compliance with this clause 13.

13.3 Modern Slavery due diligence

The Supplier must take reasonable steps to ensure that Modern Slavery is not occurring in the operations and supply chains of the Supplier and any entity that it owns or controls.

13.4 Subcontractors

In respect of any subcontracts that relate to the Supplier's Activities, or the whole or any part of this Agreement (and without limiting the Supplier's obligations under any Modern Slavery Laws), the Supplier must take reasonable steps to ensure that those subcontracts contain:

- (a) in relation to subcontracts that relate exclusively to the Customer, provisions in relation to Modern Slavery that are substantially the same provisions as this clause 13; and
- (b) in all other cases, Modern Slavery provisions that are reasonably consistent with the provisions in this clause 13.

13.5 Response to Modern Slavery Incident

- (a) If the Supplier becomes aware of any actual or suspected occurrence of Modern Slavery in its operations or supply chains (or in those of any entity that it owns or controls), the Supplier must take reasonable steps to respond to the occurrence in accordance with any internal Modern Slavery strategy and procedures of the Supplier and any relevant policies, codes and standards (including any code of practice or conduct) or other guidance issued by any relevant Authority or (if the Customer notifies the Supplier that it requires the Supplier to comply with any relevant New South Wales Procurement Board Code/guidance) by the New South Wales Procurement Board.
- (b) Any action taken by the Supplier under clause 13.5(a) will not affect any rights of the Customer under this Agreement, including its rights under clause 13.6.

13.6 Termination

In addition to any other rights or remedies under this Agreement or at Law, the Customer may terminate this Agreement, upon written notice and with immediate effect if, in the Customer's reasonable view, the Supplier has:

- (a) failed to notify the Customer as soon as it became aware of an actual or suspected occurrence of Modern Slavery in its operations or supply chains (or in those of any entity that it owns or controls);
- (b) failed to take reasonable steps to respond to an actual or suspected occurrence of Modern Slavery in its operations or supply chains (or in those of any entity that it owns or controls); or
- (c) otherwise committed a substantial breach or multiple minor (non-trivial) breaches of its obligations under clause 13 and the breach (or breaches) is not remedied within 15 days of the Supplier receiving a notice to remedy.

14. Acceptance Testing

14.1 General

- (a) Unless otherwise specified in the Order Form, this clause 14 will apply in relation to the supply of any Deliverables that are not Documents.
- (b) Where the parties have agreed further details as to the form or the conduct of Acceptance Tests in the Order Documents, those details apply in addition to this clause 14, except to the extent expressly stated in the Order Form.

14.2 Testing by Supplier

- (a) Before delivery by the Supplier to the Customer of any Deliverable (or any component thereof) that is subject to Acceptance Testing, the Supplier must:
 - (i) carry out the tests in accordance with any Test Plan and to ensure that the Deliverable meets the Acceptance Criteria for the Deliverable;

- (ii) following testing, supply the Customer with the test results in accordance with the requirements and timeframes in the Test Plan and Order Documents, or where no requirements or timeframes are specified in those documents, promptly on completion of each test;
 - (iii) if the Supplier determines that a Deliverable (or component thereof) does not meet any Acceptance Criteria, promptly remedy that non-compliance; and
 - (iv) when appropriate, notify the Customer that the relevant Deliverable (or applicable component thereof) is ready for Acceptance Testing by the Customer.
- (b) Where directed by the Customer, the Supplier must:
- (i) permit the Customer or its nominee to witness any tests conducted pursuant to this clause 14.2; and
 - (ii) provide the Customer with evidence as reasonably required by the Customer,
- to demonstrate that the tests have been successfully completed in accordance with clause 14.2.

14.3 Testing by the Customer

- (a) The Customer may carry out Acceptance Tests in respect of each Deliverable to which Acceptance Testing applies and the Supplier must provide all reasonable assistance required by the Customer in connection with the Customer's Acceptance Testing.
- (b) If the Customer carries out Acceptance Tests, the Customer must conclude the Acceptance Tests in accordance with any timeframes specified in the Order Documents or, where no timeframes are specified, within a time reasonably determined by the Customer.
- (c) Following completion of the Customer's Acceptance Testing in respect of a Deliverable, the Customer must either:
 - (i) provide to the Supplier an Acceptance Certificate in respect of that Deliverable; or
 - (ii) notify the Supplier that the Acceptance Criteria in respect of that Deliverable have not been met.
- (d) Neither the full or partial Acceptance of any Deliverable nor any exercise by the Customer of any option or other right under this clause 14 will:
 - (i) operate as a sole or exclusive remedy; or
 - (ii) limit or prejudice any rights or remedies of the Customer under this Agreement or at Law.
- (e) Where the Deliverable meets the Acceptance Criteria, the Customer must issue the Acceptance Certificate no later than 10 Business Days from completion of the Acceptance Testing, or within such other timeframe specified in the Order Documents.
- (f) Where the period referred to in clause 14.3(e) elapses without the Customer either providing an Acceptance Certificate to the Supplier in respect of that Deliverable or

notifying the Supplier that the Acceptance Criteria have not been met, the Supplier must submit to the Customer's Representative a written reminder notice identifying the Deliverable in respect of which it requires a decision by the Customer. If the Customer does not take one of the actions referred to in clause 14.3(c) or otherwise communicate with the Supplier in relation to that reminder notice within 15 Business Days of its receipt, then the relevant Deliverable will be deemed to have been Accepted by the Customer.

14.4 Effect of failure to meet Acceptance Criteria

- (a) If the Acceptance Criteria in respect of a Deliverable have not been met, the Customer may, at its option, do any of the following:
 - (i) Issue a notice to the Supplier that requires the Supplier to comply with clause 14.4(b), accompanied with a description of the areas in which the relevant Deliverable has failed to meet the Customer's Acceptance Testing;
 - (ii) Accept the Deliverable subject to a reasonable reduction in the Price as reasonably agreed between the parties or, in the absence of agreement, as reasonably determined by the Customer to reflect the greater of the:
 - A. cost to the Customer of correcting the Defects in the Deliverable; or
 - B. reduced features, functionality or quality of operation as a result of those Defects; or
 - (iii) if the Deliverable contains a Material Defect that, in the Customer's reasonable opinion, is incapable of remedy or the Supplier has failed to remedy that Material Defect within 20 Business Days after delivery of the Deliverable (or such other time as specified in the Order Form or agreed between the parties in writing), immediately terminate this Agreement or reduce its scope pursuant to clause 29.1(d).
- (b) If the Supplier receives a notice under clauses 14.4(a)(i) or 14.4(c)(i), the Supplier must, at its cost, within 20 Business Days (or such other time as specified in the Order Form or agreed between the parties in writing) after the date of the notice:
 - (i) supply such additional services to rectify any Defect in the Deliverable as may be necessary to enable the Deliverable to meet the Acceptance Criteria, including, if necessary, replacing the Deliverable;
 - (ii) co-operate with the Customer with respect to any repeat Acceptance Testing; and
 - (iii) provide all assistance required by the Customer in relation to the repeated Acceptance Tests.
- (c) If the Acceptance Criteria in respect of a Deliverable have not been met following repeat Acceptance Testing, the Customer may, at its option, do any of the following:
 - (i) require the Supplier to again comply with clause 14.4(b);
 - (ii) Accept the Deliverable subject to a reduction in the Price as reasonably agreed between the parties or, in the absence of agreement, as reasonably determined by the Customer in accordance with the same principles as described in clause 14.4(a)(ii); or

- (iii) immediately terminate or reduce the scope of this Agreement pursuant to clause 29.1(d).
- (d) The Customer reserves the right to remedy any Defects or to appoint third parties to do so if the Supplier fails to correct any Defect that has been notified by the Customer to the Supplier and which the Supplier has not corrected within the timeframe required by this clause 14.4. At the Customer's request, the Supplier must reimburse the Customer for the costs incurred by the Customer in relation to the remediation of the relevant Defects, based on commercially reasonable rates and charges.

14.5 Effect of Acceptance Certificate

An Acceptance Certificate will constitute Acceptance for the purposes of this clause 14, but will not be taken as an admission or evidence that the Deliverables comply with, or that the Supplier has performed its obligations under, this Agreement.

15. Performance

15.1 Performance obligations

The Supplier must:

- (a) carry out the Supplier's Activities:
 - (i) in accordance with this Agreement, including the Order Documents;
 - (ii) with all due skill, care and diligence and in a proper, regular and timely manner;
 - (iii) in a manner that encourages the most efficient use of resources and promotes the achievement of any Customer objectives specified in the Order Documents;
 - (iv) to a high standard and in accordance with Best Industry Practice for work of a similar nature to the Supplier's Activities;
 - (v) in a manner that is safe to both people and the environment;
 - (vi) in a manner that minimises any disruption, interference or inconvenience to the Customer or its operations, Personnel or Other Suppliers;
 - (vii) to enable all Deliverables to operate in accordance with this Agreement, and to meet the Acceptance Criteria applicable to them;
 - (viii) to ensure that all timeframes under this Agreement are met, including all Key Milestones and Dates for Delivery;
 - (ix) in accordance with any relevant Statement of Work;
 - (x) in accordance with the Specifications; and
 - (xi) otherwise in accordance with the other requirements of this Agreement; and
- (b) provide Deliverables to the Customer which:
 - (i) are of high quality and are fit for the purpose for which they are required as detailed in, or reasonably ascertainable from, the Order Documents;

- (ii) achieve Acceptance;
- (iii) where applicable, will (on delivery, or at the time of performance of the relevant Supplier's Activities in relation to the applicable Deliverable(s)):
 - A. have been tested and verified, in accordance with Best Industry Practice, to be free from any Viruses; and
 - B. be compatible and interoperable with those features or characteristics of the Customer Environment described in the Order Documents and will not detrimentally affect the operation or performance of the Customer Environment or any part thereof.

15.2 Service standards and Service Levels

- (a) The Supplier must carry out the Supplier's Activities in a manner that meets or exceeds any Service Levels or, if none are specified in the Order Documents, in a timely and efficient manner taking into account the Supplier's obligations under this Agreement.
- (b) Unless otherwise specified in the Order Documents, the Supplier agrees to:
 - (i) measure its performance under this Agreement against any Service Levels;
 - (ii) provide the Customer with the results of all performance reviews;
 - (iii) use appropriate measurement and monitoring tools and procedures to measure performance accurately; and
 - (iv) provide the Customer with sufficient information in relation to the Supplier's assessment and monitoring of its performance pursuant to this clause 15.
- (c) The Supplier's liability under clause 15.2(a) is reduced to the extent that the failure to meet or exceed a Service Level was caused or contributed to by the:
 - (i) breach or negligence of the Customer;
 - (ii) unavailability or failure of any Critical CSI; or
 - (iii) acts or omissions of an Other Supplier.

15.3 Consequences for failing to meet a Service Level

- (a) If the Supplier fails to meet any applicable Service Levels, it will:
 - (i) notify the Customer of the Service Level failure in accordance with clause 15.6;
 - (ii) provide timely updates to the Customer's Representative, in accordance with the incident notification requirements in the Service Levels or on request by the Customer, in relation to the progress being made in rectifying the failure;
 - (iii) promptly take whatever action that is commercially reasonable to minimise the impact of the failure;
 - (iv) correct the failure as soon as practicable;

- (v) promptly take all necessary actions to prevent the recurrence of the failure and any other failure resulting from the same facts, circumstances or root cause(s); and
 - (vi) where requested by the Customer or specified in the Order Documents, promptly investigate the facts, circumstances or root cause(s) of the failure and promptly following conclusion of the investigation, deliver to the Customer a written report identifying such facts, circumstances or root cause(s) in the form requested by the Customer.
- (b) Without limiting any right or remedy available to the Customer under this Agreement or at Law, if the Supplier does not meet a Service Level, then the consequences for failing to meet a Service Level will be as set out in the Order Documents (such as service credits, service rebates or termination rights).
- (c) The parties acknowledge and agree that any service credits or service rebates calculated in accordance with the Order Documents:
- (i) reflect the provision of a lower level of service than is required under this Agreement; and
 - (ii) are reasonable and represent a genuine pre-estimate of the diminution in value the Customer will suffer, as represented by an adjustment to the Price, as a result of the delivery by the Supplier of a lower level of service than that required by the applicable Service Level, but are not an exclusive remedy with respect to other categories of Loss.

15.4 Performance reports

The Supplier must provide to the Customer's Representative the following written or electronic reports and reporting tools:

- (a) a monthly (unless a different frequency is specified in the Order Form) report on the performance and availability of the Services and/or Deliverables in respect of the immediately preceding month, including detail relating to:
 - (i) the quantity of Services and/or Deliverables supplied to the Customer (including, where applicable, the rates of utilisation);
 - (ii) the total Price paid by the Customer in respect of that reporting period and cumulatively over the Term to date, tracked over time and usage, including any applicable discounts, credits, rebates and other benefits; and
 - (iii) any other matters specified in the Order Form;
- (b) a monthly report of the Supplier's performance against any Service Levels, including any accrued service credits or service rebates;
- (c) the additional reports specified in the Module Terms and Order Form for the time period specified in those documents (which may include, where so specified, access to real-time or near-real time reporting capability); and
- (d) any other reports as reasonably requested by the Customer from time to time, including as may be required by the Customer to enable the Customer to meet its internal or New South Wales Government compliance, regulatory and operational reporting obligations.

15.5 Performance reviews

- (a) If it is stated in Item 25 of the Order Form that the parties must conduct a service and performance review of the Supplier's performance under this Agreement, then the parties must conduct such reviews at the intervals and in accordance with any requirements in the Order Form (or as otherwise agreed between the parties).
- (b) All reviews must be undertaken by representatives of both parties who have the authority, responsibility and relevant expertise in financial and operational matters appropriate to the nature of the review. Where this Agreement is made under a MICTA, either party may request the involvement of the Contract Authority in any review.

15.6 Notice

The Supplier must notify the Customer immediately if it becomes aware that it is not able to, or reasonably anticipates that it is not able to, perform the Supplier's Activities in accordance with the performance standards and requirements specified in this Agreement.

15.7 Meetings

- (a) The Supplier's Representative must meet with the Customer's Representative or other Personnel at the times and at the locations specified in the Order Form or as otherwise agreed between the parties in writing.
- (b) The parties agree that meetings may be held by video or teleconference if required by the Customer.

16. Liquidated Damages

- (a) This clause 16 applies if Item 29 of the Order Form provides for Liquidated Damages to be payable in relation to a failure by the Supplier to meet a Key Milestone.
- (b) If the Supplier fails to meet a Key Milestone, the Supplier must pay the Customer the amount of Liquidated Damages set out in, or otherwise calculated in accordance with, Item 29 of the Order Form in relation to the period between the relevant Key Milestone and the date on which the:
 - (i) Supplier achieves the relevant Key Milestone; or
 - (ii) Customer terminates the relevant Order (or this Agreement),
 but subject always to the maximum number of days (if any) for which Liquidated Damages are payable, or maximum percentage of the value of applicable Prices, as may be specified in Item 29 of the Order Form.
- (c) The Supplier acknowledges that the Liquidated Damages payable under this clause 16 are a reasonable and genuine pre-estimate of the Loss likely to be suffered by the Customer in respect of a failure by the Supplier to meet the relevant Key Milestone. However, they do not limit the rights or remedies of the Customer to claim Loss from the Supplier in the event that the amount of Loss actually incurred by the Customer exceeds such genuine pre-estimate, in the amount of the difference between such Loss actually incurred and the Liquidated Damages payable under this clause 16.
- (d) The Supplier will not be liable to pay Liquidated Damages to the extent that the Supplier's failure to achieve a Key Milestone was caused or contributed to by the:

- (i) breach or negligence of the Customer;
- (ii) unavailability or failure of any Critical CSI; or
- (iii) acts or omissions of an Other Supplier.

17. Intellectual Property

17.1 Ownership of Existing Materials

Unless otherwise specified in Item 37 of the Order Form, the parties agree that nothing in this Agreement will affect the ownership of the Intellectual Property Rights in any Existing Materials.

17.2 Licence to use Existing Materials

- (a) Unless otherwise specified in the applicable Module Terms or in Item 37 of the Order Form, the Supplier grants to the Customer an irrevocable, non-exclusive, worldwide, transferable, royalty-free licence to use, copy, adapt, translate, reproduce, modify, communicate and distribute any Intellectual Property Rights in the Supplier's Existing Materials for any purpose in connection with the:
 - (i) Customer performing its obligations and exercising its rights under this Agreement;
 - (ii) full use of any Services and/or Deliverables in which the Supplier's Existing Material is incorporated, including installing, operating, upgrading, modifying, supporting, enhancing and maintaining the Deliverables or integrating them with any other software, systems, equipment or infrastructure owned, operated or maintained by the Customer or a Government Agency;
 - (iii) performance of tests and other quality assurance processes, including Acceptance Tests, in relation to the Deliverables and systems that may integrate or interoperate with the Deliverables; or
 - (iv) carrying out, or exercise, of the functions or powers of the Customer, a Government Agency or the Crown, including any statutory requirements concerning State records or auditing.
- (b) Where:
 - (i) the Supplier's Existing Material is incorporated into any New Materials; and
 - (ii) clause 17.4(b) applies in respect of those New Materials,

then the licence granted in clause 17.2(a) will also include, in respect of the Supplier's Existing Materials, an equivalent right and licence to that described in clause 17.4(b), to the extent required to support the exploitation and commercialisation of the Intellectual Property Rights in the relevant New Materials under that clause (but excluding commercial exploitation of the Supplier's Existing Materials independently of the New Materials in which they are incorporated).
- (c) The rights and licences granted by the Supplier to the Customer under clause 17.2(a):

- (i) do not permit the Customer to sell, monetise or commercialise the Supplier's Existing Materials, except as otherwise stated in Item 37 of the Order Form; and
- (ii) are sub-licensable by the Customer (on the same terms, for the same period and for the same purposes as set out in clause 17.2(a)), without additional charge to any:
 - A. contractor, subcontractor or outsourced service provider (subject to such persons being under reasonable obligations of confidentiality owed to the Customer or another Government Agency) acting on behalf of, or providing products and/or services for the benefit of, the Customer or a Government Agency; or
 - B. Government Agency.

- (d) Unless otherwise specified in Item 37 of the Order Form, the Customer grants to the Supplier, a non-exclusive, non-transferable, revocable, worldwide, royalty-free licence to use the Intellectual Property Rights in the Customer's Existing Materials, to the extent required for the Supplier to perform, and solely for the purposes of the Supplier performing, its obligations under this Agreement.

17.3 Ownership of New Materials

- (a) Unless otherwise specified in Item 37 of the Order Form, where the Supplier creates New Materials in carrying out the Supplier's Activities, the ownership of all Intellectual Property Rights in those New Materials vests in, or is transferred or assigned to, the Supplier immediately on creation.
- (b) If the parties agree in Item 37 of the Order Form that the Intellectual Property Rights in any New Materials will be owned by the Customer, then ownership of all Intellectual Property Rights in those New Materials vests in the Customer immediately on creation or is transferred or assigned by the Supplier to the Customer immediately on creation, free of any encumbrances, security interests and third party rights.

17.4 Customer licence to use Supplier owned New Materials

- (a) Where the Supplier owns the Intellectual Property Rights in any New Materials, unless otherwise specified in the applicable Module Terms or in Item 37 of the Order Form, the Supplier grants to the Customer an irrevocable, non-exclusive, worldwide, transferable, royalty-free licence to use, copy, adapt, translate, reproduce, modify, communicate and distribute the Intellectual Property Rights in such New Materials, for any purpose in connection with the:
 - (i) Customer performing its obligations and exercising its rights under this Agreement;
 - (ii) full use of any Services and/or Deliverables in which New Material is incorporated, including installing, operating, upgrading, modifying, supporting, enhancing and maintaining the Deliverables or integrating them with any other software, systems, equipment or infrastructure owned, operated or maintained by the Customer or a Government Agency;
 - (iii) performance of tests and other quality assurance processes, including Acceptance Tests, in relation to the Deliverables and systems that may integrate or interoperate with the Deliverables; or

- (iv) carrying out, or exercise, of the functions or powers of the Customer, a Government Agency or the Crown, including any statutory requirements concerning State records or auditing.
- (b) Where specified in Item 37 of the Order Form, the licence granted in clause 17.4(a) will also include the right and licence to exploit and commercialise the Intellectual Property Rights in New Materials for the purposes specified in clause 17.4(a) or such other purposes specified in Item 37 of the Order Form.
- (c) The rights and licences granted by the Supplier to the Customer under clauses 17.4(a) and 17.4(b) are sub-licensable by the Customer (on the same terms and for the same purposes as set out in those clauses) to any person, without additional charge, including to any:
 - (i) contractor, subcontractor or outsourced service provider (subject to such persons being under reasonable obligations of confidentiality owed to the Customer or another Government Agency (as applicable)) acting on behalf of, or providing products and/or services for the benefit of, the Customer or a Government Agency; or
 - (ii) Government Agency.

17.5 Licence term

Except where otherwise specified in Item 37 of the Order Form or in the applicable Module Terms, the licences granted under clauses 17.2 and 17.4 will be perpetual in relation to the purposes specified in those clauses.

17.6 Supplier Licence to use Customer owned New Materials

Where it is specified in Item 37 of the Order Form that Intellectual Property Rights in any New Materials are owned by the Customer, then to the extent required to enable the Supplier to perform its obligations under this Agreement, the Customer grants to the Supplier, a non-exclusive, non-transferable, revocable, worldwide, royalty-free licence to use the Intellectual Property Rights in those New Materials, to the extent required for the Supplier to perform, and solely for the purposes of the Supplier performing, its obligations under this Agreement.

17.7 Third party Intellectual Property Rights

Unless stated otherwise in Item 37 of the Order Form or the applicable Module Terms, the Supplier must, in respect of any third party Intellectual Property Rights used in the production of Deliverables, included in any Deliverables, or required by the Customer to receive the Services:

- (a) ensure that it procures for the Customer a licence on terms no less favourable than:
 - (i) the terms set out in this clause 17 or any applicable Module Terms; or
 - (ii) on such other terms specified in Item 37 of the Order Form;
- (b) ensure that the use of such third party Intellectual Property Rights does not constrain the Customer's use of the Services or any Deliverables; and
- (c) otherwise, not use any third party Intellectual Property Rights in the provision of the Services or the production of any Deliverables.

17.8 Open Source Software

- (a) The Supplier must not, without the prior written consent of the Customer:

- (i) develop or enhance any Deliverable using Open Source Software; or
 - (ii) incorporate any Open Source Software into any Deliverable.
- (b) In requesting any consent from the Customer under clause 17.8(a), the Supplier must provide the Customer with:
 - (i) complete and accurate copies of any licence agreement, the terms and conditions of which would apply to the proposed use or incorporation of the Open Source Software into a relevant Deliverable; and
 - (ii) a description of how such use or incorporation may affect the provision of the Supplier's Activities, the Customer's licence rights under this Agreement and the Customer's and Customer Users' uses or other dealings with the relevant Deliverable,for the Customer's review and consideration.
- (c) Where the Customer provides its consent in relation to the use or incorporation of any Open Source Software under clause 17.8(a) the:
 - (i) Customer must comply with the terms and conditions notified to it in clause 17.8(b)(i) in relation to the use of that Open Source Software: and
 - (ii) Supplier must ensure that the use of that Open Source Software will not:
 - A. result in an obligation to disclose, licence or otherwise make available any part of the Customer Environment, software of the Customer, Customer Data or Confidential Information to any third party; or
 - B. diminish the Supplier's obligations or the Customer's rights under this Agreement.

17.9 Consents and Moral Rights

- (a) Prior to provision to the Customer or use in connection with this Agreement, the Supplier must ensure that it obtains all necessary consents from all authors of all Materials and Deliverables provided or licenced to the Customer under this Agreement to any use, modification or adaptation of such Materials and Deliverables to enable the Customer to fully exercise its Intellectual Property Rights under this Agreement, including:
 - (i) the use, modification or adaptation of the Materials or Deliverables; or
 - (ii) any other dealing which might otherwise constitute an infringement of the author's Moral Rights.
- (b) To the extent the Customer provides any CSI for use by the Supplier and that CSI incorporates any Intellectual Property Rights, the Customer must procure all necessary:
 - (i) licences of Intellectual Property Rights in that CSI; and
 - (ii) Moral Rights consents from all authors of that CSI,to the extent required to enable the Supplier to perform, and solely for the purposes of the Supplier performing, its obligations under this Agreement with respect to that CSI.

17.10 Prohibited activities

The licences granted to the Customer under clauses 17.2 and 17.4 do not permit the Customer to disassemble, decompile or reverse engineer any software-based elements of the materials licensed under those clauses, provided that this restriction shall not apply to the extent it would not be permissible under the *Copyright Act 1968* (Cth) in relation to particular acts conducted for certain purposes, as specified in that legislation.

17.11 Additional obligations

The Supplier must, at its cost, do all acts (and procure that all relevant persons do all acts) as may be necessary to give effect to the intellectual property provisions in this clause 17, including by executing (or procuring the execution of) any required documents or effecting any required registrations.

17.12 Warranties and acknowledgements

- (a) The Supplier represents, warrants and undertakes that:
 - (i) it has all the Intellectual Property Rights and has procured the necessary Moral Rights consents required to:
 - A. carry out the Supplier's Activities; and
 - B. enable the Customer and each Customer User (or other permitted licensee) to use the requisite Services and/or Deliverables in the manner envisaged by this Agreement; and
 - (ii) its supply of the requisite Services and/or Deliverables to the Customer, and the Customer's, Customer Users' (and other permitted licensees') use of them in the manner envisaged by this Agreement will not infringe any Intellectual Property Rights or Moral Rights.
- (b) The Supplier acknowledges and agrees that the Intellectual Property Rights and licences (as applicable) granted under this Agreement (including this clause 17) do not limit or reduce the Supplier's or its Personnel's obligations under this Agreement with respect to the Customer's Confidential Information, Personal Information and Customer Data.

17.13 Replacement of Deliverables

Without limiting the Customer's rights under clause 34.1(c), if any Claim of the kind described in that clause is made or brought in respect of Intellectual Property Rights or Moral Rights, the Supplier must, at its election and at no additional cost to the Customer:

- (a) procure for the Customer the right to continue to use the Services and/or Deliverables on terms no less favourable than those set out in this Agreement;
- (b) promptly replace or modify the Services and/or Deliverables so that the alleged infringement ceases and the replaced or modified Services and/or Deliverables provides the Customer with no less functionality and performance as that required by this Agreement; or
- (c) only where the options in paragraphs (a) and (b) are not reasonably possible and subject to prior consultation with and receipt of approval from the Customer, accept return of the affected Deliverable or cease to provide the affected Service (as applicable) and, within 30 days, refund the Customer any fees paid for the relevant Service and/or Deliverable, subject to any reasonable deduction for any in-production use already made by the Customer of the relevant Service and/or Deliverable.

18. Escrow

- (a) If specified in Item 38 of the Order Form (or if otherwise agreed between the parties in writing) that any Escrow Materials are to be held in escrow, the Supplier must arrange for:
 - (i) itself, the Customer and an escrow agent approved by the Customer to enter into an escrow agreement in substantially the same form as **Schedule 7** (or such other form as may be prescribed by the relevant escrow agent and agreed by the parties in writing); or
 - (ii) the Customer to become a party to an escrow arrangement which already covers the Escrow Materials which the Customer regards as a satisfactory arrangement.
- (b) Any escrow arrangement to which the Customer becomes a party under clause 18(a) must continue in effect for at least the period stated in Item 38 of the Order Form, unless otherwise agreed between the parties in writing.
- (c) The Supplier must consult with, and comply with the reasonable directions of, the Customer in any negotiations with the escrow agent arising under clause 18(a).
- (d) Any escrow arrangement must be entered into by the timeframe specified in Item 38 of the Order Form, or if no timeframe is specified, as otherwise reasonably required by the Customer.

PART C: DATA AND SECURITY

19. Customer Data

19.1 Obligations in relation to Customer Data

- (a) This clause 19 applies where the Supplier or its Personnel obtains access to, or collects, uses, holds, controls, manages or otherwise processes, any Customer Data in connection with this Agreement.
- (b) The Supplier acknowledges and agrees that it obtains no right, title or interest with respect to any Customer Data, other than a right to use Customer Data for the sole purpose of, and only to the extent required for, the carrying out of the Supplier's Activities in accordance with this Agreement.
- (c) As between the Supplier and Customer, all rights in and in relation to Customer Data remain with the Customer at all times and the Supplier assigns all rights, title and interest in the Customer Data to the Customer on creation. The Supplier agrees to do all things necessary to assign or vest ownership of all rights in Customer Data to the Customer on creation.
- (d) The Supplier must:
 - (i) not use any Customer Data for any purpose other than for the sole purpose of, and only to the extent required for, carrying out the Supplier's Activities in accordance with this Agreement;
 - (ii) not sell, assign, lease or commercially transfer or exploit any Customer Data;
 - (iii) not perform any data analytics on Customer Data, except to the sole extent permitted by this Agreement;

- (iv) ensure that all of its Personnel who access, or have the ability to access, Customer Data are appropriate to do so, including passing any background or security checks as required by this Agreement;
- (v) apply to the Customer Data the level of security and (if applicable) encryption that is required under this Agreement;
- (vi) apply technical and organisational controls which are appropriate to ensure that all Customer Data is at all times protected from any unauthorised access, modification or disclosure and only handled and processed in accordance with the terms of this Agreement and any other security requirements reasonably specified by the Customer; and
- (vii) ensure that Customer Data is at all times managed in accordance with the *State Records Act 1998* (NSW) (to the extent applicable); and
- (viii) ensure that its Personnel (including subcontractors) comply with this clause 19.1(d) and manage and safeguard Customer Data in accordance with all other requirements of this Agreement.

19.2 Security of Customer Data

- (a) The Supplier must comply with the security requirements set out in this Agreement, including in the Order Documents (**Information Security Requirements**) in carrying out the Supplier's Activities.
- (b) The Supplier must establish, maintain, enforce and continuously improve its safeguard and security measures, and take all reasonable steps, to ensure that Customer Data is protected against misuse, interference and loss, and from unauthorised access, modification or disclosure.
- (c) The Supplier must immediately notify the Customer where it is or may be required by Law to disclose any Customer Data to any third party contrary to the terms of this Agreement.

19.3 Location of Customer Data

- (a) The Supplier must not:
 - (i) transfer, store, process, access, disclose or view Customer Data; or
 - (ii) perform any of its obligations under this Agreement which could involve Customer Data being stored, processed, accessed, disclosed or viewed, outside of New South Wales, Australia, except in accordance with clause 19.3(b).
- (b) Notwithstanding clause 19.3(a), the Supplier may transfer, store, process, access, disclose or view Customer Data outside of New South Wales:
 - (i) If permitted under the Order Form or any relevant Module Terms;
 - (ii) at the locations specified in the Order Documents (or as otherwise agreed to in writing in advance by the Customer); and
 - (iii) subject to the Supplier's and its Personnel's compliance with the Data Location Conditions.

19.4 Backup of Customer Data

- (a) If specified in the Order Documents that the Supplier is required to make and store backup copies of Customer Data as part of the Services, the Supplier must make and store backup copies of the Customer Data in accordance with all requirements (including as to frequency, maturity of backup and approved locations) set out or referenced in this Agreement (including the Module Terms and Order Form) or as otherwise reasonably required by the Customer by notice to the Supplier.
- (b) Where clause 19.4(a) applies, the Supplier must check the integrity of all backup Customer Data annually (or at such other time required by the Order Form).

19.5 Restoration of lost Customer Data

Notwithstanding any other rights the Customer may have under this Agreement, if as a result of any act or omission of the Supplier or its Personnel in the carrying out of the Supplier's Activities or in discharging their privacy or security obligations under this Agreement:

- (a) any Customer Data is lost; or
- (b) there is any unauthorised destruction or alteration of Customer Data,

the Supplier must take all practicable measures to immediately restore the Customer Data (including, where applicable, in accordance with any requirements specified in the Order Documents). Any such measures will be at the Supplier's sole cost where and to the extent such loss, destruction or alteration to the Customer Data was caused or contributed to by an act or omission of the Supplier or any of its Personnel.

19.6 Rights to access, use, extract and retrieve Customer Data

Where Customer Data is in the Supplier's possession or control, the Supplier must enable the Customer to:

- (a) access, use and interact with the Customer Data (which may be through access controls identified in the Order Documents); and
- (b) extract, retrieve and/or permanently and irreversibly delete those copies of the Customer Data which are in the Supplier's possession or control (which may be performed by self-service tools), or otherwise provide the Customer Data to the Customer:
 - (i) in accordance with all applicable timeframes and requirements under this Agreement;
 - (ii) at no additional charge to the Customer;
 - (iii) in a human readable, commonly accepted format which does not require the Customer to purchase additional licences it does not already hold, or in the same format as the Customer Data was uploaded (for example, a semi-structured format); and
 - (iv) in order to maintain the relationships and integrity of those copies of the Customer Data.

19.7 Record, retention, return and destruction of the Customer Data

- (a) If specified in the Order Form, the Supplier must:
 - (i) establish, keep and maintain complete, accurate and up-to-date records of all Customer Data accessed, collected or changed by it; and

- (ii) make copies of the records referred to in clause 19.7(a)(i) available to the Customer immediately upon request.
- (b) On the date that any Customer Data is no longer needed for the purposes of the Supplier carrying out the Supplier's Activities (or should the Customer notify the Supplier that the Customer Data is no longer needed), the Supplier must at its sole cost:
 - (i) immediately stop using the relevant Customer Data (except as permitted under this Agreement); and
 - (ii) at the Customer's direction (subject to clause 19.7(c)):
 - A. securely and permanently destroy all records and backups of the Customer Data in accordance with the timeframes under this Agreement and supply the Customer's Representative with a certificate of destruction that confirms that this has occurred; or
 - B. securely return all records of Customer Data to the Customer in accordance with the timeframes under this Agreement.
- (c) The Supplier will be entitled to retain copies of records of Customer Data to the extent, and only for the period, that such retention is mandated by any Laws to which the Supplier is subject.
- (d) The Supplier acknowledges and agrees that:
 - (i) where the Order Documents specify additional requirements for the capture and retention of audit log data, including categories of data and periods of retention, the Supplier must comply with those requirements; and
 - (ii) notwithstanding anything to the contrary in this Agreement, no Customer Data should be destroyed until the Supplier has met the data retrieval requirements under clause 32.1.

19.8 General

- (a) If requested by the Customer, the Supplier must provide the Customer with a report setting out how it will comply, and has complied, with its obligations under this clause 19.
- (b) Where applicable, the Supplier must comply with any additional obligations relating to Customer Data as may be specified in the Order Documents.
- (c) For clarity, nothing in this clause 19 relieves the Supplier of its obligations under clause 20.

20. Privacy

20.1 Protection and use of Personal Information

- (a) If the Supplier or its Personnel obtains access to, or collects, uses, holds, controls, manages or otherwise processes, any Personal Information in connection with this Agreement (regardless of whether or not that Personal Information forms part of the Customer Data), the Supplier must (and must ensure that its Personnel):

- (i) comply with all Privacy Laws, as though it were a person subject to those Privacy Laws;
 - (ii) only use that Personal Information for the sole purpose of carrying out the Supplier's Activities;
 - (iii) not disclose the Personal Information to any other person without the Customer's prior written consent, which may be given in respect of classes or categories of subcontractors or types of subcontracted activities and made subject to any applicable conditions;
 - (iv) not transfer the Personal Information outside New South Wales, Australia or access it, or allow it to be accessed, from outside New South Wales, Australia unless permitted in the Order Form or relevant Module Terms and subject to the Supplier's and its Personnel's compliance with the Data Location Conditions;
 - (v) protect the Personal Information from unauthorised access, use, disclosure, modification and other misuse and in accordance with the security requirements under this Agreement;
 - (vi) if it becomes aware that there has been an actual, alleged or suspected Security Incident involving Personal Information:
 - A. comply with clause 22;
 - B. comply with any reasonable direction (including as to timeframes) from the Customer with respect to that breach (which may include, for example, notifying any affected individuals of the breach of privacy); and
 - C. take all reasonable steps to prevent such breach from recurring; and
 - (vii) notify the Customer as soon as reasonably possible if the Supplier is approached by any privacy commissioner or other Authority concerning any Personal Information.
- (b) Where the Supplier is required by Law to produce or disclose any information or to develop or provide any response or explanation to an Authority in relation to any incident (including any privacy breach) concerning the handling, management, safekeeping or protection of any Personal Information in connection with this Agreement, it must (to the extent such action is permitted by Law), provide notice to the Customer as soon as reasonably possible of the nature and content of the information to be produced or disclosed and, prior to providing a response to the Authority or disclosing any Personal Information, engage in reasonable consultation with the Customer regarding its proposed response or explanation.

20.2 Data Management and Protection Plan

- (a) Where the Supplier or its Personnel collects, uses, discloses, holds or otherwise processes any Personal Information in connection with this Agreement, the Supplier must, for the duration of those activities, have and maintain (and prepare and implement, if not already in existence) a Data Management and Protection Plan that caters for the handling of that Personal Information.
- (b) The Data Management and Protection Plan must be provided to the Customer's Representative within five Business Days following the Commencement Date or such other time as agreed between the parties in writing.

- (c) The Data Management and Protection Plan must:
- (i) set out measures for how the Supplier and its Personnel will:
 - A. comply with the Privacy Laws; and
 - B. protect Personal Information;
 - (ii) be consistent with the Privacy Laws and the security and privacy requirements under this Agreement, provided that, where the Privacy Laws and the security and privacy requirements under this Agreement both address standards in respect of same subject matter, the Data Management and Protection Plan must reflect the higher standard; and
 - (iii) cover such other matters as reasonably required by the Customer.
- (d) The Supplier must review and update the Data Management and Protection Plan annually or at such other times as reasonably required by the Customer to address a Security Incident or breach of this Agreement.
- (e) The Supplier must comply with its latest Data Management and Protection Plan and provide the latest copy of that Plan to the Customer's Representative on request.

20.3 No limitation of obligations

Nothing in this clause 20 is intended to limit any obligations that the Supplier has at Law with respect to privacy and the protection of Personal Information.

21. Security



Guidance note: Additional security requirements or standards may be specified in an Order Form.

21.1 Scope of the Supplier's security obligations

- (a) Without limiting any other security obligation under this Agreement, the Supplier's security obligations under this clause apply to:
- (i) the Supplier's Activities; and
 - (ii) Customer Data and Personal Information, where and to the extent that the Supplier or its Personnel is in the possession of, controls, or is able to control, such data and information.
- (b) For the purposes of this clause 21, "control" includes controlling, managing, processing, generating, capturing, collecting, transferring, transmitting, deleting and destroying.

21.2 Supplier's security obligations

- (a) The Supplier must implement, maintain and enforce a formal program of technical and organisational security measures (including an audit and compliance program) relating to ICT security and cyber security that is in accordance with:
- (i) this clause 21; and
 - (ii) the standards or requirements specified in Item 40 of the Order Form,

(Security Program), provided that, where clause 21 and the standards or requirements specified in the Order Form both address standards in respect of the same subject matter, the Security Program must reflect the higher standard.

- (b) The Security Program must be designed to:
 - (i) monitor, audit, detect, identify, report and protect against Security Incidents, Viruses, and any other threats or hazards to the security or integrity of the Customer's operations or the Services and Deliverables in carrying out the Supplier's Activities;
 - (ii) ensure the security (including the confidentiality, availability and integrity) of the Services and Deliverables in accordance with the requirements of this Agreement;
 - (iii) ensure the continuity of the Customer's access to, and use of, the Services and Deliverables and in a manner that achieves any applicable Service Levels. This includes continuity of access and use during any business continuity event, Disaster recovery event, scheduled or unscheduled maintenance and similar events;
 - (iv) manage any potential security risks in the Supplier's supply chains that bear upon the Supplier's Activities;
 - (v) monitor, detect, identify and protect against fraud and corruption by the Supplier's organisation and the Supplier's Personnel; and
 - (vi) ensure that the Security Program is comprehensive in covering all components of the Supplier's Activities and protects data in accordance with this Agreement.
- (c) Without limiting its obligations under clause 21.2(a), the Supplier must ensure its Security Program complies, and is consistent, with the Policies, Codes and Standards (to the extent applicable to security).
- (d) The Supplier must regularly review and continuously improve the Security Program to ensure it remains current and up-to-date and continues to satisfy the requirements of this clause 21.2 and is in accordance with Best Industry Practice.
- (e) If specified in Item 40 of the Order Form, the Supplier must have, obtain and maintain from the Commencement Date and for the duration of the Supplier's Activities the security certifications specified or referenced in Item 40 of the Order Form from an accredited, independent, third party register or accredited, independent third party certification body. Unless otherwise specified in Item 40 of the Order Form, the certifications must be updated at least annually and must comply with any specific certification requirements set out in the Order Form.
- (f) Without limiting this clause 21.2, the Supplier must comply with any additional security obligations or standards specified in the Order Form.

21.3 Audits and compliance

- (a) The Supplier must audit its compliance with its Security Program and security obligations under this Agreement in accordance with any timeframes specified in the Order Documents and, where no such timeframes are specified, on an annual basis.
- (b) The Supplier must provide the Customer, at the Customer's request, with electronic copies of:

- (i) any security certifications required by this clause 21 and a copy of each renewal of these certifications;
- (ii) a description of the Supplier's information security management system and cyber security management system;
- (iii) all reports relating to:
 - A. any external or internal audits of the Supplier's security systems (to be provided for the most recent period available), including follow-up reports on audit action items; and
 - B. where applicable, the integrity of any data backups required to be undertaken as part of the Supplier's Activities;
- (iv) evidence that a vulnerability and security management process is in place within its organisation that includes ongoing and routine vulnerability scanning, patching and coverage verification, with a frequency commensurate with any applicable security requirements specified in the Order Form, or where no requirements are specified, Best Industry Practice. This can include copies of relevant policies, scan results, vulnerability reports, registers of vulnerabilities and patch reports;
- (v) evidence that (if applicable) penetration and security testing (including any Acceptance Tests set out in the Order Form) are carried out:
 - A. prior to, and directly after, new systems are moved into production or in the event of a significant change to the configuration of any existing system; or
 - B. at such other times specified in the Order Form; and
- (vi) evidence that high and extreme Inherent Risks identified in audits, vulnerability scans and tests have been remediated,

which must contain (at a minimum) full and complete details of information and reports insofar as they relate to the Supplier's Activities. Where the Supplier is not permitted to provide the Customer with any of the foregoing (due to confidentiality obligations to third parties or because to do so would cause the Supplier to breach any Law or relevant security certification that the Supplier is subject to), the Supplier may (acting reasonably) redact those components that it is not permitted to provide to the Customer but only to the fullest extent needed to prevent the Supplier's non-compliance.

- (c) Without limiting clause 11.3(a)(ii), the Supplier must run initial and annual mandatory security awareness training for all of the Supplier's Personnel involved in carrying out the Supplier's Activities under this Agreement and ensure that those Personnel have completed the initial training prior to carrying out the Supplier's Activities.
- (d) At the Customer's request, the Supplier must implement any audit findings or recommendations arising from an audit conducted under clause 21.3(a) and reasonably demonstrate to the Customer the implementation of such findings and recommendations.

22. Security Incidents

22.1 Notification of Security Incidents

If the Supplier becomes aware that there has been a Security Incident, the Supplier must immediately:

- (a) notify the Customer and, for Security Incidents that are classified by the Customer as having a major or potentially major impact or where otherwise directed by the Customer, also notify the Contract Authority where this Agreement is made pursuant to a MICTA; and
- (b) provide to the Customer, to the extent known at the time, the date of the Security Incident and a description of the Security Incident.

22.2 Actions required in relation to a Security Incident

- (a) Where the:
 - (i) Supplier becomes aware of any Security Incident; or
 - (ii) Customer notifies the Supplier that the Customer reasonably believes a Security Incident has occurred or is about to occur,
 then, the Supplier must, as soon as possible (but in any case within the time specified in Item 42 of the Order Form):
 - (iii) investigate and diagnose the Security Incident;
 - (iv) manage and contain the Security Incident and mitigate the impact of the Security Incident (working on a 24 x 7 basis if required);
 - (v) investigate and take steps to identify the root cause of the Security Incident and seek to understand the risks posed by the Security Incident and identify how these risks can be addressed; and
 - (vi) develop and adopt a remediation Plan addressing the rectification of, and the prevention of the future recurrence of the facts and circumstances giving rise to, the Security Incident (**Remediation Plan**).
- (b) The Supplier must:
 - (i) within 48 hours after the Supplier's initial awareness or notification of the Security Incident in accordance with clause 22.1(a), provide to the Customer, to the extent known at that time:
 - A. a list of actions taken by the Supplier to mitigate the impact of the Security Incident;
 - B. a summary of the records impacted, or which may be impacted, and any Customer Data and other information that has been or may have been lost, accessed or disclosed as a result of the Security Incident; and
 - C. the estimated time to resolve the Security Incident;
 - (ii) promptly on the Customer's request, provide copies of the results of the Supplier's analysis and the Remediation Plan to the Customer;

- (iii) provide any assistance reasonably required by the Customer or any Authority in relation to any criminal, regulatory or other investigation relating to the Security Incident;
 - (iv) promptly update the Remediation Plan to address any concerns reasonably raised by the Customer, following which the Supplier must implement the Remediation Plan in accordance with the timeframes agreed by the Customer;
 - (v) following implementation of the Remediation Plan, provide evidence to the Customer verifying that the remediation activities in the Remediation Plan have successfully resolved the underlying cause of the Security Incident (for example, by sharing the results of relevant penetration tests or vulnerability scans); and
 - (vi) review and learn from the Security Incident to improve security and data handling practices and prevent future Security Incidents from occurring.
- (c) For clarity, nothing in this clause 22:
- (i) requires the Supplier to provide the Customer with specific details that relate to the Supplier's other customers or would breach any applicable Laws; and
 - (ii) limits the Supplier's obligations at Law with respect to the notification and resolution of Security Incidents.

23. Confidentiality

- (a) Where either party (**Recipient**) receives or otherwise possesses Confidential Information of the other party (**Discloser**), the Recipient must:
- (i) keep it confidential;
 - (ii) in the case of the Supplier or its Personnel, only use it where required to exercise its rights or perform its obligations under this Agreement; and
 - (iii) not disclose it to anyone other than:
 - A. with the prior consent of the Discloser and on the condition that the subsequent recipient is bound by the same or substantively equivalent confidentiality requirements as specified in this Agreement;
 - B. where required by the GIPA Act (or any other similar Laws) which may require the Customer to publish or disclose certain information concerning this Agreement;
 - C. where required by any other Laws, provided that the Recipient gives the Discloser reasonable notice of any such legal requirement or order to enable the Discloser to seek a protective order or other appropriate remedy (unless it would be in violation of a court order or other legal requirement);
 - D. in the case of the Customer, to:
 - 1) the Contract Authority or responsible Minister (where this Agreement is made under a MICTA); or

2) any Government Agency or Eligible Customer or responsible Minister for a Government Agency or an Eligible Customer; or

E. to its Personnel and directors, officers, lawyers, accountants, insurers, financiers and other professional advisers where the disclosure is in connection with advising on, reporting on, or facilitating the party's exercise of its rights or performance of its obligations under this Agreement.

(b) The Supplier must not issue any press release or make any other public statement regarding this Agreement or the Supplier's Activities without the prior written consent of the Customer, except as required by Law.

(c) This clause 23 does not preclude the Customer from disclosing any information (including Confidential Information) of the Supplier to the extent that this Agreement otherwise permits the disclosure of such information.

PART D: FEES AND PAYMENT

24. Payment and invoicing

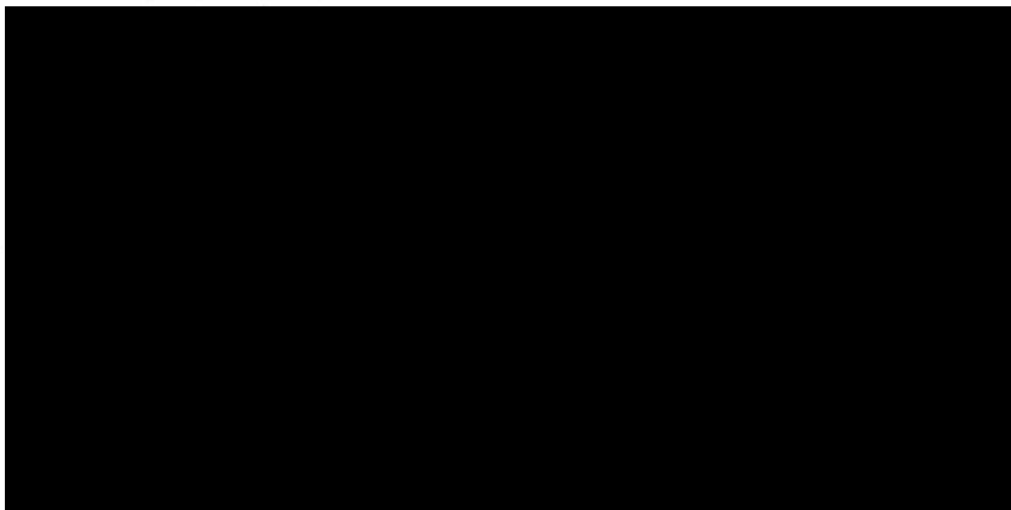
24.1 Price

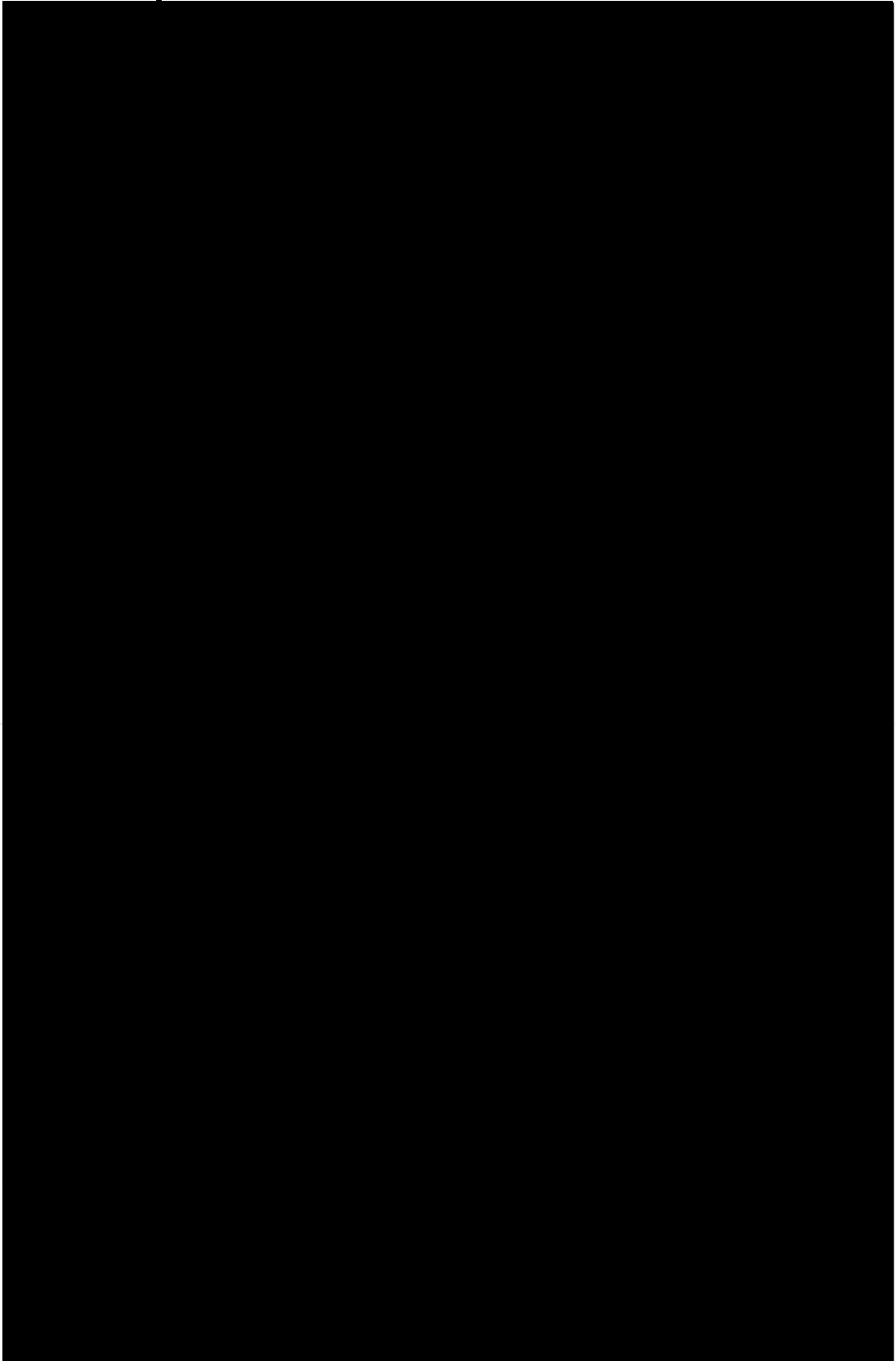
(a) In consideration for the performance of the Supplier's Activities in accordance with this Agreement, the Customer agrees to pay to the Supplier the Price set out in the Payment Particulars, subject to any additional discounts, rebates, credits or other similar benefits specified in the Payment Particulars. Other than as expressly set out in this Agreement, such amounts are the only amounts payable by the Customer in respect of the Supplier's performance of the Supplier's Activities and its other obligations under this Agreement.

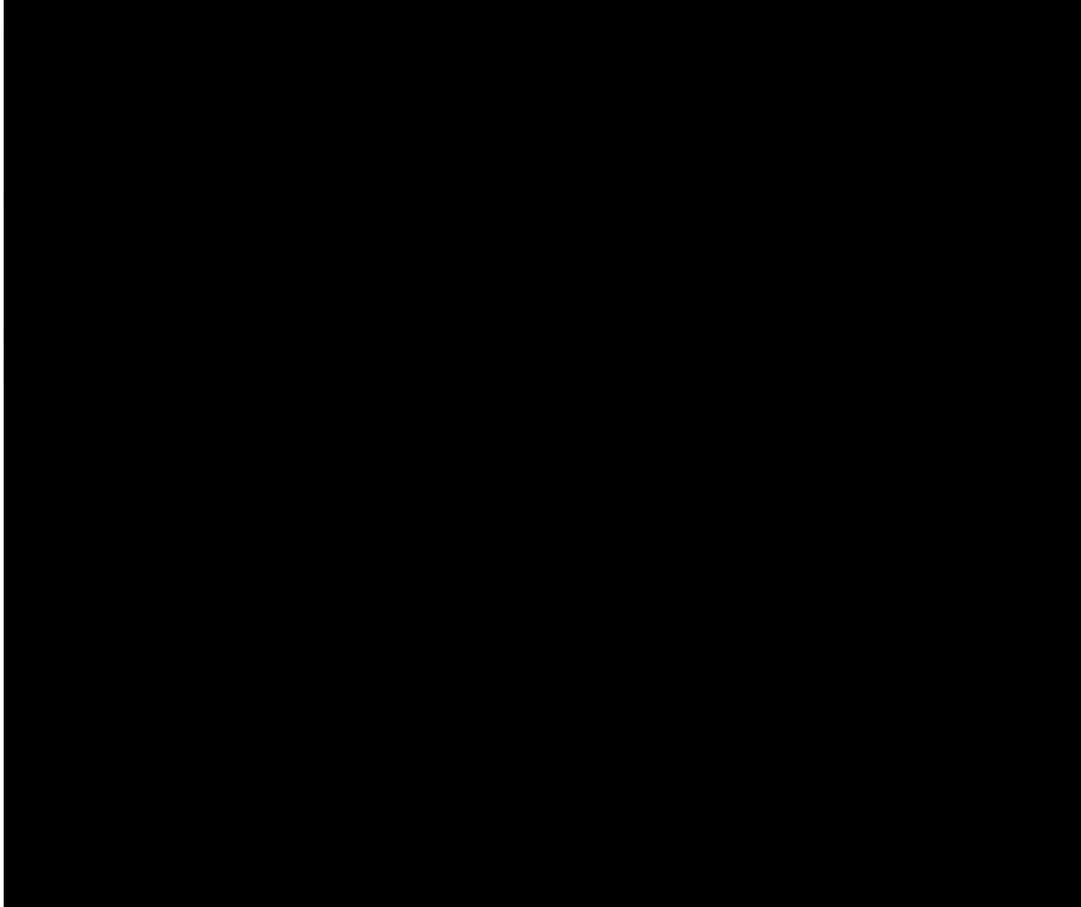
(b) Subject to clause 1.4(b), the Price and any rates or charges specified in the Payment Particulars will be fixed for the Term, unless otherwise specified in the Payment Particulars.

24.2 Benchmarking

(a) Clauses 24.2 and 24.3 apply if it is specified in the Order Form that benchmarking applies.







24.4 Invoicing

- (a) The Supplier must Invoice the Customer at the time stated in the Order Form or Payment Particulars or, if the time for payment is not stated, then the Supplier must Invoice the Customer within 30 days from the end of the calendar month in which the relevant Deliverables or Services are provided to the Customer in accordance with this Agreement.
- (b) The Supplier must:
 - (i) ensure that its Invoice is a valid tax invoice for the purposes of the GST Law;
 - (ii) together with any Invoice provided under clause 24.4(a), provide the Customer with a subcontractor's statement regarding workers' compensation, payroll tax and remuneration in the form specified at <https://www.revenue.nsw.gov.au/help-centre/resources-library/opt011.pdf> (or such other site or form as advised by the Customer from time to time); and
 - (iii) provide any further details in regard to an Invoice that are set out in the Order Form or reasonably required by the Customer.

24.5 Payment

- (a) Subject to the Supplier satisfying any conditions precedent to payment specified in Item 46 of the Order Form, the Customer will pay any Correctly Rendered Invoice:

- (i) by electronic funds transfer to the bank account details nominated by the Supplier in Item 46 of the Order Form, or as otherwise stipulated in writing by the Supplier from time to time; and
- (ii) within 30 days following receipt of the Correctly Rendered Invoice, or such other time as specified in the Order Form.
- (b) The making of a payment is not an acknowledgment that the Supplier's Activities have been provided in accordance with this Agreement.
- (c) If the Supplier has overcharged the Customer in any Invoice, the Supplier must promptly refund any amounts that the Supplier has overcharged the Customer, and adjust current Invoices that have not been paid by the Customer to ensure that the Customer is only liable to pay the correct amount.

24.6 Payment disputes

If the Customer disputes or is unable to reconcile part of an Invoice, the Customer may withhold payment for the amount in dispute or in discrepancy until such dispute or discrepancy is resolved. In such case, the Customer must promptly notify the Supplier of the amount in dispute and the reasons for disputing it.

24.7 Set off

- (a) The Customer may, on notice to the Supplier, deduct from any amount otherwise due to the Supplier and from any security held by the Customer:
 - (i) any debt or other liquidated amount due from the Supplier to the Customer; or
 - (ii) any Claim to money which the Customer may have against the Supplier whether for damages (including Liquidated Damages) or otherwise,

under or in connection with this Agreement.

- (b) The rights given to the Customer under this clause 24.7 are in addition to and do not limit or affect any other rights of the Customer under this Agreement or at Law. Nothing in this clause 24.7 affects the right of the Customer to recover from the Supplier the whole of the debt or Claim in question or any balance that remains owing.

24.8 Taxes

- (a) Subject to clause 24.8(b), the Price is inclusive of, and the Supplier is responsible for paying, all Taxes levied or imposed in connection with the provision of the Supplier's Activities under this Agreement.
- (b) Unless otherwise specified, all amounts specified in this Agreement are exclusive of GST.
- (c) The Customer must, subject to receipt from the Supplier of a Correctly Rendered Invoice, pay any GST that is payable in respect of any taxable supply made under this Agreement in addition to the amount payable (exclusive of GST) for the taxable supply. GST is payable at the same time as the amount payable for the taxable supply to which it relates.
- (d) Where the Customer is required by any applicable Law to withhold any amounts from the payments made by it to the Supplier under this Agreement, the Customer:

- (i) may withhold such amounts and will not be required to gross-up its payments to the Supplier for any amounts withheld; however
- (ii) will provide the Supplier with a certificate of withholding or such other reasonable evidence of such withholding, to facilitate the Supplier's claims or deductions with the relevant taxing authority.

PART E: RISK ALLOCATION AND MANAGEMENT

25. Business contingency and Disaster recovery

25.1 Business contingency

While carrying out the Supplier's Activities, the Supplier must have reasonable business continuity and contingency measures and procedures in place to ensure business continuity and no disruption to the Customer or any Customer User.

25.2 Business Contingency Plan

- (a) If stated in the Order Form that a business contingency plan is required, the Supplier must, within the timeframe stated in the Order Form or as otherwise agreed in writing by the parties, have in place (and prepare and implement, if not already in existence) a Business Contingency Plan for the approval of the Customer (Business Contingency Plan).
- (b) The Business Contingency Plan must:
 - (i) specify the procedures and plans to predict, avoid, remedy and mitigate internal or external problems (including any Disasters) that may have an adverse effect on the Supplier's Activities;
 - (ii) comply with the security standards, requirements and certifications required by this Agreement, including under clause 21; and
 - (iii) include any other details specified in the Order Documents or as otherwise reasonably required by the Customer.
- (c) In developing the Business Contingency Plan, the Supplier must undertake a careful and informed assessment of the likely events and circumstances which may affect the Supplier's ability to carry out its obligations under this Agreement (including those in existence at the Commencement Date or notified by the Customer to the Supplier in writing).
- (d) The Business Contingency Plan must be reviewed and tested by the Supplier in accordance with the timeframes stated in the Order Form, or if no timeframes are stated, at least annually. The Supplier must provide the results of any review or test of its Business Contingency Plan to the Customer upon request.
- (e) If any updates to the Business Contingency Plan are required as a result of any review or test of the Business Contingency Plan, the Supplier must make those updates and re-submit the Business Contingency Plan to the Customer for approval.
- (f) The Supplier must comply with the latest Business Contingency Plan that has been approved by the Customer pursuant to clause 8.
- (g) For clarity, the Business Contingency Plan is a Document Deliverable. Clause 8 therefore applies to the Business Contingency Plan, including any updates to it.

25.3 Disasters

On the occurrence of a Disaster, the Supplier must immediately:

- (a) notify the Customer's Representative that a Disaster has occurred; and
- (b) implement any measures set out in the Business Contingency Plan or such other measures as reasonably required by the Customer to mitigate and respond to the Disaster.

26. Step-in

26.1 Step-In Rights

- (a) This clause 26 applies where specified in Item 48 of the Order Form that the Customer may exercise Step-In Rights.
- (b) Without limiting any other right or remedy under this Agreement or at Law, if the Customer reasonably forms the opinion that:
 - (i) the Supplier is unable or unwilling to provide any of the Supplier's Activities in accordance with this Agreement;
 - (ii) a Disaster or emergency has occurred, which the Supplier is unable to prevent or overcome and which will or does materially affect the operations of the Customer;
 - (iii) a Security Incident has occurred and the Supplier has failed to take, or delayed in taking, the actions required in relation to the Security Incident under clause 22.2; or
 - (iv) the Supplier has materially breached its obligations under this Agreement or there is a real and reasonable prospect of the Supplier materially breaching its obligations under this Agreement,

the Customer may give written notice to the Supplier that it intends to exercise its rights under this clause 26 (**Step-In Rights**).

- (c) To the extent reasonably practicable, before exercising Step-In Rights the Customer agrees to consult with the Supplier in relation to measures to mitigate or manage the impact of events and circumstances giving rise to the Step-In Rights.
- (d) For the purpose of exercising Step-In Rights, the Customer:
 - (i) will be entitled to act as the Supplier's agent under all contracts entered into by the Supplier that relate to the Supplier's Activities and are necessary for the Customer to exercise the Step-In Rights; and
 - (ii) may:
 - A. give reasonable instructions to any employee of the Supplier (and the Supplier must ensure that such requests are complied with); and
 - B. contract with any of the subcontractors engaged by the Supplier,

as is reasonably required by the Customer to exercise the Step-In Rights.

- (e) Upon receiving notice from the Customer stating that the Customer is exercising the Step-In Rights, the Supplier must:
 - (i) at the Customer's request, allow the Customer or a third party engaged by the Customer to provide part or all of the Supplier's Activities; and
 - (ii) maintain all third party agreements, consents and approvals necessary to enable the Customer to exercise its rights under this clause 26.
- (f) If the Customer exercises its Step-In Rights under this clause 26:
 - (i) the Customer will be relieved from paying any component of the Price that relates to those Supplier's Activities in respect of which it has exercised Step-In Rights, for the period of such exercise, however will continue to pay those components of the Price which relate to Supplier's Activities unaffected by the Step-In Rights; and
 - (ii) the Supplier must pay to the Customer on demand an amount equal to:
 - A. any costs incurred by the Customer in connection with the exercise of its Step-In Rights (including any costs relating to the Customer or its Personnel providing any part or all of the Supplier's Activities) under clause 26.1(e)(i); and
 - B. the quantum of any increase in the fees or costs paid by the Customer to any third party (including any substitute supplier) in respect of the period of the exercise of the Step-In Rights.
- (g) The Customer will use its reasonable efforts to minimise the quantum of any increase under clause 26.1(f)(ii)B.
- (h) The Supplier will not be responsible for any default or delay in the delivery of the Supplier's Activities to the extent that it was caused by the Customer or any third party providing part or all of the Supplier's Activities as contemplated in clause 26.1(e)(i), except to the extent contributed to by the Supplier or any of its Personnel.
- (i) If the Customer exercises its Step-In Rights for 60 days or more (or such other period as specified in Item 48 of the Order Form), then the Customer may, at its sole discretion, elect to terminate this Agreement or reduce its scope pursuant to clause 29.1(d).

26.2 Conclusion of Step-In

- (a) The Customer may cease to exercise its Step-In Rights at any time by giving the Supplier at least five Business Days written notice or such other period specified in Item 48 of the Order Form (Step-Out Notice).
- (b) Upon the Customer ceasing to exercise a Step-In Right, the Supplier must recommence performance of the Supplier's Activities on the date specified in the Step-Out Notice.
- (c) The Customer must relinquish the control and possession of any of the Supplier's resources utilised for the performance of the Step-In Rights and must provide the Supplier with details of its actions taken during the period in which the Customer was exercising its Step-In Rights.

26.3 No prejudice

The parties acknowledge and agree that:

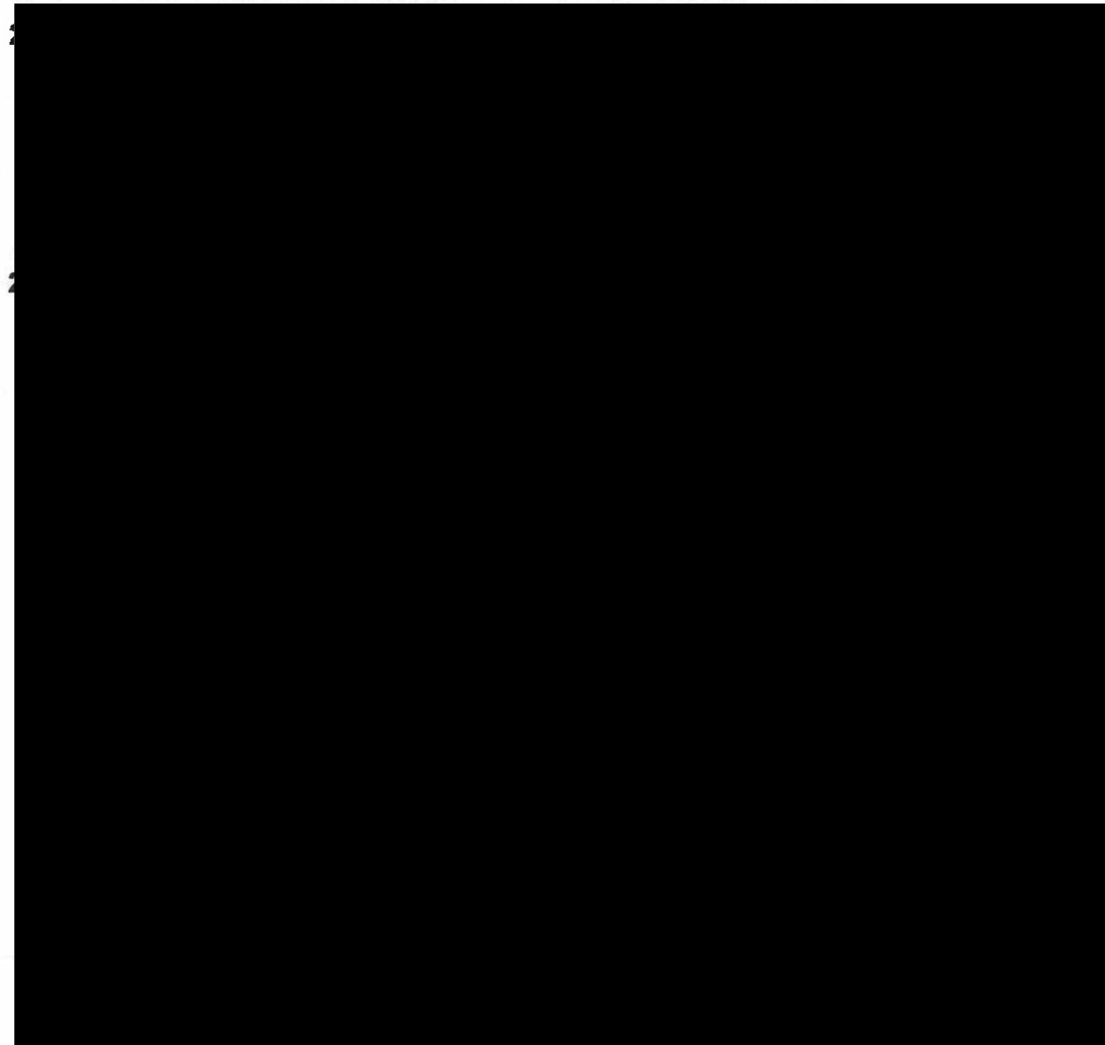
- (a) except as specified in clause 26.1(g), nothing in this clause 26 will prejudice the rights of the Customer (including with respect to termination) or relieve the Supplier of its liabilities or responsibilities whether under this Agreement or otherwise according to Law; and
- (b) the Customer is under no obligation to exercise Step-In Rights before it exercises any termination rights under this Agreement.

27. Insurance

- (a) Unless otherwise specified in Item 49 of the Order Form, the Supplier must hold and maintain each of the following types of insurances, for the periods and in the amounts specified below:
 - (i) public liability insurance with a limit of cover of at least \$20 million in respect of each occurrence, to be held for the duration of the Supplier's Activities;
 - (ii) product liability insurance with a limit of cover of at least \$20 million in respect of each occurrence and in the aggregate, to be held for the duration of the Supplier's Activities and for at least seven years thereafter;
 - (iii) workers' compensation insurance as required by Law;
 - (iv) professional indemnity insurance with a limit of cover of at least \$20 million in respect of each occurrence and in the aggregate, to be held for the duration of the Supplier's Activities and for at least seven years thereafter; and
 - (v) such other insurances as specified in Item 49 of the Order Form.

- (c) Within 10 Business Days following a request from the Customer, the Supplier must provide the Customer with:
 - (i) a certificate of currency issued by its insurer or insurance broker (or other form of evidence acceptable to the Customer) confirming that all insurance policies required by this Agreement are current and that the insurance has the required limits of cover; and
 - (ii) any information reasonably requested by the Customer regarding the policies for each of the insurances required to be held and maintained by the Supplier under clauses 27(a) and 27(b) (which may include reasonably redacted policy provisions or summarised policy terms where disclosure of the full policy terms is restricted by confidentiality obligations owed by the Supplier to third parties).

28. Performance Guarantee and Financial Security



28.3 Costs

Unless otherwise specified in the Order Form, the Supplier will be responsible for the costs that it incurs in complying with its obligations under this clause 28.

29. Termination

29.1 Termination for cause by the Customer

The Customer may (in its sole discretion) immediately terminate this Agreement or reduce its scope by written notice to the Supplier:

- (a) If the Supplier breaches a term of this Agreement which is:
 - (i) not capable of remedy; or
 - (ii) capable of remedy, but the Supplier fails to remedy it within 30 days of receiving a notice to do so;

- (b) if an Insolvency Event occurs in respect of the Supplier, to the extent there is no prohibition at Law in respect of such termination;
- (c) if the Supplier or any parent company of the Supplier involved in the performance of the Supplier's Activities undergoes a Change in Control or Other Changes, without the Customer's prior written consent; or
- (d) in any of those circumstances specified in clauses 12.7(b), 13.6, 14.4(a)(iii), 14.4(c)(iii), 26.1(i) and 36.4 or as otherwise set out in this Agreement, including the Additional Conditions,

in which circumstances the Customer's sole liability will be to pay the Supplier (subject to substantiation by the Supplier and the Supplier submitting a Correctly Rendered Invoice in accordance with this Agreement) for work carried out prior to the date of termination or reduction in scope.

29.2 Termination for convenience by the Customer

- (a) Without prejudice to the Customer's other rights, the Customer may for its sole convenience, and for any reason, by written notice to the Supplier immediately terminate this Agreement or reduce its scope, effective from the time stated in the Customer's notice, or if no such time is stated, at the time notice is given to the Supplier.
- (b) If the Customer terminates this Agreement or reduces its scope under clause 29.2(a), the Supplier:
 - (i) must take all reasonably practicable steps to mitigate the costs referred to in clause 29.2(b)(ii); and
 - (ii) will be entitled to payment of the following amounts, subject to substantiation by the Supplier, being:
 - A. for:
 - 1) work carried out prior to the time of termination or reduction in scope; and
 - 2) third party costs and disbursements duly incurred, with the authorisation of the Customer, but only to the extent referable to the period prior to the effective time of termination,

which would have been payable if this Agreement had not been terminated or reduced in scope and the Supplier submitted an Invoice for the work carried out prior to this date; and
 - B. such other specific costs itemised in Item 52 of the Order Form (if any),

but in no case will the total amount payable to the Supplier be more than the total Price that would have been payable by the Customer had this Agreement not been terminated.
- (c) The amount to which the Supplier is entitled under this clause 29.2 will be a limitation on the Customer's liability to the Supplier arising out of, or in connection with, the termination or reduction in scope of this Agreement and the Supplier may not make any Claim against the Customer with respect to this, other than for the amount payable under this clause 29.2.

29.3 Consequences of reduction of scope

If the Customer exercises its right to reduce the scope of this Agreement pursuant to clause 29, the parties agree that the Price will be reduced proportionately and in accordance with any methodology specified in the Payment Particulars.

29.4 Termination for cause by the Supplier

- (a) The Supplier may immediately terminate this Agreement by written notice to the Customer if:
- (i) the Customer has not paid an amount due and payable by it under this Agreement and the:
 - A. amount has been properly invoiced in a Correctly Rendered Invoice and is not the subject of any unresolved dispute under clause 24.6;
 - B. Supplier has issued a notice to the Customer, stating that the amount is overdue and that the Supplier intends to terminate unless the amount is paid; and
 - C. Customer does not pay the amount within 90 days of the date it receives the Supplier's notice under clause 29.4(a)(i)B; or
 - (ii) the Customer has:
 - A. breached this Agreement in a manner which results in the Supplier being in breach of a Law; or
 - B. intentionally and wilfully:
 - 1) breached clauses 17.10 or 23; or
 - 2) misappropriated the Intellectual Property Rights of the Supplier in its Existing Materials in a manner that is contrary to the Intellectual Property Rights granted or licenced to the Customer under this Agreement,
- and the Customer does not cease the relevant conduct within 60 days of receiving a written notice from the Supplier requesting it to do so.
- (b) This clause 29.4 exhaustively sets out the Supplier's rights to terminate this Agreement.

29.5 Dispute resolution

For clarity, the processes described in clause 35 are independent of, may be undertaken contemporaneously with, and do not constrain or delay, a party exercising its rights under this clause 29.

29.6 Survival of rights on termination or reduction in scope

Termination of this Agreement will be without prejudice to any other rights or obligations which may have accrued under this Agreement on or before termination.

30. Suspension

- (a) The Customer may direct the Supplier in writing to:
 - (i) suspend the performance or carrying out of; and/or
 - (ii) after a suspension has been instructed, re-commence the performance or carrying out of,

all or part of the Supplier's Activities, at any time. Any such suspension will be effective on and from the date specified in the Customer's direction.
- (b) The Supplier must comply with any direction issued by the Customer under clause 30(a).
- (c) If a suspension under this clause 30 is instructed by the Customer as a result of any breach by the Supplier, the Supplier's failure or delay in carrying out any of its obligations in accordance with this Agreement or because of any event of the kind described in clause 29.1, such suspension will be without any liability to the Customer and the Supplier will not be entitled to make any Claim against the Customer arising out of, or in connection with, the suspension.
- (d) If a suspension is instructed by the Customer under clause 30(a) other than for the reasons described in clause 30(c), then:
 - (i) unless otherwise agreed by the parties, the Supplier will be entitled to invoice the Customer the direct, reasonable and substantiated costs (excluding any profit, profit component or overheads) necessarily incurred by the Supplier as a result of implementing the suspension as directed by the Customer, to the extent such costs could not have been reasonably mitigated or avoided;
 - (ii) the Supplier must take all reasonable steps to mitigate those costs incurred by it as a result of such suspension; and
 - (iii) the Supplier will not be entitled to make any Claim against the Customer arising out of or in connection with the suspension other than as described in clause 30(d)(i).

31. Transition-Out Services

31.1 Application of this clause

This clause 31 applies if it is specified in the Order Form that the Supplier is required to provide Transition-Out Services as part of any Stage or part of the Supplier's Activities.

31.2 Transition-Out Plan

- (a) If the Order Form specifies that a Transition-Out Plan must be prepared by the Supplier with respect to the Supplier's Activities, by any date specified in the Order Form or otherwise promptly on request, the Supplier must prepare, and submit to the Customer's Representative for the Customer's approval in accordance with clause 8, a plan setting out how the Supplier will effect:
 - (i) the orderly disablement of the Supplier's Activities; or
 - (ii) where applicable, the transfer of the performance of the Supplier's Activities under this Agreement to the Customer or a third party, including complying with the obligations set out in this clause 31.

- (b) The Supplier must ensure that the Transition-Out Plan sets out:
 - (i) the timeframes within which the Supplier will perform its obligations under the Transition-Out Plan;
 - (ii) any specific transition-out or disengagement obligations specified in the Order Documents; and
 - (iii) any charges, or the basis or methodology for the calculation of charges, which the Customer will pay the Supplier to perform the Services described in the Transition-Out Plan (if not otherwise specified in the Order Documents).
- (c) The Supplier must:
 - (i) review and update the Transition-Out Plan periodically throughout its engagement under this Agreement or at the Customer's reasonable request; and
 - (ii) make any updates to the Transition-Out Plan that are reasonably requested by the Customer.
- (d) For clarity, the Transition-Out Plan is a Document Deliverable. Clause 8 therefore applies to the Transition-Out Plan, including any updates to it.

31.3 General

The Supplier must for the duration of the Transition-Out Period (or such other period as agreed between the parties in writing):

- (a) carry out all transition-out or disengagement Services specified in the Module Terms and other Order Documents or that are necessary to ensure the smooth transition of the Supplier's Activities to the Customer or its nominee;
- (b) if a Transition-Out Plan has been approved by the Customer, perform its obligations as set out in the Transition-Out Plan; and
- (c) co-operate with the Customer and its Personnel in relation to the performance of all Transition-Out Services.

32. Consequences of expiry or termination

32.1 Extracting or retrieving Customer Data

The Supplier must enable the Customer to extract or retrieve Customer Data, or otherwise provide the Customer Data to the Customer, in accordance with the requirements of this Agreement, for a minimum period of up to six months after the expiry or termination of this Agreement (or such other period as specified in the Order Documents or agreed between the parties in writing).

32.2 Confidential Information and intellectual property

Subject to clauses 23 and 32.1 and any requirements at Law applicable to the parties, on the expiry or termination of this Agreement, the Supplier and its Personnel must cease to access, and at the Customer's election, securely:

- (a) return; or
- (b) destroy,

the Customer's:

- (c) Confidential Information; and
- (d) Existing Materials, New Materials and other Materials that comprise the Customer's Intellectual Property Rights.

33. Warranties

33.1 Mutual warranties

Each party represents, warrants and undertakes to the other party that:

- (a) as at the date that this Agreement is entered into, it is properly constituted and has sufficient power, capacity and authority to enter into this Agreement and perform the activities required under it;
- (b) in so far as it uses Personnel to perform activities on its behalf under this Agreement, those Personnel are duly authorised by it; and
- (c) it will reasonably co-operate with the other party and its respective Personnel to promote timely progress and fulfilment of this Agreement.

33.2 General Supplier warranties

Without limiting any other warranty under this Agreement, the Supplier represents, warrants and undertakes to the Customer that:

- (a) to the best of its knowledge and belief after making due and reasonable enquiries, there is no Conflict of Interest in respect of itself and its Personnel, which relates to the Supplier's ability to perform its obligations under this Agreement;
- (b) the information that is provided to the Customer in terms of the structure, viability, reliability, insurance cover, capacity, experience and expertise of the Supplier and its Personnel is, to the best of the Supplier's knowledge and belief, correct and not misleading as at the date it was (or is to be) supplied to the Customer;
- (c) it is not aware of any information which, if it had provided that information to the Customer, may reasonably be expected to have had a material effect on the decision made by the Customer to enter into this Agreement;
- (d) the office holders of the Supplier and any associate of the Supplier (as defined under section 11 of the Corporations Act) or its Related Body Corporate are of good fame and character; and
- (e) the Supplier has all the Authorisations necessary to perform its obligations under this Agreement.

33.3 Warranties in relation to Supplier's Activities

Without limiting any other warranty under this Agreement, the Supplier represents and warrants to the Customer that:

- (a) the Supplier's Activities will be carried out with due skill, care and diligence;
- (b) the Supplier's Activities (including Deliverables repaired or replaced or Services re-performed under this Agreement) will meet the Specifications and other requirements of this Agreement;

- (c) the Supplier's Activities will only be carried out by Supplier's Personnel who meet the Personnel requirements under this Agreement; and
- (d) It will perform the Supplier's Activities in accordance with all applicable Laws.

33.4 Implied warranties

The express warranties given by the Supplier under this Agreement are provided by the Supplier to the exclusion of any implied representations or warranties not set out in this Agreement, provided that this Agreement (including clause 33.4) does not operate to exclude any statutorily implied representations, warranties, conditions or guarantees which cannot legally be excluded. To the extent that any such statutorily non-excludable representations, warranties, conditions or guarantees apply, the Supplier limits its liability for their breach to the maximum amount permitted by Law.

34. Indemnities and liability

34.1 Indemnities

The Supplier indemnifies the Indemnified Entities against any Loss arising out of, or connected with any:

- (a) personal injury or death to any person or damage to, or loss of any real or tangible property to the extent caused or contributed to by an act or omission of the Supplier or any of the Supplier's Personnel;
- (b) breach of the Supplier's or its Personnel's obligations under clauses 19.1 (Obligations in relation to Customer Data), 19.2 (Security of Customer Data), 20 (Privacy), 21 (Security), 22 (Security Incident notification) or 23 (Confidentiality);
- (c) Claim brought by a third party arising out of, or in connection with, any actual or alleged infringement of Intellectual Property Rights or Moral Rights in the Deliverables or Services or associated with the Supplier's Activities, or any breach by the Supplier of the warranties in clause 17.12; or
- (d) of the Supplier's or its Personnel's fraud, recklessness or Wilful Misconduct.

34.2 Third Party IP Claims

In relation to Claims of the kind referred to in clause 34.1(c), the parties agree that the Supplier's liability under the indemnity under that sub-clause is reduced to the extent that Loss arising under that indemnity is caused or contributed to by:

- (a) the Customer's combination, operation or use of a Deliverable or Service with any other product, equipment, software or document of the Customer or a third party, except where:
 - (i) such combination, operation or use is authorised under this Agreement;
 - (ii) the Supplier supplied the Deliverable or Service on the basis that it can be combined, operated or used with the Customer's or the relevant third party's products; or
 - (iii) such combination, operation or use should have been reasonably anticipated by the Supplier having regard to the nature and purpose of the Deliverable or Service;
- (b) the Customer's unauthorised modification of a Deliverable without the knowledge of the Supplier, except where such modification was contemplated in the Order

Documents or reasonably anticipated having regard to the nature and purpose of the Deliverable; or

- (c) in relation to Licensed Software:
- (i) the Supplier following the Customer's written technical directions in relation to the coding and configuration of the Licensed Software, to the extent that verifying or validating such directions is not within the scope of the Supplier's Activities; or
 - (ii) the Customer's continued use of old versions of the Licensed Software after the Supplier has notified the Customer in writing of the relevant infringement and provided the Customer (at no additional cost) a remedial software version, patch or correction, or a replacement part or other correction, that would have overcome the relevant infringement without affecting the performance or availability of the Licensed Software.

34.3 Indemnities not affected by Insurance

For clarity, the Supplier's obligations and liability to indemnify the Indemnified Entities under this Agreement or otherwise, will not be affected in any way by any terms of insurance or any refusal by the insurer to indemnify the Supplier under the policies of insurance.

34.4 Status of indemnities

The Supplier's obligations to indemnify any Indemnified Entities who are not the Customer, under this Agreement or otherwise, are held on trust by the Customer and may be fully and effectively enforced by the Customer on behalf of those other entities.



Guidance note: In the Order Form, there is an ability to adjust certain aspects of the liability framework, including the matters that are carved-out of the liability cap. Adjustments which are non-beneficial to the Customer should only be considered where supported by clear operational and commercial requirements and must align with the risk profile of the relevant procurement. Non-beneficial changes will require governance approval in accordance with relevant New South Wales Procurement Board Directions.

34.5 Liability cap

- (a) Subject to clauses 34.5(c) and 34.5(d), the liability of each party under this Agreement, howsoever arising and whether for breach, in tort (including negligence) or for any other common law or statutory cause of action is limited to the Limitation Amount.
- (b) In clause 34.5(a), the "**Limitation Amount**" means the amount specified in Item 53 of the Order Form, which may be:
 - (i) a fixed amount;
 - (ii) a multiple of the total amounts paid or payable by the Customer under this Agreement; or
 - (iii) an amount determined by reference to any other mechanism,

in the aggregate or otherwise, provided that where no such amount is specified or Item 53 of the Order Form is left blank, the Limitation Amount (in that case, being the aggregate liability of a party under this Agreement), will be the Default Amount. The "**Default Amount**" will be determined in accordance with the table below:

Total Fees Paid or Payable*	Default Amount
Under \$1,000,000 (including GST)	\$2,000,000
\$1,000,000 and above (including GST)	Two times the total fees paid or payable by the Customer under this Agreement.
* "Paid or payable" includes amounts that at the relevant time have not been paid but which would have become payable if the parties performed all of their obligations under this Agreement. It is not limited to amounts that at the relevant time have become due and payable.	

- (c) The Supplier's liability under this Agreement is uncapped, and the limitation of liability set out in clause 34.5(a) does not apply in relation to each of the following:
- (i) liability arising:
 - A. under any of the indemnities in clause 34.1; or
 - B. in respect of any of the matters referenced in that clause, except to the extent that the parties expressly agree to, in Item 53 of the Order Form, an alternative approach in relation to regulating the quantum of any such liability; or
 - (ii) the Supplier's abandonment or repudiation of its obligations under this Agreement.
- (d) Where the Supplier is a current member of a relevant scheme approved under the Professional Standards Legislation, and that scheme applies to limit the liability of the Supplier in accordance with that scheme, then the Supplier's liability will not be regulated by clauses 34.5(a) and 34.5(c) but will instead be limited only to the extent specified under that scheme. For clarity, to the extent that any such scheme does not apply, the Supplier's liability will continue to be determined in accordance with the other provisions of this clause 34.

34.6 Exclusions of liability

- (a) In no event will either party's liability to the other party, howsoever arising and whether for breach, in tort (including negligence) or for any other common law or statutory cause of action, include any liability for special, indirect, incidental or consequential loss or damage.
- (b) Nothing in clause 34.6(a) will preclude a party from recovering:
 - (i) Loss which may fairly and reasonably be considered to arise naturally, in the usual course of things, from the breach or other act or omission giving rise to the relevant liability; and
 - (ii) any kinds of Loss which the parties expressly agree, in Item 53 of the Order Form, will be treated as Loss of the kind referred to in clause 34.6(b)(i),
 and where the Customer is the recovering party:
 - (iii) any Loss against which the Supplier is required to indemnify the Indemnified Entities under clause 34.1, to the extent such Loss relates to

monies, amounts or liabilities owed, due, paid or payable, or obligations owed, to a third party; and

- (iv) subject to applicable common law tests in respect of the recovery of Loss, any costs and expenses relating to any of the following activities (which, for clarity, will be treated as loss of the kind referred to in clause 34.6(b)(i)):
 - A. repairing or replacing the relevant Deliverable or Licensed Software or re-supplying any Services, including the cost of procuring replacement deliverables or services of equivalent functionality and performance internally or from a third party;
 - B. implementing any reasonably necessary temporary workaround in relation to the Licensed Software, Services or Deliverables;
 - C. engaging labour resources to reload any lost or corrupt data to the extent caused or contributed by the Supplier, from the last backup made of such data (regardless of whether the Supplier is responsible for backup of that data as part of the Supplier's Activities); and
 - D. activities undertaken by, or on behalf of, the Customer in connection with the mitigation of Loss.

34.7 Application and contribution

- (a) Each party's liability will be reduced proportionately to the extent caused or contributed by the other party.
- (b) The limitations and exclusions of liability in this clause 33.4 only apply to the extent permitted by Law.

34.8 Mitigation

The Supplier's obligation to indemnify the Indemnified Entities against Loss under clause 34.1 is reduced to the extent that the relevant Loss arose due to a failure of the relevant Indemnified Entity to take reasonable steps to mitigate that Loss.

35. Dispute resolution

35.1 General

- (a) The parties agree to resolve any dispute between them that arises out of, or in connection with, this Agreement in accordance with the procedure set out in clauses 35.2 to 35.3 or such other procedure set out in Item 54 of the Order Form.
- (b) Either party may give written notice of a dispute to the other party setting out the particulars of the dispute and, where the notice is issued by the Customer, indicating whether the Contract Authority is to be involved in the dispute resolution process (Dispute Notice).
- (c) Nothing in this clause 35 limits the ability of either party to commence legal action against the other party for urgent interlocutory relief.

35.2 Escalation

- (a) Within 10 Business Days of a party receiving a Dispute Notice, the Customer's Representative and the Supplier's Representative must meet and try to resolve the dispute in good faith.
- (b) If the parties have not:
 - (i) resolved the dispute; or
 - (ii) met,
 within the period specified in clause 35.2(a), a senior executive of each party must meet and try to resolve the dispute in good faith within 10 Business Days or such other period as may be agreed by the parties in writing.

35.3 Alternative dispute resolution

- (a) Unless otherwise specified in the Order Form, if the dispute remains unresolved after 20 Business Days of the date of the Dispute Notice (or such longer period as may be agreed by the parties in writing), then either party may issue a notice in writing to the other party requiring the dispute to be determined by mediation in accordance with, and subject to, the Resolution Institute Mediation Rules or any equivalent and replacement rules.
- (b) If the dispute still remains unresolved 20 Business Days after a party becomes entitled to issue a notice in writing under clause 35.3(a) requiring the dispute to be determined by mediation, and by that time:
 - (i) *neither party has referred the dispute to mediation:* then either party may commence any other form of dispute resolution, including court proceedings, to determine the dispute; or
 - (ii) *the dispute has been referred to mediation:* then neither party may commence any other form of dispute resolution to determine the dispute, until a further 10 Business Days has elapsed following the commencement of mediation.

35.4 Acknowledgment

The parties acknowledge and agree that neither party may commence any other form of dispute resolution to determine the dispute, until the procedure set out in clauses 35.2 to 35.3 (or such other procedure set out in Item 54 of the Order Form) has been complied with in relation to the dispute.

35.5 Costs

Each party will bear its own costs in respect of complying with this clause 35.

35.6 Continue to perform

Notwithstanding the existence of a dispute, the parties must continue to perform their obligations under this Agreement.

36. Force Majeure

36.1 Force Majeure Event

Subject to clauses 36.2 and 36.3, non-performance as a result of a Force Majeure Event by a party of any obligation required by this Agreement to be performed by it will, during the time, and to the sole extent, that such performance is prevented, wholly or in part, by that Force Majeure Event:

- (a) be excused; and
- (b) not give rise to any liability to the other party for any Losses arising out of, or in any way connected with, that non-performance.

36.2 Notification and diligence

A party which is, by reason of a Force Majeure Event, unable to perform any obligation required by this Agreement to be performed will:

- (a) notify the other party as soon as possible giving:
 - (i) full particulars of the event or circumstance of the Force Majeure Event;
 - (ii) the date of commencement of the Force Majeure Event and an estimate of the period of time required to enable it to resume full performance of its obligations where these particulars are available at the time of the Force Majeure Event notice; and
 - (iii) where possible, the means proposed to be adopted to remedy or abate the Force Majeure Event;
- (b) use all reasonable diligence and employ all reasonable means to remedy or abate the Force Majeure Event as expeditiously as possible;
- (c) resume performance as expeditiously as possible after termination of the Force Majeure Event or after the Force Majeure Event has abated to an extent which permits resumption of performance;
- (d) notify the other party when the Force Majeure Event has terminated or abated to an extent which permits resumption of performance to occur; and
- (e) notify the other party when resumption of performance will occur.

36.3 Liability not relieved

A Force Majeure Event affecting a party's performance under this Agreement will not relieve that party of liability in the event, and to the extent that:

- (a) its negligence, failure to comply with any applicable Business Contingency Plan or breach of this Agreement (which was not caused by the Force Majeure Event) caused or contributed to its failure to perform under this Agreement; or
- (b) it failed to use all reasonable endeavours to remedy the situation and to remove the event or circumstances giving rise to the Force Majeure Event.

36.4 Prolonged Force Majeure Event

If a Force Majeure Event prevents or inhibits the Supplier's performance of any obligation required to be performed under this Agreement for 60 days or more (or such other period as

specified in the Order Form), then the Customer may, at its sole discretion, elect to terminate this Agreement or reduce its scope pursuant to clause 29.1(d).

37. Reports and audits

37.1 Records and reports

- (a) The Supplier must keep and maintain true and accurate records and accounts of:
 - (i) all of the Supplier's Activities performed under this Agreement, including all records specified in the Module Terms;
 - (ii) the Supplier's compliance with its obligations under this Agreement; and
 - (iii) all associated records and accounts, including all supporting material, used to generate and substantiate the Invoices that it submits under this Agreement.
- (b) Without limiting clause 37.1(a), the Supplier must provide the Customer with quarterly reports containing details of:
 - (i) the Supplier's compliance with the SME Policies, including (to the extent that the SME Policies apply):
 - A. the SMEs (as defined in the SME Policies) engaged in the Supplier's Activities;
 - B. the amounts paid to any such SMEs;
 - C. the Supplier's compliance with any plans developed or updated in accordance with the SME Policies; and
 - D. such other matters as required under the SME Policies; and
 - (ii) the Supplier's compliance with the Aboriginal Procurement Policy, including identifying (to the extent that the Aboriginal Procurement Policy applies) the:
 - A. Aboriginal-owned businesses engaged to perform the Supplier's Activities under this Agreement;
 - B. Supplier's compliance with the Aboriginal Participation Plan; and
 - C. amounts paid to any Aboriginal owned businesses under this Agreement.

37.2 Audits and inspections

- (a) The Customer or its nominee (which may be an advisor, consultant or other third party engaged by the Customer) may conduct audits and inspections of the Supplier's and its Personnel's performance of its obligations under this Agreement, including the:
 - (i) Supplier's and any of the Supplier's subcontractors' operational practices and procedures as they relate to this Agreement;
 - (ii) accuracy of the Supplier's Invoices and reports submitted under this Agreement; and

- (iii) Supplier's and its Personnel's compliance with its other obligations under this Agreement.
- (b) For the purpose of conducting an audit or inspection under clause 37, or for the purposes of an inspection, examination or audit undertaken by or on behalf of the Auditor-General in accordance with its powers to assess the expenditure of public money related to this Agreement, the Customer, Auditor-General or their nominees may, on giving reasonable advance notice to the Supplier (at reasonable times and during Business Hours where practicable):
 - (i) access the premises and facilities of the Supplier to the extent reasonably required to carry out the audit or inspection;
 - (ii) to the extent relating to the Supplier's Activities, access, inspect and copy documents, resources and books and records, however stored, in the possession or control of the Supplier or its Personnel; and
 - (iii) require assistance in respect of any inquiry into or concerning the Supplier's Activities, including any parliamentary or statutory review or inquiry.
- (c) If an audit will involve the Supplier being required to produce documents, resources or books and records, the Customer will accompany its notice under clause 37.2(b) with a general description of the scope and purpose of the audit.
- (d) To the extent an audit involves physical access to the premises or facilities of the Supplier the:
 - (i) Customer will limit the exercise of its audit or inspection rights to no more than once per calendar year, unless the audit arises from the Supplier's breach of this Agreement or the Customer forming, on a reasonable basis, a view that such breach may have occurred; and
 - (ii) Customer or its nominee must comply with the Supplier's reasonable security requirements during such physical access.
- (e) The Supplier must provide all reasonable access, assistance and co-operation required by the Customer or its nominee in carrying out an audit under this clause 37.2.
- (f) Without limiting any rights or remedies of the Customer, if an audit shows that the Supplier or its Personnel has:
 - (i) breached, or is in breach of, this Agreement, the Supplier must promptly do all things necessary to remedy that breach and prevent it from recurring at no cost to the Customer; or
 - (ii) overcharged the Customer in any invoice, the Supplier must promptly refund any amounts that the Supplier has overcharged the Customer, and adjust all of the current invoices that have not been paid by the Customer to ensure that the Customer is only liable to pay the correct amount. Where the overcharging discrepancy identified exceeds 10% of the amount that should have been correctly invoiced, the Supplier must also promptly reimburse the Customer for the reasonable costs (including internal costs) of conducting the audit.
- (g) Subject to clause 37.2(f)(ii), each party must bear its own costs of executing its rights under, or complying with, this clause 37.

37.3 Conduct of audits and inspections

The Customer and its nominee must, in conducting an audit or inspection under this clause 37:

- (a) to the extent it obtains any Confidential Information of the Supplier as a result of such audit or inspection, treat that information in accordance with clause 23; and
- (b) not delegate the conduct of an audit or inspection under this clause to any person who may reasonably be considered to be a direct competitor of the Supplier in relation to the Supplier's Activities (unless such person is otherwise approved by the Supplier, acting reasonably).

37.4 Survival

This clause 37 survives for the Term and a period of seven years following the termination or expiry of this Agreement.

38. Proportionate liability

- (a) To the extent permitted by Law, Part 4 of the *Civil Liability Act 2002* (NSW) (and any equivalent statutory provision in any other state or territory) is excluded in relation to all and any rights, obligations or liabilities of either party under or in any way in connection with this Agreement whether such rights, obligations or liabilities are sought to be enforced in contract, tort or otherwise.
- (b) Without limiting clause 38(a), the rights, obligations and liabilities of the Customer and the Supplier under this Agreement with respect to proportionate liability are as specified in this Agreement and are not otherwise, whether such rights, obligations or liabilities are sought to be enforced in contract, in tort or otherwise.

PART F: GENERAL PROVISIONS

39. General**39.1 Government information**

- (a) The Supplier acknowledges that the Customer is subject to the GIPA Act and agrees that the Customer may disclose any part or all of this Agreement on its nominated website established for GIPA Act disclosures. The Supplier irrevocably consents to the Customer acting in accordance with this clause 39.
- (b) To the extent that section 121 of the GIPA Act applies, the Supplier must, upon receipt of a written request by the Customer, provide the Customer with immediate access to the following information contained in records held by the Supplier:
 - (i) information that relates directly to the performance of the Supplier's Activities;
 - (ii) information collected by the Supplier from members of the public to whom it provides, or offers to provide, any aspect of the Supplier's Activities; and
 - (iii) information received by the Supplier from the Customer to enable it to carry out the Supplier's Activities.
- (c) For the purposes of clause 39.1(b), information does not include information that:
 - (i) discloses or would tend to disclose the Supplier's financing arrangements, financial modelling, cost structure or profit margin;

- (ii) the Supplier is prohibited from disclosing to the Customer by provision made by or under any Act, whether of any State or Territory, or of the Commonwealth; or
- (iii) if disclosed to the Customer, could reasonably be expected to place the Supplier at a substantial commercial disadvantage in relation to the Customer whether at present or in the future.
- (d) The Supplier must provide copies of any of the information referred to in clause 39.1(b), as requested by the Customer, at the Supplier's own expense and in such medium as the Customer may reasonably require.
- (e) Without limiting any other provision of this clause 39.1, the Supplier:
 - (i) authorises the Customer to make information concerning the Supplier available to other Government Agencies or Eligible Customers (including to the relevant head of any Government Agency or Eligible Customer and any responsible Minister of a Government Agency) for any purpose in connection with facilitating the Customer's exercise of its rights under this Agreement or the carrying out, or exercise, of the functions or powers of the Customer, any Government Agency, Eligible Customer or the Crown. Such information may include any information provided by the Supplier to the Customer and any information relating to the Supplier's performance under this Agreement (including any reports provided under clause 15.4);
 - (ii) acknowledges that information about the Supplier from any source, including substantiated reports of unsatisfactory performance, or any conduct including, any civil and/or criminal or alleged criminal conduct, by any officers or associates of the Supplier or a Related Body Corporate may be taken into account by Government Agencies and Eligible Customers considering whether to offer the Supplier future opportunities for working with those entities, for assessing the terms of their own contracts (or proposed contracts) with the Supplier or any other third party, for governance or reporting purposes or for any other reasonable business or government purposes;
 - (iii) agrees that the communication of such information to any Government Agency is a communication falling within section 30 of the *Defamation Act 2005* (NSW); and
 - (iv) releases and indemnifies the Customer and the State of New South Wales from and against any Claim in respect of any matter arising out of such communications, including the use of such information by the recipient.

39.2 Personal Property Securities Act

To the extent the *Personal Property Securities Act 2009* (Cth) applies to any Materials or Deliverables supplied by the Supplier to the Customer, the Supplier represents, warrants and undertakes that the supply of the Materials and Deliverables to the Customer:

- (a) does not breach any security agreement the Supplier has with a third party; and
- (b) is within the ordinary course of the Supplier's business.

39.3 No use of the Customer's name or logo

The Supplier must not use the Customer's name or any of the Customer's logos, trade marks or branding, without the prior written consent of the Customer.

39.4 Prior work

Except as otherwise agreed between the parties in writing:

- (a) the terms of this Agreement apply to all of the work performed by the Supplier in connection with the Supplier's Activities even if it was performed prior to entry into this Agreement; and
- (b) any payment made to the Supplier by the Customer in connection with this Agreement or the Supplier's Activities prior to entry into this Agreement will be treated as a payment under this Agreement and will be in part discharge of the Customer's obligation to pay the Price.

39.5 Entire agreement

This Agreement is the entire agreement between the parties about its subject matter and replaces all previous agreements, understandings, representations and warranties about that subject matter.

39.6 Variation

No variation to this Agreement is effective unless made in writing and executed by each party.

39.7 Survival and merger

- (a) No term of this Agreement merges on completion of any transaction contemplated by this Agreement.
- (b) The following provisions survive the termination and expiry of this Agreement:
 - (i) 9, 13, 17, 18, 19, 20, 21, 23, 27(a)(iv), 29.5, 31, 32, 33.4, 34.8, 37, 38 and this clause 39; and
 - (ii) any other provisions that are expressed to or which by their nature survive termination or expiry.

39.8 Severability

Any term of this Agreement which is wholly or partially void or unenforceable is severed to the extent that it is void or unenforceable. The validity or enforceability of the remainder of this Agreement is not affected.

39.9 Waiver

- (a) No waiver of a right or remedy under this Agreement is effective unless it is in writing and signed by the party granting it. It is only effective in the specific instance and for the specific purpose for which it is granted.
- (b) A single or partial exercise of a right or remedy under this Agreement does not prevent a further exercise of that or of any other right or remedy. Failure to exercise or a delay in exercising a right or remedy under this Agreement does not operate as a waiver or prevent further exercise of that or of any other right or remedy.

39.10 Cumulative rights

Except as expressly provided in the Additional Conditions, the rights and remedies of a party under this Agreement (including under an indemnity) are in addition to and do not exclude or limit any other rights or remedies provided by Law.

39.11 Further assurances

Each party must do all things, and execute all further documents, necessary to give full effect to this Agreement.

39.12 Assignment, novation and other dealings

- (a) The Supplier must not, in whole or in part, assign or novate this Agreement or otherwise deal with the benefit of it or a right under it, or purport to do so without obtaining the prior written consent of the Customer, which consent may be withheld at the Customer's sole discretion.
- (b) The Supplier acknowledges that the Customer may conduct financial and other inquiries or checks on the entity proposing to take an assignment or novation of this Agreement before determining whether or not to give consent to an assignment or novation.
- (c) Subject to clause 39.12(d), the Customer must not, in whole or in part, assign or novate this Agreement or otherwise deal with the benefit of it or a right under it, or purport to do so, without the prior written consent of the Supplier, which consent may not be unreasonably withheld.
- (d) Notwithstanding clause 39.12(c), the Customer may, at its sole discretion, assign or novate this Agreement in whole or in part:
 - (i) to any other Eligible Customer, by notice in writing to the Supplier; or
 - (ii) for machinery of government changes, including if, by operation of Law, the Customer is reconstituted into a new body or legal entity or the functions of the Customer, relevant to this Agreement, are transferred to a different body or legal entity.
- (e) The Supplier agrees to co-operate in good faith and provide all reasonable assistance to the Customer in respect of any such assignment or novation made by the Customer under this clause 39.12.
- (f) The Supplier must (to the extent permitted by Law):
 - (i) notify the Customer if the Supplier or any parent company of the Supplier is about to undergo a Change in Control or Other Changes, as soon as it becomes aware that the Change in Control or Other Changes will or may occur; and
 - (ii) provide the Customer with all information reasonably requested by the Customer in respect of the Change in Control or Other Changes, including in respect of any incoming owner or other person who is to obtain control over the Supplier or any parent company.

39.13 Notices

- (a) A notice, consent or other communication under this Agreement (**Notice**) is only effective if it is in writing and received in full and legible form at the addressee's address or email address.
- (b) For the purposes of this clause 39.13, a party's address and email address is that set out in the Order Form (as applicable), unless the party has notified a changed address, then the notice, consent, approval or other communication must be sent to that address.

- (c) A Notice will be regarded as received at the time and on the day it is actually received, but if it is received on a day that is not a Business Day or after 5:00pm on a Business Day it is regarded as received at 9:00am on the following Business Day.
- (d) Unless there is evidence to the contrary:
 - (i) a letter sent by post will be taken to be received on the fifth Business Day after posting (or seventh, if posted to or from a place outside of Australia);
 - (ii) in the case of email:
 - A. production of a delivery notification statement from the computer from which the email was sent which indicates that the email was sent in its entirety to the email address of the recipient will be prima facie evidence that the email has been received;
 - B. where there is no delivery notification statement from the computer from which the email was sent, the date and the time of dispatch of the email will be prima facie evidence of the date and time that the email was received; and
 - C. where a delivery error or similar response is returned in response to that email, the email will not be taken to be received and the sender must use an alternative method of giving that notice in accordance with this clause 39.13.

39.14 Construction

No rule of construction applies to the disadvantage of a party because that party was responsible for the preparation of this Agreement.

39.15 Expenses

Except as otherwise expressly provided in this Agreement, each party must pay its own costs and expenses in connection with the negotiation, preparation and execution of this Agreement.

39.16 English language

All communications between the parties and all documentation provided in connection with this Agreement and the Supplier's Activities must be in the English language.

39.17 Governing Law

This Agreement is governed by the Laws applicable in the State of New South Wales, Australia. The Supplier irrevocably and unconditionally submits to the sole and exclusive jurisdiction of the courts of New South Wales, Australia and the courts entitled to hear appeals from those courts.

Executed as an agreement:

Signed for and on behalf of the Council of the City of Sydney, ABN 22 636 550 790 by its authorised representative, but not so as to incur personal liability, in the presence of:

Hannah Reid

Hannah Reid (Mar 29, 2022 12:48 GMT+11)

Signature of witness

Hannah Reid

Name of witness in full

Date 29-Mar-2022

P.M. Barone

P.M. Barone (Mar 29, 2022 12:40 GMT+11)

Signature of authorised representative

P.M. Barone

Name of authorised representative in full

Signed for and on behalf of Technology One Limited (ACN 010487180) by its authorised representatives, under registered Power of Attorney dated 22 May 2017 :

Paul Jobbins

Signature of authorised representative

Paul Jobbins

Name

CFO

Position

24-Mar-2022

Date

Edward Chung

Edward Chung (Mar 24, 2022 15:19 GMT+10)

Signature of authorised representative

Edward Chung

Name

CEO

Position

24-Mar-2022

Date

Schedule 1 Definitions and interpretation

1.1 Definitions

In this Agreement, unless the contrary intention appears:

Aboriginal Participation Plan means the plan of that name developed pursuant to the Aboriginal Procurement Policy and attached to, or referenced in, the Order Form.

Aboriginal Procurement Policy means the New South Wales Government's Aboriginal Procurement Policy published at <https://buy.nsw.gov.au/policy-library/policies/aboriginal-procurement-policy> (or such other link as notified by the Customer).

Acceptance in respect of a Deliverable, means the issuing by the Customer of an Acceptance Certificate for that Deliverable. **Accept** and **Accepted** have a corresponding meaning.

Acceptance Certificate means an acceptance notice or certificate issued by the Customer pursuant to clause 14.3 to confirm that a Deliverable meets the Acceptance Criteria.

Acceptance Criteria in respect of a Deliverable, means the compliance of that Deliverable with any criteria set out in the Order Form and such other requirements as the Customer reasonably considers necessary to determine whether that Deliverable complies with the applicable Specifications and the other requirements set out in this Agreement.

Acceptance Tests or Testing in respect of a Deliverable, means acceptance tests carried out in accordance with clause 14 to verify whether the Acceptance Criteria in respect of that Deliverable has been met, including any such tests specified in the Order Documents.

Accessibility Standard has the meaning given to that term in clause 6.3(a)(i).

Additional Activities has the meaning given to that term in clause 6.9(a)(i).

Additional Conditions means any terms or conditions that vary or are additional to the terms and conditions set out in the Core Terms or Module Terms and which are stated or referenced in Items 11 or 66 of the Order Form.

Additional Order means an Additional Order for Services and/or Deliverables that is placed in accordance with clause 3.3.

Adjustment Notice has the meaning given to that term in clause 24.3(d).

Agreement means this agreement and includes any schedule and attachment to this agreement.

Authorisations means any consent, registration, filing, agreement, notarisation, certificate, licence, approval, permit, authority or exemption from, by or with a Government Agency.

Authority includes any Government Agency, governmental or semi-governmental or local government authority, administrative, regulatory or judicial body or tribunal, department, commission, public authority, agency, Minister, statutory corporation or instrumentality.

Benchmarking Activities has the meaning given to that term in clause 24.2(b).

Benchmarking Notice has the meaning given to that term in clause 24.2(b).

Benchmarking Report has the meaning given to that term in clause 24.3(a).

Best Industry Practice means a standard of service or deliverable, in terms of quality, productivity, performance, cost and timeliness of delivery, that, when considered collectively, is equal to or better than the commonly accepted best practice being provided at the relevant

time by a supplier of like or similar services, deliverables and activities to the Supplier's Activities throughout the world.

Business Contingency Plan has the meaning given to that term in clause 25.2(a).

Business Day means a day other than a Saturday, Sunday or gazetted public holiday in New South Wales, Australia.

Business Hours means the hours between 9:00am and 5:00pm on any Business Day.

Change Control Procedure means the procedure to be followed with respect to Change Requests as specified in clause 10.

Change in Control means, in respect of an entity, the occurrence of any circumstances or events following which the entity, who was not so controlled before, is controlled by another person, alone or together with any Related Body Corporate, and:

- (a) includes, in respect of the entity, a change of a direct holding of at least fifteen percent of the voting shares in that entity or a holding company of that entity; however
- (b) excludes an internal solvent corporate reorganisation occurring exclusively within the group of companies comprised of the Supplier and its Related Bodies Corporate.

Change Request has the meaning given to that term in clause 10.1(a).

Change Request Form means a document in substantially the same form as that in Schedule 5 or such other form approved by the Customer.

Claim means any allegation, cause of action, liability, claim, proceeding, suit or demand of any nature, whatsoever arising, and whether present or future, fixed or unascertained, actual or contingent and whether at Law, under statute or otherwise.

Commencement Date means the date specified as such in the Order Form.

Confidential Information means information that:

- (a) is by its nature confidential;
- (b) is communicated by the discloser of the information (**Discloser**) to the recipient of the information (**Recipient**) as confidential;
- (c) the Recipient knows or ought to know is confidential; or
- (d) relates to or comprises the:
 - (i) financial, corporate or commercial information of any party;
 - (ii) affairs of a third party; or
 - (iii) strategies, practices or procedures of the State of New South Wales or any information in the Supplier's possession relating to a Government Agency,

but excludes information:

- (e) in the public domain, unless it came into the public domain due to a breach of confidentiality;

- (f) independently developed by the Recipient; or
- (g) in the possession of the Recipient without breach of confidentiality by the Recipient or other person.

Conflict of Interest means the Supplier or its Personnel:

- (a) engaging in any activity;
- (b) obtaining any interest, whether pecuniary or non-pecuniary; or
- (c) being involved in any actual or threatened litigation or investigation,

whether proven or alleged, which is likely to, has the potential to, or could be perceived to, present a conflict of interest in the Supplier or its Personnel performing its obligations under this Agreement.

Contract Authority means the entity named as such in the Order Form and who has entered into a MICTA.

Core Terms means clauses 1 to 39 of this Agreement.

Corporations Act means the *Corporations Act 2001* (Cth).

Correctly Rendered Invoice means an Invoice which:

- (a) specifies an amount that is due for payment and correctly calculated in accordance with this Agreement;
- (b) is itemised and identifies the GST exclusive amount, the GST component and the GST inclusive amount (as applicable) and enables the Customer to ascertain what the Invoice covers and the amount payable;
- (c) includes (where available) the relevant purchase order number notified by the Customer to the Supplier and this Agreement reference number;
- (d) where relating to an amount that is payable subject to Acceptance, is accompanied by documentary evidence that signifies that Acceptance (where appropriate) has occurred in accordance with this Agreement;
- (e) is in the right form (which may be an electronic or digital form where agreed to by the Customer); and
- (f) complies with clauses 24.4(a) to 24.4(b) and satisfies any additional criteria relating to Invoices specified in the Order Form.

Critical CSI means any:

- (a) CSI that is critical to the Supplier's ability to carry out the Supplier's Activities and without which the Supplier would be materially restricted in its ability to carry out the Supplier's Activities in accordance with the requirements of this Agreement; or
- (b) any CSI specified as "Critical CSI" in the Order Form.

Crown means the Crown in right of the State of New South Wales.

Customer means the entity named as such in Item 1 of the Order Form.

Customer Data means all data (including metadata) and information relating to the Customer or any Government Agency and the operations, facilities, customers, clients, personnel, assets

and programs of the Customer and any Government Agency, including Personal Information, in whatever form that information may exist and whether created, captured, collected, entered into, stored in, generated by, controlled, managed, retrieved, transferred, transmitted, printed, processed or produced as part of carrying out the Supplier's Activities, but excluding any Performance Data.

Customer Environment means the combination of hardware, software, systems and network infrastructure and services used by the Customer from time to time, including those specified in the Order Documents.

Customer's Representative means the person nominated in Item 2 of the Order Form or as advised in writing by the Customer to the Supplier from time to time, to act on behalf of the Customer in connection with this Agreement.

Customer Supplied Items or CSI means the Materials, equipment, resources or items specified in the Order Form to be provided by the Customer to the Supplier.

Customer User(s) means any Personnel of the Customer or any other person that the Customer authorises to use the Deliverables or Services.

Data Location Conditions means:

- (a) compliance with the Information Security Requirements;
- (b) ensuring that Customer Data and Personal Information is at all times handled and processed in accordance with all applicable Laws, including the Privacy Laws and the *State Records Act 1998* (NSW) (to the extent applicable);
- (c) not transferring any Customer Data and Personal Information to a jurisdiction that is the subject of any sanction, embargo, export control or similar Laws;
- (d) ensuring that Customer Data and Personal Information is at all times protected in accordance with the terms of this Agreement including clauses 19, 20 and 21; and
- (e) compliance with any other requirements or conditions with respect to the location of Customer Data and Personal Information as specified in Item 39 of the Order Form or in the Module Terms.

Data Management and Protection Plan means the Supplier's written plan with respect to data management and protection that complies with clause 20.2.

Date for Delivery means the date(s) (including any Key Milestones) by which the Supplier must provide the relevant Deliverables and/or Services to the Customer or complete the relevant Supplier's Activities, as stated in the Order Documents and as may be adjusted under this Agreement.

Deed of Confidentiality and Privacy has the meaning given to that term in clause 11.4(a).

Default Amount means the amount determined as such according to clause 34.5(b).

Defect means a fault, error, failure, degradation, deficiency or malfunction that causes the relevant Deliverable or Service to not meet the Specifications and the other requirements of this Agreement or any other aspect of a Deliverable or Service that is not in accordance with the requirements of this Agreement.

Delay has the meaning given to that term in clause 6.7(a)(i).

Deliverable means all things or items (including Documents) to be supplied by the Supplier under this Agreement as set out in the Order Documents.

Denial of Service (DoS) Attack means an attack that shuts down or substantially degrades the Deliverables and/or Services, resulting in the Deliverables and/or Services (or any functionality forming part of the Deliverables and/or Services) being unable to be used by the Customer or Customer Users in the manner intended to be used under this Agreement, including as to any Service Levels or key performance indicators.

Disaster means any disaster, accident, emergency, degradation, damage, interruption or other event which impacts on the continuity of the Supplier's Activities (including any Force Majeure Event impacting the Supplier).

Dispute Notice has the meaning given to that term in clause 35.1(b).

Document has the meaning given to that term in clause 8.1(a).

Document Deliverable means any Deliverable which is, or is required to be, in the form of a Document.

Eligible Customer means any Government Agency or Eligible Non-Government Body.

Eligible Non-Government Body includes the following public bodies that are not Government Agencies (as identified under clause 6 of the *Public Works and Procurement Regulation 2019* (NSW)):

- (a) a private hospital;
- (b) a local council or other local authority;
- (c) a charity or other community non-profit organisation;
- (d) a private school or a college;
- (e) a university;
- (f) a public authority of the Commonwealth or any other State or Territory;
- (g) a public authority of any other jurisdiction (but only if it carries on activities in the State of New South Wales); or
- (h) any contractor to a public authority (but only in respect of things done as such a contractor).

Escrow Materials means the software code and programming Materials specified in Item 38 of the Order Form or otherwise specified as constituting "Escrow Materials" in Schedule 7.

Existing Materials means any Materials in which Intellectual Property Rights subsist (which, in the case of the Supplier, are incorporated into a Deliverable or Service or to which the Customer otherwise requires a licence in order to enjoy the benefit of this Agreement or any obligations performed for the Customer under it):

- (a) belonging to a party that are pre-existing as at the Commencement Date; or
- (b) that are brought into existence, by or on behalf of a party, other than in connection with the performance of that party's obligations under this Agreement,

and includes any enhancements, modifications and developments to such Materials, to the extent not comprising New Materials.

Financial Security has the meaning given to that term in clause 28.2(a).

Force Majeure Event means any of the following events or circumstances to the extent not within the reasonable control of the party affected by it (**Affected Party**):

- (a) acts of God, including storms, cyclones, landslides, epidemics, earthquakes, floods, and other natural disasters;
- (b) strikes, stoppages, labour restraints and other industrial disturbances, except for those only affecting the Personnel of the Affected Party;
- (c) acts of the public enemy, including wars, blockades and insurrections; and
- (d) riots, malicious damage, sabotage, civil disturbance and acts of terrorism,

the incidence of which is not (or would not be reasonably expected to be) generally known to the Affected Party as at the Commencement Date and which the Affected Party is not reasonably able to prevent or overcome, or the effects of which the Affected Party is not reasonably able to predict and take measures to avoid, by the exercise of reasonable diligence and prudence.

GIPA Act means the *Government Information (Public Access) Act 2009* (NSW).

Governance Framework has the meaning given to that term in clause 4.3(a).

Government Agency means any of the following:

- (a) a government sector agency (within the meaning of the *Government Sector Employment Act 2013* (NSW));
- (b) a New South Wales Government agency;
- (c) any other public authority that is constituted by or under an Act or that exercises public functions for or on behalf of the State of New South Wales (other than a State owned corporation); or
- (d) any State owned corporation prescribed by regulations under the *Public Works and Procurement Act 1912* (NSW).

GST Law means *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

ICT means information and communication technologies.

ICT Purchasing Framework means the suite of New South Wales Government template documents which sets out standard terms and conditions to be used by Eligible Customers for the procurement of ICT related goods and services.

Indemnified Entities means the Customer, Customer Users, the State of New South Wales, the Customer's Personnel and, in relation to a Government Agency, the relevant head of the Government Agency and its responsible Minister.

Information Security Requirements has the meaning given to that term in clause 19.2(a).

Inherent Risks means the level of risks that exists in an organisation prior to the adoption or implementation of internal security controls or measures designed to avoid or mitigate them.

Initial Term means the period specified as such in the Order Form.

Insolvency Event means the occurrence of any one or more of the following events in relation to any person:

- (a) an application is made to a court for an order, or an order is made, that it be wound up, declared bankrupt or that a provisional liquidator or receiver, or receiver and manager, be appointed;
- (b) a liquidator or provisional liquidator is appointed;
- (c) an administrator is appointed to it under sections 436A, 436B or 436C of the Corporations Act;
- (d) a Controller (as defined in section 9 of the Corporations Act) is appointed to it or any of its assets;
- (e) a receiver is appointed to it or any of its assets;
- (f) it enters into an arrangement or composition with one or more of its creditors, or an assignment for the benefit of one or more of its creditors, in each case other than to carry out a reconstruction or amalgamation while solvent;
- (g) it proposes a winding-up, dissolution or reorganisation, moratorium, deed of company arrangement or other administration involving one or more of its creditors;
- (h) it is insolvent as disclosed in its accounts or otherwise, states that it is insolvent, is presumed to be insolvent under Law (including under sections 459C(2) or 585 of the Corporations Act) or otherwise is, or states that it is, unable to pay all its debts as and when they become due and payable;
- (i) it is taken to have failed to comply with a statutory demand as a result of section 459F(1) of the Corporations Act;
- (j) a notice is issued under sections 601AA or 601AB of the Corporations Act;
- (k) a writ of execution is levied against it or a material part of its property;
- (l) it ceases to carry on business or threatens to do so; or
- (m) anything occurs under the Law of any jurisdiction which has a substantially similar effect to any of the events set out in the above clauses of this definition.

Intellectual Property Rights means all intellectual property rights, including:

- (a) copyright, patent, design, semi-conductor or circuit layout rights, registered design, trade marks or trade names and other protected rights, or related rights, existing worldwide; and
- (b) any licence, consent, application or right to use or grant the use of, or apply for the registration of, any of the rights referred to in paragraph (a),

but does not include the right to keep Confidential Information confidential, Moral Rights, business names, company names or domain names.

Invoice means a tax invoice issued under the GST Law.

Item means an item in Parts A to E of the Order Form.

Key Milestone means a Date for Delivery of a Deliverable, or for the completion of a particular Service or other Supplier's Activity, that is specified as such in the Payment Particulars or Order Documents, as may be adjusted under this Agreement.

Laws means any legally binding law, legislation, statute, act, regulation, subordinate legislation, rule, by-law, order, proclamation, decree, ordinance, directive or code which is

enacted, issued or promulgated from time to time in any relevant jurisdiction (including the Commonwealth or any State or Territory government) and any applicable common law and rule or principle of equity.

Licensed Software means the software set out in the Order Documents that the Supplier is to provide to the Customer, or provide the Customer access to (as applicable) under this Agreement and includes any Updates or New Releases of that software that may be provided to the Customer from time to time in accordance with this Agreement.

Limitation Amount has the meaning given to that term in clause 34.5.

Liquidated Damages means any damages specified as such in an Order Form which, where applicable, will be applied in accordance with clause 16.

Loss means any loss, damage, liability, cost (including all legal and other professional costs on a full indemnity basis), charge, expense, Claim, outgoing, fine or payment of any nature or kind.

Material Defect means any Defect which represents a material departure from the Specifications or other requirements of this Agreement in respect of that Deliverable or prevents the proper operation of the Deliverable.

Materials means all property, materials, documents, information and items in whatever form, and includes equipment, hardware, computer software (including development tools and object libraries), concepts, approaches, tools, methodologies, processes, know-how, data, Documentation, manuals and anything else which is the subject matter of Intellectual Property Rights.

MICTA means (if any) the master ICT agreement between the Contract Authority and the Supplier under which there is a standing offer to provide particular ICT-related goods, services and/or other activities (including the Deliverables and Services) to Eligible Customers.

Modern Slavery has the same meaning as in the Modern Slavery Laws and includes slavery, servitude, forced labour, human trafficking, debt bondage, organ trafficking, forced marriage and the exploitation of children.

Modern Slavery Laws means the *Modern Slavery Act 2018* (Cth) and any other applicable legislation addressing similar subject matter.

Modern Slavery Statement means a modern slavery statement as required or volunteered under the Modern Slavery Laws.

Module means the applicable Module(s) which apply to the specific Services and/or Deliverables as identified in the Order Form.

Module Terms means the terms and conditions in respect of the applicable Module(s) as set out in the Module(s).

Moral Rights means a person's moral rights as defined in the *Copyright Act 1968* (Cth) and any other similar rights existing under any other laws.

New Materials means Materials in which Intellectual Property Rights subsist that are created or which arise in the course of performing this Agreement, excluding Customer Data.

New Releases means software (including the latest current version) which has been produced primarily to extend, alter or improve the Licensed Software by providing additional functionality or performance enhancement (whether or not Defects in that Licensed Software are also corrected) while still retaining the original designation of the Licensed Software. A New Release does not include any software that is generally licensed by the Supplier to its customers as a different product.

Nominated Personnel means the key Personnel of the Supplier who are required to undertake the provision of the Supplier's Activities or part of the work constituting the Supplier's Activities, as stated in Item 18 of the Order Form or otherwise agreed by the Customer in writing.

Notice has the meaning given to that term in clause 39.13.

Open Source Software means software available under a licence which:

- (a) meets the criteria of the Open Source Definition published by the Open Source Initiative at <http://www.opensource.org>, and includes the forms of creative commons licences published as the Creative Commons Legal Code for Australia at <http://www.creativecommons.org>; or
- (b) contains any term or condition which mandates the re-licensing or redistribution to the public (whether free of charge or for a fee) of any software code, in any circumstance.

Order means an order for the Services and/or Deliverables and other Supplier's Activities as set out in an Order Form, and includes an Additional Order.

Order Documents means:

- (a) the Order Form;
- (b) the Payment Schedule;
- (c) all applicable Plans; and
- (d) the relevant Module Terms identified as applicable in Item 13 of the Order Form.

Order Form means:

- (a) the document set out at **Schedule 2**;
- (b) any Additional Order;
- (c) any Statement of Work or Supplier's Documents incorporated within or attached to an Order Form in accordance with this Agreement; and
- (d) any schedules, annexures or attachments expressly incorporated into any of the above documents.

Other Changes means any actual or proposed change in the Supplier's circumstances, operations or supply chains (including a change to the Supplier's Personnel) that could reasonably be considered to:

- (a) create a security risk for the Customer or the State of New South Wales; or
- (b) adversely affect the:
 - (i) Supplier's ability to fulfil its obligations under this Agreement; or
 - (ii) reputation of the Customer or the State of New South Wales.

Other Supplier means any supplier, contractor, consultant or other person engaged to provide services or deliverables to the Customer, other than the Supplier or its subcontractors and suppliers.

Payment Particulars means the pricing and payment regime for the completion of the Supplier's Activities as set out in the Payment Schedule, the Statement of Work or in Item 43 of the Order Form.

Payment Schedule means the schedule of Prices and payment regime specified in Schedule 4.

Performance Data means automatically generated metadata, not including any Personal Information or Confidential Information of the Customer or a Government Agency that:

- (a) is incidentally generated by a computer system in the course of its normal operation;
- (b) relates to the performance or operation of that computer system; and
- (c) arises in the course of the performance of the Supplier's Activities.

Performance Guarantee has the meaning given to that term in clause 28.1.

Personal Information means:

- (a) information or an opinion about an identified individual (that is, a natural person) or an individual who is reasonably identifiable whether the information or opinion is:
 - (i) true or not; and
 - (ii) recorded in a material form or not; and
- (b) information defined as such under applicable Privacy Laws.

Personnel means a party's employees, officers, agents and subcontractors and:

- (a) in the case of the Supplier, includes any persons carrying out the Supplier's Activities on the Supplier's behalf; and
- (b) in the case of the Customer, includes any Customer Users permitted or enabled by the Customer to use the Deliverables and Services, but excludes the Supplier and its Personnel.

Plans means any:

- (a) Project Plan;
- (b) Business Contingency Plan;
- (c) Data Management and Protection Plan;
- (d) Test Plan;
- (e) Transition-In Plan and Transition-Out Plan; and
- (f) any additional plans specified in Item 27 of the Order Form or required to be complied with under this Agreement.

Policies, Codes and Standards means:

- (a) all applicable SME Policies and associated requirements;
- (b) the other policies, codes, standards and guidelines and associated requirements specified in this Agreement, including within:

- (i) clauses 12.2(b) and 37.1(b); and
- (ii) the Order Form; and
- (c) any Policy Changes with which the Supplier is or becomes required to comply with under clause 12.3.

Policy Change has the meaning given to that term in clause 12.3(a).

Price means the total amount payable by the Customer for the Deliverables and/or Services and the carrying out of the other Supplier's Activities under this Agreement as stated in the Payment Particulars, as may be adjusted under this Agreement.

Privacy Laws means:

- (a) the *Privacy Act 1988* (Cth);
- (b) the *Privacy and Personal Information Protection Act 1998* (NSW);
- (c) the *Health Records and Information Privacy Act 2002* (NSW);
- (d) any legislation (to the extent that such legislation applies to the Customer or the Supplier or any other recipient of Personal Information) from time to time in force in:
 - (i) any Australian jurisdiction (which includes the Commonwealth of Australia and any State or Territory of Australia); and
 - (ii) any other jurisdiction (to the extent that the Customer or any Personal Information or the Supplier is subject to the laws of that jurisdiction),affecting privacy or Personal Information, provided that the Supplier ensures that it complies at all times with the Privacy Laws applicable in New South Wales; and
- (e) any ancillary rules, guidelines, orders, directions, directives, codes of conduct or other instruments made or issued under any of the legislation referred to in paragraphs (a), (b), (c) and (d), as amended from time to time.

Professional Standards Legislation means the *Professional Standards Act 1994* (NSW) or other equivalent Laws providing for the statutory limitation of liability of certain suppliers.

Project Plan has the meaning given to that term in clause 6.5(a).

Related Body Corporate has the meaning given to that term in the Corporations Act.

Remediation Plan has the meaning given to that term in clause 22.2(a)(vi).

Renewal Period means the renewal period specified in Item 9 of the Order Form.

Schedule means a Schedule to this Agreement. Those Schedules that are applicable to an Order will be identified in Item 13.

Security Incident means in relation to this Agreement:

- (a) any unauthorised (whether under this Agreement or otherwise) or unlawful use of, loss of, access to, alteration of, or disclosure of Customer Data or Personal Information within the Supplier's or its Personnel's possession or control (including any data and information stored on the Supplier's equipment or in the facilities used by the Supplier to carry out the Supplier's Activities, or any unauthorised or unlawful access to such equipment or facilities);

- (b) any notifiable data breach under the Privacy Laws;
- (c) any Denial of Service Attack;
- (d) the occurrence of circumstances indicating it is reasonably likely that any of the circumstances under paragraphs (a) to (c) have occurred;
- (e) any similar events relating to Customer Data or Personal Information which trigger, or are likely to trigger, contractual reporting obligations or legal reporting obligations to an Authority or which would require a response or action under this Agreement, at Law or under any of the Policies, Codes and Standards; or
- (f) any alleged or suspected occurrence of any of the above events or circumstances.

Security Program has the meaning given to that term in clause 21.2(a).

Service Levels means any minimum performance levels, key performance indicators and other service standards with respect to the Supplier's Activities to be achieved by the Supplier as specified, included or incorporated by reference (in accordance with this Agreement) in the Order Documents.

Services means:

- (a) the services that the Supplier is required to perform or provide under this Agreement as described in the Order Documents; and
- (b) any related or ancillary services which are required or reasonably incidental for the proper performance of the services, functions, processes and responsibilities referred to in paragraph (a).

Site has the meaning given to that term in clause 6.10(a).

SME Policies means:

- (a) the New South Wales Government's Small and Medium Enterprises and Regional Procurement Policy, published at <https://buy.nsw.gov.au/policy-library/policies/sme-and-regional-procurement-policy> (or such other link as notified by the Customer);
- (b) the ICT/Digital Sovereign Procurement Commitments, published at <https://buy.nsw.gov.au/resources/ictdigital-sovereign-procurement-commitments> (or such other link as notified by the Customer);
- (c) the Small Business Shorter Payment Terms Policy, published at <https://buy.nsw.gov.au/policy-library/policies/small-business-shorter-payment-terms-policy> (or such other link as notified by the Customer); and
- (d) such other SME policies specified in the NSW Procurement Policy Framework, published at <https://buy.nsw.gov.au/policy-library/policies/procurement-policy-framework> (or such other link as notified by the Customer).

Specifications In respect of a Deliverable or Service, means the technical or descriptive specifications of the functional, operational, performance or other characteristics relating to that Deliverable or Service as detailed or referred to in the Order Documents or as otherwise agreed by the parties in writing.

Stage means one or more stages or phases of the project as specified in the Order Documents.

Statement of Work means a statement of work incorporated within or attached to an Order Form, an illustrative form of which is set out in Schedule 3.

Step-In Right has the meaning given to that term in clause 26.

Step-Out Notice has the meaning given to that term in clause 26.2(a).

Supplier means the entity named as such in Item 4 of the Order Form.

Supplier's Activities means all things or tasks which the Supplier is, or may be, required to do to comply with its obligations under this Agreement and includes the supply of the Deliverables and Services and, where applicable, the carrying out of any Transition-In Services and Transition-Out Services.

Supplier's Documents means any product specifications, service-specific detail or other terms and conditions of the Supplier which comply with clause 1.5 and which the parties have expressly agreed to incorporate into this Agreement, as set out in Annexure A to the Order Form.

Supplier's Representative means the Supplier's employee nominated in Item 5 of the Order Form or as advised in writing by the Supplier from time to time to act on its behalf in connection with this Agreement.

Tax means any sales tax, value added tax, duty, withholding tax, levy, impost or other charge or duty levied by any government in Australia or elsewhere, which arises out of or in connection with the Supplier's performance of its obligations under this Agreement, but excludes GST.

Term means the Initial Term of this Agreement and any Renewal Period, unless this Agreement is terminated earlier, in which case the Term ends on the date of termination of this Agreement.

Test Plan means the Plan with respect to the conduct of tests pursuant to clause 14, and which is referenced in or annexed to the Statement of Work or other Order Documents or agreed between the parties in writing.

Transition-In Plan means a transition-in Plan prepared by the Supplier and approved by the Customer in accordance with clause 7.

Transition-In Services means the transition-in Services specified in the Order Documents or in any Transition-In Plan that is approved by the Customer in accordance with clause 7.2.

Transition-Out Period means the period specified in the Order Documents or, if no period is specified in the Order Documents, the period commencing on the expiry or termination of this Agreement and continuing for six months.

Transition-Out Plan means a transition-out Plan prepared by the Supplier and approved by the Customer in accordance with clause 31.2.

Transition-Out Services means any transition-out or disengagement Services provided by the Supplier pursuant to clause 31, including under any Transition-Out Plan.

Updates means software which has been produced primarily to overcome Defects in, or to improve the operation of, the relevant part of the Licensed Software without significantly altering the Specifications whether or not that Licensed Software has also been extended, altered or improved by providing additional functionality or performance enhancement.

User Documentation means any documentation (such as user manuals, operating manuals, technical manuals, published specifications, security configurations or other documentation) that:

(a) is specified in the Order Documents; or

- (b) is reasonably required in order for the Customer or Customer Users to use, maintain, secure, operate or otherwise obtain the benefit of any Deliverable or Service.

Virus means a computer program, code, device, product or component that is designed to threaten the security or integrity of the Customer's operations or the Deliverables and/or Services, prevent, inhibit or impair the performance of the Customer's operations or the Deliverables and/or Services or pose a threat or hazard to the security or integrity of the Customer's operations, but does not include any code, mechanism or device that is included in software by the Supplier for the purpose of managing the licensed use of software.

Warranty Period means the period specified in Item 36 of the Order Form, or where no warranty period is specified:

- (a) 90 days from Acceptance of the relevant Deliverable or Service; or
- (b) if a Deliverable or Service is not subject to Acceptance, 30 days from the provision of the Deliverable or Service to the Customer in accordance with this Agreement.

WHS Legislation means legislation relating to health and safety, including the *Work Health and Safety Act 2011* (NSW) and the *Work Health and Safety Regulation 2017* (NSW).

Wilful Misconduct means an act or omission of a party, deliberately performed or engaged in, which the relevant party knew (or ought to have known or predicted on due and reasonable consideration), would have a reasonable possibility of damaging, having a materially adverse effect on, or prejudicing, the other party.

1.2 Interpretation

In this Agreement, the following rules of interpretation apply unless the contrary intention appears:


- (a) headings are for convenience only and do not affect the interpretation of this Agreement;
- (b) the singular includes the plural and vice versa;
- (c) an obligation or liability assumed by, or a right conferred on, two or more persons binds or benefits them jointly and severally;
- (d) words that are gender neutral or gender specific include each gender;
- (e) where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have corresponding meanings;
- (f) the words "such as", "including", "particularly" and similar expressions are not used as, nor are intended to be interpreted as, words of limitation;
- (g) a reference to:
 - (i) a person includes a natural person, partnership, joint venture, government agency, association, corporation or other body corporate;
 - (ii) a thing (including a chose in action or other right) includes a part of that thing;
 - (iii) a party includes its successors and permitted assigns;
 - (iv) a document includes all amendments or supplements to that document;

- (v) a clause, term, party, schedule or attachment is a reference to a clause or term of, or party, schedule or attachment to the relevant part of this Agreement in which that reference is located;
- (vi) a reference to a statute or other Law is a reference to that statute or other Law as amended, consolidated or replaced;
- (vii) a monetary amount is to Australian dollars or such other currency specified in the Order Documents; and
- (viii) time is to Australian Eastern Standard Time;
- (h) a reference to any Authority, institute, association or body is:
 - (i) if that Authority, institute, association or body is reconstituted, renamed or replaced or if the powers or functions of that Authority, institute, association or body are transferred to another organisation, deemed to refer to the reconstituted, renamed or replaced organisation or the organisation to which the powers or functions are transferred, as the case may be; and
 - (ii) if that Authority, institute, association or body ceases to exist, deemed to refer to the organisation which serves substantially the same purposes or object as that Authority, institute, association or body; and
 - (iii) no rule of construction applies to the disadvantage of a party because that party was responsible for the preparation of any part of this Agreement.

1.3 Discretion

- (a) Subject to any express provision in this Agreement to the contrary:
 - (i) a provision of this Agreement which says that the Customer or the Customer's Representative "may" do or not do something is not to be construed as imposing an obligation on the Customer or the Customer's Representative to do or not do that thing; and
 - (ii) there will be no procedural or substantive limitation upon the manner in which the Customer or the Customer's Representative may exercise any discretion, power or entitlement conferred by this Agreement.
- (b) Without limiting clause 1.3(a) of this Schedule, neither the Customer nor the Customer's Representative will be under any obligation to exercise any such discretion, power or entitlement for the benefit of the Supplier or as required by any other legal doctrine which in any way limits the express words used in the provisions of this Agreement conferring the discretion, power or entitlement.

Schedule 2 - Order Form

	<p>Guidance note: Where a particular Item number in the Order Form is not applicable, insert "not applicable".</p> <p>If a particular Item number is addressed in the Statement of Work or another Order Document, reference the relevant document within the last column; for example, "As stated in section X of the Statement of Work".</p> <p>If the Agreement is being entered into pursuant to a MICTA, certain Items and components of the Order Form may have been pre-agreed as part of the MICTA. If this is this case, the parties only need to complete the remaining Items and components of the Order Form.</p>
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PART A: ICTA

Complete this section in relation to parts of this Agreement which reference this Order Form.
 Clause references below are references to clauses in this Agreement.

No	Item	Ref	Description or selection
KEY DETAILS			
1.	Customer	Generally Schedule 1	The Council of the City of Sydney (ABN 22 636 550 790)
2.	Customer's Representative	Generally Schedule 1	Name: Ian Marks Position: Financial Systems Manager, Business Planning & Performance Email: imarks@cityofsydney.nsw.gov.au Phone: +612 9246 7541 or such other person nominated by the Customer from time to time on notice to the Supplier.
3.	MICTA	1.4 Generally Schedule 1	Is this Agreement entered into pursuant to a MICTA? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.	Supplier	Generally Schedule 1	Technology One Limited ABN 84 010 487 180
5.	Supplier's Representative	Generally Schedule 1	Name: Paul Coates Position: Director – Local Government Email: Paul_coates@technologyonecorp.com Phone: (02) 8668 1220

No	Item	Ref	Description or selection
6.	Notices for the Customer	39.13(b)	Customer's address: 456 Kent St Sydney NSW 2000 Customer's email: imarks@cityofsydney.nsw.gov.au
	Notices for the Supplier	39.13(b)	Supplier's address: Level 11, 540 Wickham Street, Fortitude Valley QLD 4006 Supplier's email: T1contracts@technologyonecorp.com
TERM			
7.	Commencement Date	5.1 Schedule 1	The date upon which the Customer executes the Agreement.
8.	Initial Term	5.1 Schedule 1	The Initial Term commences on the Commencement Date and continues until 30 June 2027.
9.]	Renewal Period	5.2 Schedule 1	After the Initial Term, the Customer shall have the option to extend the Term of the Agreement for two (2) Renewal Periods and each Renewal Period is three (3) years and two (2) years in length respectively, by providing the Supplier with notice as set out below. For the avoidance of doubt, upon expiry of the Initial Term or the then current Renewal Period, <ul style="list-style-type: none"> a) If the Customer does not renew for another Renewal Period (if any Renewal Period options remain); or b) If the parties do not agree to renew the Agreement otherwise, this Agreement will terminate.
	Notice period for renewals	5.2	The Customer must give the Supplier written notice to exercise its right to a Renewal Period at least three (3) months prior to the end of the Initial Term or the then current Renewal Period as set out in the cell above.
ORDERING AND PURCHASING			
10.	Additional Orders	3.3 Schedule 1	Yes, by agreement with the Supplier, the Customer is permitted to place Additional Orders to: <ul style="list-style-type: none"> (a) increase the volume or quantum of Services and/or Deliverables, by following the process set out in clause 3.3, subject to the Supplier's reasonable qualifications to any such additional orders, including those specified below; and (b) carry out additional Supplier's Activities, including providing:

No	Item	Ref	Description or selection
			<p>(i) an increased volume or quantum of Services and/or Deliverables; or</p> <p>(ii) providing new, additional or alternative Services and Deliverables that relate to this Agreement and that are within the scope of the Modules selected in the Order Form,</p> <p>by following the process set out in the Additional Condition titled 'Additional Orders and Further Statements of Work'.</p> <p>The Supplier's reasonable qualification to any such additional orders are is that any Additional Orders placed by the Customer in accordance with clause 3.3 are subject to:</p> <p>(a) written agreement by both parties of the details of the Additional Order (by way of a new Statement of Work in accordance with Additional Condition 5); and</p> <p>(b) any variations to the fees, rates and charges specified in the Payment Particulars proposed by the Supplier in relation to the new, additional , or alternative Deliverables and/or Services,</p> <p>before the Supplier is obliged to increase the supply of any Deliverables and/or Services in accordance with any Additional Order. For the avoidance of doubt, the Deliverables to be provided under this Agreement will remain as set out herein unless and until the parties agree to change them under a formal variation to the Agreement or a new Statement of Work.</p>
11.	Additional Conditions	3.5 Schedule 1	The Additional Conditions are as set out in Annexure C (Additional Conditions) to this Order Form.
12.	Reseller arrangements	3.6	Not applicable.
13.	Schedules	Generally Schedule 1	<p><input checked="" type="checkbox"/> Schedule 1 - Definitions and interpretation</p> <p><input checked="" type="checkbox"/> Schedule 2 - Order Form</p> <p><input checked="" type="checkbox"/> Schedule 3 - Statement of Work</p> <p><input type="checkbox"/> Schedule 4 - Payment Schedule is not used</p> <p><input checked="" type="checkbox"/> Schedule 5 - Change Request Form</p> <p><input type="checkbox"/> Schedule 6 - Deed of Confidentiality and Privacy is not used</p> <p><input type="checkbox"/> Schedule 7 - Escrow Deed is not used</p> <p><input type="checkbox"/> Schedule 8 - Performance Guarantee is not used</p> <p><input type="checkbox"/> Schedule 9 - Financial Security is not used</p>

No	Item	Ref	Description or selection
	Modules	1.2(c)	<input checked="" type="checkbox"/> Cloud Module <input type="checkbox"/> Services Module Not Used (see Cloud Module SOW) <input type="checkbox"/> Software Module (Non-Cloud) Not Used <input type="checkbox"/> Hardware and Other ICT Deliverables Module Not Used
SUPPLIER'S ACTIVITIES			
14.	Scope	Generally 2(a)(ii) 2(a)(v)	<p>As set out in the Supplier's Documents and Statement of Work.</p> <p>Clauses 2(a)(ii) and 2(a)(iv) are deleted entirely. The Supplier does not agree to warranties that it has fully informed itself about the Customer's system/capabilities/requirements to enable the Supplier to complete project, as such information will only be ascertained during the planning phase of the SaaS implementation project.</p>
15.	Requirements - Accessibility requirements	6.3(b)(ii)	Not applicable.
	Requirements - Work health and safety	12.4(f)	Not applicable.
16.	Site attendance	6.10 Schedule 1	<p>Will the Supplier be required to attend the Site to carry out any aspect of the Supplier's Activities (including the supply of any Deliverables)?</p> <p><input checked="" type="checkbox"/> Yes - although most work is expected to be performed remotely, some meetings etc may be required on-site.</p> <p><input type="checkbox"/> No</p>
	Site location		<p>(a) 456 Kent St Sydney, NSW 2000; and/or</p> <p>(b) such other premises or facilities of the Customer within Sydney local government area as nominated by the Customer from time to time or specified in the Statement of Work.</p> <p>Except as set out in the Project Plan, and otherwise as agreed between the parties at the time, the parties expect all works to be provided by the Supplier remotely.</p>
	Physical delivery		Not Applicable.
	Requirements for attendance at the Site		Supplier Personnel shall only attend the Customer's site during business hours, unless the parties agree otherwise in the project plan (or otherwise as agreed between the parties in

No	Item	Ref	Description or selection
			writing at the time for specific needs). Supplier Personnel shall comply with all applicable workplace health & safety and security requirements and policies of Supplier. Without limitation, the Supplier must comply (and must ensure that its Personnel comply) with the requirements set out in Items 17, 22 and 40 of this Order Form.
17.	Policies, Codes and Standards	12.2 Schedule 1	<p>The Supplier shall comply with the following Customer policies (to the extent they are applicable to the Customer and the Project) when attending the Customer site:</p> <p>(a) The Supplier must ensure that the Supplier and its Personnel, comply with the following Customer policy documents:</p> <p>A. IT Systems Security Policy – if/when accessing the Customer's CSI or IT systems (not the Supplier SaaS);</p> <p>B. Internet Policy – if/when using the Customer's internet service; and</p> <p>C. "Guidelines for doing business with City of Sydney", accessible on the City's website at https://www.cityofsydney.nsw.gov.au/council-governance-administration/guidelines-doing-business-with-city</p> <p>The Supplier will not comply with the Customer's 'Digital & Print Accessibility Policy', and instead will seek to achieve a web accessibility compliance score of 90% or above against the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, for each new release of the SaaS Software (CiAnywhere) modules. The Supplier will regularly use a 3rd party vendor to assess its WCAG compliance, and will provide Customer with access to a copy of its latest WCAG Accessibility Statement document, from the 3rd party vendor conducting the WCAG assessment, on the online 'Customer Community' portal.</p> <p>The version of the Customer's policy documents and website page/s that the Supplier must comply with as set out above will be:</p> <ul style="list-style-type: none"> • The current version as at the Commencement Date of the Agreement (as provided to the Supplier on 14 February 2022); and • Any replacement or updated version of that document or webpage that the Customer notifies the Supplier of, and which deals with the same or similar subject matter to the content of the policy/webpage as at the Commencement Date, and does not require any additional obligations on the Supplier which cause the Supplier to incur any additional costs or are unreasonable in the circumstances.

No	Item	Ref	Description or selection
			<p>If/when the Customer Personnel attends on-site at a Customer site, such Supplier Personnel must comply with all reasonable requirements and directions of the Customer relating to safety and security at the site (including, at Customer's cost, agreeing to obtain any security checks reasonably required by the Customer and complying with any obligation or requirement imposed by law), including that the Supplier must ensure that its Personnel attending on-site:</p> <ul style="list-style-type: none"> A. provide proof of identity prior to being issued with a Customer contractor identification pass; B. clearly display their Customer issued contractor identification pass when on the Customer's premises; and C. return the identification pass to Customer's security or issuing person prior to departure. <p>(b) The Supplier must ensure that its Personnel undertake all reasonable Customer training and other similar obligations which are customarily required by the Customer in relation to the onboarding of such Personnel where the Supplier's Personnel is given access to a Customer email account or given a login to the Customer's IT systems in order to access the Customer's IT systems (outside of the Supplier SaaS).</p>
	SME Policies	12.2 Schedule 1	Not applicable.
	Aboriginal Procurement Policy: Aboriginal participation	12.2(b)	Not applicable.
18.	Nominated Personnel	11.1 Schedule 1	<p>The Supplier's Nominated Personnel are the:</p> <ul style="list-style-type: none"> • Industry Sales Director; • Customer Account Manager (CAM); and • Technical Account Manager (TAM).
19.	Deed of Confidentiality and Privacy	11.4(a) Schedule 1	Not applicable.
20.	Permitted subcontractors	11.5(a)	<p>Is the Supplier permitted to subcontract? Yes</p> <p>The permitted subcontractors are specified below:</p>

No	Item	Ref	Description or selection		
			Subcontractor's full name and ABN	Role/responsibility	
			Amazon Web Services and Microsoft Azure	Provision of the cloud hosting infrastructure for the Cloud Services	
21.	Subcontractor deed	11.5(j)	Not applicable.		
	Additional subcontractor procurement policy requirements	11.5(k)	Not applicable.		
22.	Background checks	11.6(b)	Not applicable.		
	Timeframes and time for background checks		Not applicable.		
PERFORMANCE AND DELIVERY					
23.	Timeframes and requirements for performance	6.1	As set out in the Statement of Work and the Supplier's Documents.		
	Specifications	6.1 Schedule 1	<p>The Specifications for the SaaS are set out in the following Agreement documents:</p> <ul style="list-style-type: none">a) the Part B Cloud Module part of this Order Form (Items 56-80 below);b) Schedules A, B & C to this Order Form;c) the Statement of Work (including Attachments); andd) the Supplier's Documents attached to this Order Form. <p>In the event of any conflict or inconsistency between the relevant documents, listed above the order of priority of the documents for the purposes of determining the Specifications shall be as listed below (with No.1 the highest priority, etc):</p> <ul style="list-style-type: none">1. the final 'SAAS Transition Plan' document – once agreed between the parties and Accepted by the Customer*;2. the 'Project Management plan' document attached to the SOW;		

No	Item	Ref	Description or selection
			<p>3. the Statement of Work (SOW);</p> <p>4. Part B Cloud Module part of this Order Form (Items 56-80 below);</p> <p>5. Schedule A to the Order Form (SaaS Software modules);</p> <p>6. Schedule B to the Order Form (UAT);</p> <p>7. Schedule C to the Order Form (SLA); then</p> <p>8. The Supplier's 'Customer Support Guide' document.</p> <p>*Once the SaaS Transition Plan document has been finalised by the parties during the Configuration Design Stage of the Project, <u>and been approved by the Customer as a Document Deliverable</u>, the approved final SaaS Transition Plan will become the paramount document detailing the SaaS Specifications, and will take priority over the other Agreement documents regarding the Specifications to the extent of any conflict or inconsistency (only).</p>
24.	Service Levels	15.2 Schedule 1	<p>The SaaS Availability Service Levels are set out in Schedule 2 to this Order Form.</p> <p>The Response and Resolution Service Levels for software fault correction for the Software as a Service (production environment) are set out in the Supplier's 'Customer Support Guide' document. A copy of the 'Customer Support Guide' document as at the Commencement Date is in Annexure A of this Order Form (Supplier's Documents), with this Service Level contained on pages 15-16 of that document.</p> <p>The version of the Supplier's 'Customer Support Guide' document that applies will be:</p> <ol style="list-style-type: none"> 1. The current version as at the Commencement Date of the Agreement (as included in Annexure A Supplier's Documents); and 2. Any replacement or updated version of that document that the Supplier notifies the Customer of, and which deals with the same or similar subject matter to the content of the document version in Annexure A, and does not require any additional obligations on the Customer which cause the Customer to incur any additional costs or which do not degrade or diminish the Support Services as described in the document version in Annexure A.
25.	Performance reports	15.4(a)(iii)	Not applicable.
	Additional performance	15.4(c)	Not applicable.

No	Item	Ref	Description or selection
	reporting requirements		
	Performance reviews	15.5(a)	<p>An annual performance review is required, which will discuss the matters set out in the 'Performance Review Meeting' document attached as Schedule E of this Order Form, plus any other items the parties agree to discuss at the time.</p> <p>Further details of the annual performance review meetings will be agreed between the parties at the same time as the SaaS transition Project is conducted.</p> <p>The parties will meet for such annual performance review at a time and place agreed between the parties, and such meetings may be conducted remotely (online) unless the parties agree otherwise.</p>
26.	Meetings	15.7(a)	As set out in the Project Plan document and otherwise as agreed between the parties in writing (including email).
27.	Project Plans	6.5(b)	The Supplier is required to prepare and submit a Project Plan for agreement by Customer, as described in the Statement of Work.
	Other Plans	Schedule 1	<p>The Supplier is required to maintain or prepare the following Plans, and any other Plans as set out in the Statement of Work:</p> <p>(a) a Business Contingency Plan (clause 25.2) as per Item 47 below</p> <p>in accordance with the terms of the Agreement and the requirements of the Statement of Work.</p>
28.	Stages	6.6(a) Schedule 1	Not applicable.
	Project methodology	6.6(e)	As set out in the Statement of Work, Project Plan and the Supplier's Documents.
	Costs of removing any Stage(s)	6.6(d)	Not applicable.
29.	Liquidated Damages	16(a) 16(b) Schedule 1	Not applicable.
30.	Governance Framework	4.3	No Governance Framework document is required, and clause 4.3(b) does not apply. However, the escalation model for any issues for the Project will be as set out in the final Project Plan document, and until the final Project Plan document is

No	Item	Ref	Description or selection								
			<p>finalised, then any issues should be addressed to and by the following persons for each party, and if not resolved satisfactorily by that person, escalated to the next level person, as set out in the table below:</p> <table><tr><th></th><th>Officer</th></tr><tr><td>Level 1</td><td>Customer: Project Manager Supplier: Project Manager</td></tr><tr><td>Level 2</td><td>Customer: Chief Technology and Digital Services Officer or as agreed between the parties during the planning phase of the Project. Supplier: Head of SaaS Transition or as agreed between the parties during the planning phase of the Project.</td></tr><tr><td>Level 3</td><td>Customer: Chief Financial Officer Supplier: Director of SaaS Experience or as agreed between the parties during the planning phase of the Project.</td></tr></table> <ul style="list-style-type: none">meeting cadence as per the Project Planroles and responsibilities as per the Project Plan		Officer	Level 1	Customer: Project Manager Supplier: Project Manager	Level 2	Customer: Chief Technology and Digital Services Officer or as agreed between the parties during the planning phase of the Project. Supplier: Head of SaaS Transition or as agreed between the parties during the planning phase of the Project.	Level 3	Customer: Chief Financial Officer Supplier: Director of SaaS Experience or as agreed between the parties during the planning phase of the Project.
	Officer										
Level 1	Customer: Project Manager Supplier: Project Manager										
Level 2	Customer: Chief Technology and Digital Services Officer or as agreed between the parties during the planning phase of the Project. Supplier: Head of SaaS Transition or as agreed between the parties during the planning phase of the Project.										
Level 3	Customer: Chief Financial Officer Supplier: Director of SaaS Experience or as agreed between the parties during the planning phase of the Project.										
31.	<table><tr><td>Customer Supplied Items</td></tr><tr><td></td></tr><tr><td>Date for provision of CSI</td></tr><tr><td>CSI requirements</td></tr><tr><td>Supplier's costs for CSI and time for payment</td></tr></table>	Customer Supplied Items		Date for provision of CSI	CSI requirements	Supplier's costs for CSI and time for payment	6.2 Schedule 1	<p>As set out in the Project Plan and the Statement of Work, and otherwise as may be agreed between the parties in writing at the time.</p> <p>Clauses 6.2((b)(iii) and 6.2(b)(iv) are deleted entirely. The Supplier does not agree to warranties that it has inspected and assessed any CSI before it uses it or that it contains any defects. The suitability or fitness of any CSI is the Customer's responsibility.</p> <p>As set out in the Project Plan and the Statement of Work, and otherwise as agreed between the parties in writing (including email).</p> <p>Not applicable.</p> <p>Not applicable.</p> <p>The Customer must supply the CSI during the Term at no charge to the Supplier.</p>			
Customer Supplied Items											
Date for provision of CSI											
CSI requirements											
Supplier's costs for CSI and time for payment											
32.	Transition-In Plan	7.2 Schedule 1	Transition-In Services will be set out in the SAAS Transition Plan, but there will no separate 'Transition-In Plan' document								

No	Item	Ref	Description or selection
	Transition-In Services	7.3 Schedule 1	Transition-In Services will be set out in the SAAS Transition Plan.
33.	Transition-Out Services	31.1 Schedule 1	Upon written request from the Customer, the Supplier will work with the Customer to create a Transition-Out Plan. Upon termination or expiry of the Agreement, the Supplier will perform the Transition-Out Services set out in the Transition-Out Plan. Any work/services required of the Supplier in completing the Transition-Out Plan (including any updates thereto) or performing the Transition-Out Services will be performed as an additional Service and charged to the Customer on a time and materials (T&M) basis at the applicable rates set out in the Rate Card in the Pricing section 19 "Pricing" of the Statement of Work attached as Annexure B to the initial Order Form or the Transition-Out Plan, as applicable, or otherwise as agreed between the parties in writing at the time.
	Transition-Out Plan	31.2 Schedule 1	A Transition-Out Plan must be prepared by the Supplier, promptly upon written request by the Customer, as set out above in this Item 33. The Transition-Out Plan will be in the form of and address the issues set out in the draft (generic) Transition Out Plan document attached to Schedule F of this Order Form.
	Transition-Out Period	31.3 Schedule 1	As set out in the final Transition-Out Plan or otherwise as agreed between the parties in writing at the time, and if not Transition-Out Period is so set out or agreed, the Transition-Out Period will be for 6 months from the earlier of (i) commencement of the Transition-Out Services, or (ii) the effective termination/expiry date for the Agreement.
34.	User Documentation	8.4(a)	Supplier will provide the Customer access to its standard User Documentation in electronic form. The User Documentation is a Document Deliverable but will not be subject to Acceptance Testing.
	Format for the User Documentation	8.4(c)	Electronic format only (Customer may print out its own hard copies of the e-documents provided).
35.	Acceptance Testing	14 Schedule 1	All Deliverables (other than Document Deliverables) are subject to Acceptance Testing in accordance with the terms set out below.
		14.1	Clause 14 (Acceptance Testing) of the Standard Terms is deleted completely and replaced with the following Acceptance Testing wording. The references to 14.4(a)(iii) and 14.4(c)(iii) in clause 29.1(d) (termination for cause) are also deleted replaced with "14(e)(iii)".
			14. Acceptance Testing <i>(a) The Customer must perform Acceptance Tests on the Deliverables prior to use in a live environment in order to</i>

No	Item	Ref	Description or selection
			<p>determine if the Deliverables materially comply with the Specifications.</p> <p>(b) Acceptance Test Criteria and Defect Severity Level Definitions for the Acceptance Testing will be as set out in Schedule B hereto.</p> <p>(c) The Customer must complete all Acceptance Tests in accordance with the Project Plan and the agreed Test Plan and notify the Supplier if the Deliverables pass or fail the Acceptance Tests by the date specified in the Project Plan, or within 2 Business Days of completion of testing, whichever is earlier.</p> <p>(d) If the Deliverables have passed the Acceptance Tests under clause (c) then the Deliverables are deemed Accepted, and the Customer must sign the Acceptance Certificate provided by the Supplier.</p> <p>(e) If the Deliverables have failed the Acceptance Tests under clause (c), then the Customer may:</p> <p>(i) accept the Deliverables as is, on the terms agreed between the parties (which may include a reduction of fees payable for the Deliverable);</p> <p>(ii) require the Supplier to remedy the Defects in the Deliverables and re-submit the Deliverables for Acceptance Testing in accordance with clause (a); or</p> <p>(iii) if, following re-submission of the Deliverable for re-testing under (ii) above at least two(2) times, the Deliverable contains the same Severity 1 or 2 Defect (as described in the Acceptance Criteria in Schedule B hereto) that the Supplier has failed to remedy within the time as is agreed between the parties in writing (in a defect remediation plan), then the Customer may immediately terminate this Agreement or reduce its scope pursuant to clause 29.1(d).</p>
		14.2 Schedule 1	The Acceptance Criteria are contained in the attached Schedule B.
36.	Warranty Period	9 Schedule 1	There is no Warranty Period as set out in clause 9 of the Core Terms. As part of the SaaS, any Defects post go-live will be remedied by the Supplier in accordance with the processes and service levels set out in the Supplier's 'Customer Support Guide' document.
INTELLECTUAL PROPERTY			
37.	Ownership of Existing Materials	17.1	Clause 17.1 applies as worded.

No	Item	Ref	Description or selection
	Licence to use Existing Materials	17.2 17.5	<p>In clause 17.2(a) the words</p> <p><i>"irrevocable, non-exclusive, worldwide, transferable, royalty-free licence to use, copy, adapt, translate, reproduce, modify, communicate and distribute"</i></p> <p>are deleted and replaced with the words</p> <p><i>"non-exclusive, non-transferable, worldwide, royalty-free licence to use (and for Document Deliverables only to copy)".</i></p> <p>In clause 17.2(c)(ii) the words "or a Government Agency" is deleted from A and the words "Government Agency" are deleted from B there.</p> <p>The wording in clause 17.5 is deleted entirely and replaced with the following words:</p> <p><i>"The Customer is granted a term licence (not a perpetual licence) to use any Supplier Existing Materials and New Materials in the Deliverables for the period of the Term of the Software as Service, and any agreed transition out period."</i></p>
	Ownership of New Materials	17.3	<p>Clause 17.3(a) applies as worded.</p> <p>Clause 17.3(b) is not applicable. The Intellectual Property Rights in any New Materials will be owned by the Supplier.</p>
	Licence to use New Materials	17.4 17.5	<p>In clause 17.4(a) the words</p> <p><i>"irrevocable, non-exclusive, worldwide, transferable, royalty-free licence to use, copy, adapt, translate, reproduce, modify, communicate and distribute"</i></p> <p>are deleted and replaced with the words</p> <p><i>"non-exclusive, non-transferable, worldwide, royalty-free licence to use (and for Document Deliverables only to copy)".</i></p> <p>In clause 17.4(c) the words "or a Government Agency" is deleted from (i) and the words "Government Agency" are deleted from (ii) there.</p> <p>The wording in clause 17.5 is deleted entirely and replaced with the following words:</p> <p><i>"The Customer is granted a term licence (not a perpetual licence) to use any Supplier Existing Materials and New Materials in the Deliverables for the period of the Term of the Software as Service, and any agreed Transition-Out Period."</i></p>
	Third party Intellectual Property Rights	17.7	<p>The terms of use for any third party Intellectual Property Rights in the SaaS are provided to the Customer subject to the third party end user (EULA) terms contained in the applicable Order Form or Statement of Work ordering the third party products,</p>

No	Item	Ref	Description or selection
			<p>the terms of which shall govern and restrict the Customer's use of that third party Intellectual Property Rights as described in the applicable EULAs.</p> <p>As at the Commencement Date of this Order Form, the Customer is not purchasing any Third Party Products from the Supplier with the Software as a Service.</p>
38.	Escrow	18	Not applicable.
	Escrow Materials	18 Schedule 1	Not applicable.
38A.	Open Source Software	17.8	The Customer acknowledges and consents to the Supplier incorporating Open Source Software into any Deliverables subject always to clause 17.8(c)(ii) provided that such use of Open Source Software by the Supplier does not adversely alter Customer's rights or obligations regarding its use the Software as a Service (and any Open Source Software) as described in the Agreement terms.
38B.	Publicity	23	<p>Clause 23(b) and 23(c) are both deleted and replaced with the below wording:</p> <p><i>"(b) Neither party may issue any press release or make any other public statement regarding this Agreement or the other party's activities performed under it (including the provision or use of the Deliverables) without the prior written consent of the other party, except as required by Law (such disclosure being subject to clause 23(a)(iii)C).</i></p> <p><i>(c) Notwithstanding (b) above, the Supplier may refer to the Customer as its customer (using its name and logo) and provide a brief factual description of the deliverables provided under this Agreement: (i) in a list of customer references; (ii) in proposals to third parties; (iii) in its annual report; and (iv) on its website."</i></p>
DATA AND SECURITY			
39.	Location of Personal Information	20.1(a)(iv) Schedule 1	The Customer Data on the Software as a Service will be stored on the Supplier's Cloud Services which are hosted by the Supplier's cloud infrastructure provider (AWS or Microsoft Azure). Customer consents to Customer's Personal Information being so provided to the Supplier's cloud infrastructure provider. As at the Commencement Date, those Cloud Services are hosted in greater Sydney. The Supplier will give the Customer at least three (3) months notice prior to moving the Customer Data to another cloud infrastructure provider at another location - which must still remain located within mainland Australia. The Supplier may access the Customer Data (including Personal Information) from outside of NSW, and outside of Australia, being the United Kingdom

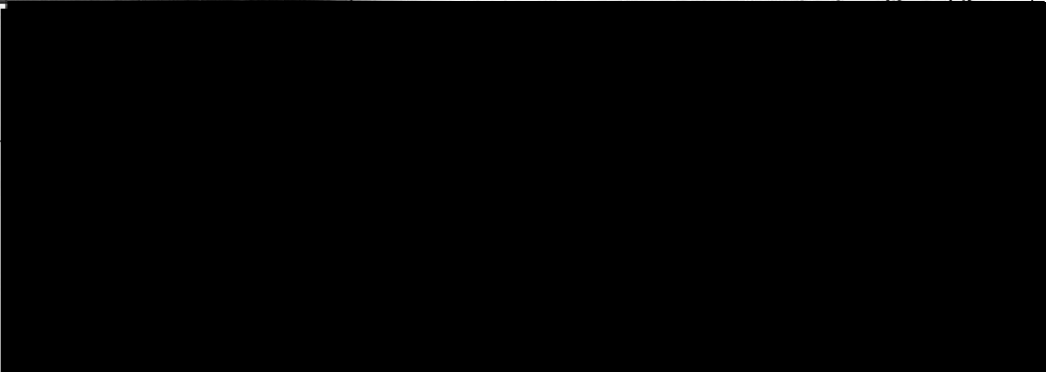
No	Item	Ref	Description or selection
			<p>and New Zealand only in accordance with the Supplier's privacy policy, only to the extent required for the Supplier to perform the Services (including the support services) under this Agreement and in compliance with the Data Location Conditions under this Agreement.</p> <p>Supplier may change the Cloud Infrastructure Provider subject to the below provisions:</p> <ul style="list-style-type: none"> (i) If Supplier intends to change the Cloud Infrastructure Provider it will notify the Customer as soon as reasonably practicable (and not less than 3 months prior to the change date), setting out all relevant details of the new Cloud Infrastructure Provider, including its security profile, and the impact on the Customer of the change ("Infrastructure Provider Change Notice"), and will promptly provide to the Customer any further detail the Customer reasonably requests (including the standards and certifications the new SaaS Infrastructure Provider complies with or holds). (ii) Supplier will (a) continue to perform its obligations in this Agreement, (b) not change the Fees or charge to the Customer any additional fees or expenses as a result of the change, (c) the SaaS will continue to perform as set out this Agreement, (d) ensure that the change does not result in any material adverse impact on the Customer, (e) the Cloud Infrastructure Provider data centre must be located on mainland Australia; and (f) only change to a new Cloud Infrastructure Provider that is a Tier 4 data centre (as defined by the data centre classification system from the Uptime Institute or equivalent).
	Customer Warranty	20.1	<p>The following wording is inserted as a new clause 20.1(c):</p> <p><i>"(c) Where the Customer is uploading information into the Supplier's systems or otherwise providing Personal Information to the Supplier, the Customer represents and warrants that it has all necessary consents to provide that Personal Information to the Supplier and such provision of Personal Information is otherwise in compliance with the Privacy Laws."</i></p>
	Data Location Conditions	19.3(b) Schedule 1	Refer to the first cell of this Item 39 above.
40.	Security obligations, standards and Information Security Requirements	19.2 21.2	As at the Commencement Date the Supplier shall meet the certification requirements, and Supplier shall maintain during the Term of this Agreement, certification to/with the following standards:

No	Item	Ref	Description or selection
			a) ISO/IEC 27001:2013 b) ISO/IEC 27017 c) ISO/IEC 27018 d) ISAE 3402 SOC 1 e) SSAE 18 SOC 1 f) AT-C 205 SOC 2 g) AT-C 205 SOC 3
			Insert the following clause 19.2A, after clause 19.2 <i>"Nothing in clauses 19.2 or 21.2 requires the Supplier to make changes to its products or services.</i> <i>Nothing in this Agreement requires the Supplier to disclose information about its security policies and practices which is confidential or which the Supplier reasonably believes may compromise the security of its systems."</i>
	Security certifications	21.2(e)	As at the Commencement Date the Supplier shall meet the certification requirements, and Supplier shall maintain during the Term of this Agreement, certification to/with the following standards: a) ISO/IEC 27001:2013 b) ISO/IEC 27017 c) ISO/IEC 27018 d) ISAE 3402 SOC 1 e) SSAE 18 SOC 1 f) AT-C 205 SOC 2 g) AT-C 205 SOC 3
	Security audits	21.3 0	Clause 21.3(b) is deleted entirely and replaced with the following wording: <i>"Supplier will audit its compliance and be re-certified for the above listed certifications by a third party service provider as required by those standards. Provision of a copy of the current certification of the above standards/certifications shall be deemed satisfactory proof that the requirements of that standard/certification have been carried out and met. The Supplier shall provide Customer with a summary of any report or audit conducted by its third party certifier/auditor in relation to its above certifications upon request."</i>
41.	Backup of Customer Data	19.4	As set out in Item 64 below.
	Return and Retention of Customer Data	19.6 19.7	Clause 19.6 is amended by adding the following as clause 19.6A: <i>"Upon termination of the Agreement, Supplier will</i>

No	Item	Ref	Description or selection
			<p>(i) continue to make a back-up copy of the Customer Data; and</p> <p>(ii) make a copy of the Customer Data held on the Software as a Service available to the Customer to download/transfer, for a period of thirty (30) days, after which time the Supplier will delete the Customer Data.</p> <p>If the Customer requests the Supplier to assist in extracting Customer Data, and the Supplier agrees to do so, the Customer must pay the Supplier for its assistance on a time and materials basis at the Supplier's then current rates."</p>
42.	Security Incident	22.2(a) Schedule 1	<p>The timeframes within which Security Incidents must be notified and actioned by the Supplier for the purposes of clauses 22.2(a) and (b) shall be as soon as reasonably practicable after:</p> <p>a) Supplier becomes aware of any Security Incident; or</p> <p>b) Customer notifies the Supplier that the Customer reasonably believes a Security Incident has occurred or is about to occur.</p>
FEES AND PAYMENT			
43.	Payment Particulars	24.1(a)	As set out in the Statement of Work.
	Price model (exception)	24.1(b)	The Prices (including any time and material rates quoted in the Agreement) may be increased each year during the Term on each anniversary of the Commencement Date by the percentage change in the All Groups Consumer Price Index (CPI) (weighted average of eight (8) capital cities) for the twelve (12) month period most recently published by the Australian Bureau of Statistics prior to the relevant anniversary date.
44.	Benchmarking	24.2	Not applicable.
45.	Invoicing timeframes	24.4(a)	Supplier shall invoice the Customer for the Deliverables as described in the Statement of Work.
46.	Payment requirements and invoicing	24.5(a)	Each Invoice must include the Customer's purchase order number as notified by the Customer to the Supplier.
	Time for payment	24.5(a) Schedule 1	The Customer must pay an invoice issued by the Supplier under this Agreement within 30 days after the date of issue of the invoice.

No	Item	Ref	Description or selection
	Purchase order number and Agreement reference number for Correctly Rendered Invoices	Generally	The purchase order number (and, to the extent applicable, the Agreement reference number) must be specified on each Correctly Rendered Invoice. The purchase order number (and, to the extent applicable, the Agreement reference number) to be specified on Correctly Rendered Invoices will be notified by the Customer to the Supplier after the Commencement Date.
	Supplier's nominated bank account	24.5(a)(i)	The Supplier's bank account to which payments will be made will be as notified to the Customer by the Supplier with the Supplier's Invoice.
RISK ALLOCATION AND MANAGEMENT			
47.	Business Contingency Plan	25.2(a) 25.2(b)(iii) 25.2(d)	<p>The Supplier will not have a Customer-specific Business Contingency Plan, and therefore:</p> <ul style="list-style-type: none"> • Clause 25.2(b)(iii) is deleted. • The following wording in brackets at the end of clause 25.2(c) is deleted: "(including those in existence at the Commencement Date or notified by the Customer to the Supplier in writing)." • Clause 25.2(e) is deleted. • Clause 25.2(f) is deleted. • Clause 25.2(g) is deleted. <p>The Supplier will otherwise maintain a general Business Contingency Plan as described in the Statement of Work.</p>
48.	Step-In Rights	26	Not applicable, there will be no Step-In Rights.
49.	Insurance	27(a)	<p>The Supplier will not have a Customer-specific insurance, and therefore:</p> <ul style="list-style-type: none"> • Clause 27(a) applies as worded. • Clause 27(b) is deleted and replaced with the following wording: <i>"Supplier's Professional Indemnity insurance policy shall also include cyber liability insurance (including for liability for loss of Customer Data and data privacy breaches) to an amount of \$10 million."</i> • The wording in brackets at the end of clause 27(c)(ii) is deleted.

No	Item	Ref	Description or selection
	Cyber security and other insurances	27(a) 27(b)	<p>Clause 27(b) is deleted and replaced with the following wording:</p> <p><i>"Supplier's Professional Indemnity insurance policy shall also include cyber liability insurance (including for liability for loss of Customer Data and data privacy breaches) to an amount of \$10 million."</i></p>
50.	Performance Guarantee	28.1	Not applicable. Performance Guarantee not required.
51.	Financial Security	28.2	Not applicable. Financial Security not required.
52.			

No	Item	Ref	Description or selection
53.			
	Alternate approach to uncapped liability	34.5(c)	<p>The following wording is added as new wording at the end of Clause 34.1:</p> <p><i>"The Supplier's liability under the indemnities under this Agreement are subject to the Customer:</i></p> <p><i>(a) allowing the Supplier to control any claim allegation, action, proceeding or demand, including any defence or settlement;</i></p> <p><i>(b) not making any admission in relation to the claim, action, allegation, proceeding or demand;</i></p> <p><i>(c) cooperating with the Supplier and providing reasonable assistance to Supplier (at Supplier's expense);</i></p> <p><i>(d) making all reasonable efforts to mitigate its loss; and</i></p> <p><i>(e) giving the Supplier notice of the claim, allegation, proceeding or demand promptly (not more than 2 business days) upon becoming aware it."</i></p> <p>For the purposes of this Agreement, the definition of the term "Wilful Misconduct" shall be amended by adding the words "but does not include an act or omission the Party is permitted to perform under the terms of this Agreement or under applicable Laws." at the end of the standard definition.</p>
	Non-excluded Losses	34.6(b)(ii)	<p>Clause 34.6(b)(ii) is not applicable.</p> <p>Clause 34.6(b)(iv) is deleted entirely. The Supplier does not agree to those heads of loss being deemed to be direct losses.</p>
54.	Alternative dispute resolution	35	<p>(a) Clause 35.3 (compulsory mediation) does not apply. However, the parties may, in connection with the process contemplated by clause 35.2, refer the dispute to any method of alternative dispute resolution as may be agreed by the parties in writing at the relevant time.</p> <p>(b) If the parties do not, in connection with process contemplated by clause 35.2, agree to refer the dispute to a method of alternative dispute resolution, then, if the dispute</p>

No	Item	Ref	Description or selection
			remains unresolved after 20 Business Days of the date of the Dispute Notice (or such longer period as may be agreed by the parties in writing), either party may commence any other form of dispute resolution, including court proceedings to determine the dispute. For the avoidance of doubt, nothing in clause 35 (or this Item 54) limits the ability of either party to commence legal action against the other party for urgent interlocutory relief.
55.	Prolonged Force Majeure Event	36.4	Not applicable.

PART B: Cloud Module

Where Item 13 above specifies that the Cloud Module applies, complete this Part B. If not applicable, this Part B may be deleted and the words "Not applicable" inserted below.

Clause references below are references to clauses in the Cloud Module.

No	Item	Mod ref	Description or selection
SCOPE			
56.	Cloud Services	1.1	<p>The Software as a Service (SaaS) are:</p> <ul style="list-style-type: none"> a) the infrastructure required to host the Licensed Software in three (3) environments - 1 production environment and 2 non-production environments (eg. test, training); b) a non-transferable, non-exclusive right to access to the Licensed Software modules (as listed in the Statement of Work) via the SaaS during the Term, subject to the use restrictions and prohibitions set out in the Agreement; c) the Support Services and access to new versions of the Licensed Software, as described in Item 73 of this Order Form; d) one production database attached to the production environment, and one test database attached to each of the non-production environments; e) infrastructure monitoring, support and maintenance; f) a dedicated database schema for each customer, for data separation and privacy; g) a maximum of one (1) database refresh per month per environment; h) a comprehensive anti-virus regime, including real-time scanning; i) platform distributed across three geographically separated data centers in an active/active/active configuration to provide dual redundancy at both the machine and data center level; and j) storage space of two (2) TB. <p>The Software as a Service does not include effort associated with altering or modifying interfaces and reports, including effort required as the result of an upgrade or new version; data recovery; application management or administration tasks; or regression testing associated with the implementation of application updates</p> <p>Further details are set out in the Supplier's Documents and the Statement of Work.</p>
57.	Services Period	1.3	<p>As per clause 1.3, the Services must be provided for the duration of the Term, in accordance with the Statement of Work</p>

No	Item	Mod ref	Description or selection
58.	Unilateral Variation	1.4	<p>Clauses 1.4 (c) and (d) are deleted and replaced with the following words:</p> <p><i>"Customer agrees that patches, bug fixes and minor upgrades will be installed centrally by the Supplier without notice to the Customer. TechnologyOne will notify the Customer of any material change to Software as a Service offerings.</i></p> <p><i>The notice of a proposed Unilateral Variation to the SaaS under clause 1.4(b) Error! Reference source not found. shall be deemed provided by the Supplier posting of the relevant information about the Unilateral Variation in the Supplier's online 'Customer Community' portal which the Customer shall have access to."</i></p>
	Form of, and medium for, notice of a Unilateral Variation	1.4(c)	By email or posting in the Supplier's online 'Customer Community' portal (as described above).
59.	Dates for Delivery	2.1(a)	The Software as a Service will be provided as per the timeframes set out in the Project Plan agreed between the parties, and other deliverables will be provided as per the timeframes set out in the Supplier's Documents.
	Third Party Components	2.1(a)(iii) Annexure A	The Software as a Service, including any Third Party Components will be provided as per the timeframes set out in the Project Plan agreed between the parties, and other deliverables will be provided as per the timeframes set out in the Supplier's Documents.
	Date for provision of access codes	2.1(b)	As set out in the Project Plan, and otherwise when the SaaS and the Documents are provided to Customer for use.
60.	Scope of licence	2.2(b)	<p>[The default licence terms set out in clause 2.2(b) of the Cloud Module apply (but not for the benefit of a NSW Government Agency or the Crown that is not the Customer), however clause 2.2 of the Module Terms is varied by inserting the below text as clause 2.2 (c)(i) and 2.2(c)(ii):</p> <p>"2.2(c)(i):The Customer's above right to access and use the Cloud Service is subject to the following constraint:</p> <p>(a) The Supplier grants the Customer a non-exclusive, non-transferable right to access and use the Software as a Service and Documentation during the Term, subject to the use restrictions set out in the Statement of Work and solely for the internal business purposes of the Customer.</p> <p>"2.2(c)(ii): The access right under this clause 2.2 is personal to the Customer, and the Customer may not attempt to transfer the right to any third party."</p>
61.	Permitted Purpose	2.2(b)(v) Annexure A	Not applicable.

No	Item	Mod ref	Description or selection							
LICENSING MODEL AND TERMS										
62.	Licensing model	2.3(a)	The Cloud Services are licensed on a User Licensing Model.							
	Licensing terms	2.3(b) 2.3(c)	Clause 2.3(b)(ii) applies, and there are caps or restrictions on the Customer's use of the SaaS set out in Item 67 below, and in Schedule A of this Order Form and the Statement of Work. The Customer must also: (i) ensure that its Permitted Users comply with the requirements of this Agreement (where applicable); (ii) not provide, sell or rent the use of, or results of the use of the Software as a Service to anyone outside its business; and (iii) not attempt to mortgage, charge or otherwise encumber the Software as a Service, or use as either surety or collateral.							
63.	Permitted Users	2.3(b) Annexure A	The caps on the number of Permitted Users are set out in Schedule A of this Order Form and the Statement of Work. Clause 2.3(b)(i) does not apply and is deleted. In clauses 2.3(b)(ii)B and 2.3(c) the words "at its sole discretion" are deleted and replaced with the words "by written agreement with the Supplier".							
64.	Data backups by the Customer	2.5(a)	The Customer must take and maintain adequate backups of the data that it loads into the Cloud Services to ensure it meets its own data retention and data backup policies and requirements. The Supplier's obligations to back-up Customer Data is limited to creation and retention of backups as detailed below in this Item 64.							
	Data backups by the Supplier	2.5(b)	The Supplier will create and retain back-ups of Customer Data as set out below <u>Customer Data in Production Environment:</u> <table><tr><th>Creation of Backup</th><th>Retention Period</th></tr><tr><td>Hourly backups</td><td>7 Days</td></tr><tr><td>Daily backups</td><td>4 Weeks</td></tr><tr><td>Weekly backups</td><td>3 Months</td></tr></table>	Creation of Backup	Retention Period	Hourly backups	7 Days	Daily backups	4 Weeks	Weekly backups
Creation of Backup	Retention Period									
Hourly backups	7 Days									
Daily backups	4 Weeks									
Weekly backups	3 Months									

No	Item	Mod ref	Description or selection				
			<p><u>Customer Data in Non Production Environment:</u></p> <table><tr><th><i>Creation of Backup</i></th><th><i>Retention Period</i></th></tr><tr><td>Daily backup</td><td>4 weeks</td></tr></table> <p>Upon termination of the Agreement, Supplier will continue to make a back-up copy of the Customer Data for a period of thirty (30) days, after which time the Supplier will delete the Customer Data.</p>	<i>Creation of Backup</i>	<i>Retention Period</i>	Daily backup	4 weeks
<i>Creation of Backup</i>	<i>Retention Period</i>						
Daily backup	4 weeks						
65.	Records of usage and audits	2.6	<p>In accordance with Clause 2.6(a)(ii) the following audit provisions shall apply to verify the Customer's compliance with the licensing and usage terms under the Agreement:</p> <p>(a) Once during each twelve (12) month period of the Term, the Supplier may carry out an audit, or engage a third party to carry out an audit, on the Customer to verify the Customer's compliance with the licensing and usage terms under the Agreement.</p> <p>(b) The Supplier will be responsible for the Supplier and the auditor's costs and charges in connection with the audits, provided that if the audit finds the Customer has exceeded the use restrictions by greater than 10%, the Customer must reimburse the Supplier for its reasonable costs.</p> <p>(c) The Customer must reasonably co-operate with the auditors and will be responsible for providing appropriate resources and reasonable assistance at the Customer's cost.</p> <p>(d) The Customer must on request by the Supplier, conduct a self-audit of the Customer's use of the Software as a Service within the last 12 months, and within thirty (30) days of the request, provide the Supplier with either:</p> <p>(i) a statutory declaration confirming the Customer's use of the Software as a Service complies with use restrictions; or</p> <p>(ii) details of how the Customer's use of the Software as a Service exceeds the use restrictions.</p> <p>(e) If an audit or self-audit finds that the Customer is using the Software as a Service in excess of the restrictions and caps on the Customer's use of the SaaS (as set out herein), the Customer must pay an additional fee, calculated in accordance with the Pricing part of the Statement of Work, or otherwise increased on a pro-rata basis in line with its current restrictions in relation to number of rateable properties and fees, so that its use of the Software as a Service is compliant with this Agreement and its use restrictions. Clause 2.6(a)(i) does not apply.</p>				

No	Item	Mod ref	Description or selection
66.	Additional Conditions - Cloud Services terms	2.7	<p>As stated or referenced in Item 11 of this Order Form.</p> <p>Customer also must not violate the third party Cloud Infrastructure Provider's Acceptable Use Policy as notified by the Supplier, which as at the Commencement Date is available at the below website:</p> <p>https://aws.amazon.com/aup/</p>
67.	Restrictions	3(a)	<p>(a) The Customer must:</p> <p>(i) promptly act on any notices sent to the Customer by any person claiming that Customer Data infringes a third party's rights;</p> <p>(ii) comply with any reasonable policies of the Supplier (including any acceptable use policy relating to the Software as a Service) notified by the Supplier to the Customer from time to time;</p> <p>(iii) not use the Software as a Service in any way not expressly permitted by this Agreement, or in breach of any applicable law;</p> <p>(v) ensure that it employs appropriate security and control measures to ensure that only authorised personnel use the Software as a Service; and</p> <p>(vi) ensure that no personnel of the Customer other than the Customer's Representative, or no more than ten (10) nominated personnel or two (2) nominated personnel per software product (which includes SaaS), log requests for support with the Supplier. The parties agree that this number limit shall not apply to Customer's personnel logging support requests for the ePlanning/ICON Software product (which is not part of the SaaS, and is subject to a separate agreement).</p> <p>(b) The Customer acknowledges and agrees that if the Customer does not comply with (a) above at any time during the Term then the Supplier may be unable to supply the Software as a Service to the Customer.</p> <p><u>Prohibited Conduct</u></p> <p>In addition to any other prohibitions or restrictions in the Agreement, the Customer must <u>not</u> use the SaaS:</p> <p>(a) to engage in fraud, fraudulent or illegal behaviour;</p> <p>(b) to, or attempt to, circumvent any security measures or otherwise gain unauthorised access to or interfere with any third party's online resources or systems including by any form of hacking or penetration testing;</p> <p>(c) to distribute, view or create any material that:</p> <p>(i) is or may be pornographic, defamatory, offensive, obscene, illegal or unlawful; or</p> <p>(ii) infringes any third party's Intellectual Property Rights;</p>

No	Item	Mod ref	Description or selection
			<p>(d) in a way that poses a security risk to the SaaS Services or may adversely impact the SaaS or the systems of another user of the SaaS;</p> <p>(e) to distribute unsolicited emails to third parties including bulk unsolicited emails;</p> <p>(f) in a way that infringes any third party's Intellectual Property Rights;</p> <p>(g) in a way that disrupts, misuses or excessively uses the hardware, bandwidth access, storage space or other resources of the Supplier or the Supplier's other customers; or</p> <p>(h) send unsolicited email from another network that appears to have been sent using the Supplier's SaaS Platform.</p>
68.	Primary and Secondary Data Centres	4.3(a) 4.4(a)	As described in Item 39 of this Order Form.
69.	Remote access to Customer Data	4.3(b)	Not applicable.
70.	Notice of change to location of data centres	4.4(a)	Not applicable, clause 4.4 is deleted entirely and the change of data centre requirements will be as set out in Item 39 of this Order Form.
71.	Excluded locations	4.4(b)	Not applicable, clause 4.4 is deleted entirely and the change of data centre requirements will be as set out in Item 39 of this Order Form.
72.	Media decommissioning	4.5(a)(ii)	Not applicable, no further additional requirements in relation to the decommissioning of storage media with which the Supplier must comply.
SUPPORT AND TRAINING SERVICES			
73.	Support Services	5.1 5.3	<p>The Supplier will provide the Customer with Support Services and access to new releases of the Licensed Software as set out in the Supplier's 'Customer Support Guide' in the Supplier's Documents.</p> <p><u>Support Services</u></p> <p>(a) The Support Services will include:</p> <p>(i) email and telephone access to the Supplier's support centre facilities between 7.00am and 7.00pm on any Business Day;</p> <p>(ii) correction of critical errors or assistance to overcome problems. The Supplier may, in its sole</p>

No	Item	Mod ref	Description or selection
			<p>discretion, correct errors by "patch" or by release of a new version; and</p> <p>(iii) information on availability of new versions of Software as Service modules.</p> <p>(b) The Customer agrees that when support is requested by it that requires investigation of its database, system or software by the Supplier, the Supplier will not be required to provide those Support Services until the Customer has provided the Supplier with approval or access (or both) to the Customer's systems.</p> <p>Updates and New Releases</p> <p>(a) Updates and new releases of the Licensed Software modules (post go-live) which are generally made available to Supplier's customers will be made available to the Customer under this Agreement during the Term as part of the Software as a Service (at no additional cost).</p> <p>(b) Customer must accept all new releases in their SaaS production environment before the expiration of twelve (12) months from the date of general release of that update or release, provided that if there is a later upgrade available at the time the Customer is required to upgrade, the Customer must upgrade to the later upgrade.</p> <p>(c) Supplier may make changes to the Software as a Service from time to time according to Item 58 above. The Customer acknowledges that patches, bug fixes and minor upgrades will be installed centrally by the Supplier without notice to the Customer. TechnologyOne will notify the Customer of any material change to Software as a Service offerings.</p>
74.	Support Period	5.2 Annexure A	The Support Services will be provided for the Term.
75.	Help desk	5.4	<p>Refer to Item 73 of this Order Form.</p> <p>The Support Services will be provided as set out in the Supplier's 'Customer Support Guide' document.</p>
76.	Training Services	6.1	<p>As set out in the Statement of Work and the Project Plan.</p> <p>Any additional training services which the Supplier agrees to provide will be provided as an additional service for additional fees on a T&M basis at the applicable rates set out in the Rate Card in the Statement of Work, or as otherwise agreed between the parties at the time.</p>
77.	Training Reports	6.2	Not applicable.

No	Item	Mod ref	Description or selection
GENERAL			
78.	Additional/ancillary Deliverables and Services	7.1	<p>Supplier will provide implementation Services for the SaaS as set out in the Statement of Work.</p> <p>Clause 7.1(b) is deleted.</p>
79.	Records	8	<p>There are no alternative or additional requirements for the contents of records to those set out in clause 8(b).Clauses 8 (b) & (c) are deleted, however, the Supplier will keep reasonably detailed records of the SaaS issues raised by the Customer to the Supplier (i) during the SaaS implementation Project, and (ii) as support tickets for the Support Service, to enable the history of outstanding issues raised to be recalled and understood.</p>
80.	Operating procedures	9(a)(iv)	<p>As referenced in the User Documentation.</p> <p>In clause 9(b) the words <i>"if so, the Supplier must provide"</i> in the third line are deleted and replaced with the words <i>"if the Supplier agrees to perform the Services, the Supplier may provide"</i>.</p> <p>The Customer will use the operating procedures specified in the User Documentation to operate the Cloud Services.</p>

SCHEDULE A**SAAS SOFTWARE MODULES**

The Licensed Software modules listed below ("Modules") will be made available by Supplier to the Customer as part of the Software as a Service:

FINANCIALS Product Group
ETL for Financials
Accounts Payable
Accounts Receivable
Allocations for Financials
Fixed Assets
BI Analysis for Financials
Business Analytics for Financials
BI Dashboard for Financials
Direct Debits
External Systems Interface
General Subsidiary Ledger and Management Functions
MyBusinessAnalytics (Financials)
Reconciliation
Recurring Documents
Workflow Maintenance for Financials
XLOne Reporting for Financials
MyQuickReconciliation
MyStandardReports&Enquiries (Financials)
MyWorkflow (Financials)
e-Invoicing*
Web Services for Financials*
BPA Forms for Financials*
PERFORMANCE PLANNING Product Group
Performance Planning
Business Intelligence for Perf Planning
XL One Reporting for Performance Planning
BI Analysis for Performance Planning
BI Dashboard for Performance Planning
ETL for Performance Planning
PUBLISHER Product Group
Publisher Designer
SUPPLY CHAIN MANAGEMENT Product Group
ETL for Supply Chain
Business Intelligence for Supply Chain Mgt
Analytics for Supply Chain Mgt
Auto Invoice Matching
Business Analytics for Supply Chain Mgt
Inventory/Stores
MyBusinessIntelligence (Supply Chain)
MyBusinessAnalytics (Supply Chain)
MyStandardReports&Enquiries (Supply Chain)
MyWorkflow (Supply Chain)

Purchasing/Commitments
Workflow Maintenance for SCM
XLOne Reporting for Supply Chain
Web Services for Supply Chain Management*
Web Catalogue*
Purchase Order Transmission*
Supplier Portal*
CPM EXTERNAL SYSTEMS CONNECTORS Product Group
ETL for External Systems
BREAKOUT PACKS
My Enterprise Budgeting
Publisher Generator

* The Modules above marked with an asterix are new Modules being purchased by the Customer for the SaaS under this Agreement, and are not part of the Customer's on-premise solution as at the Commencement Date.

Note: The Customer's existing ePlanning/ICON software product modules (Assess, Plan, Track and Lodge modules) – acquired under the ProcureIT Customer Contract (ePlanning Project) between the parties dated 30 July 2019 - will not be migrated to the Supplier's SaaS, and will remain on the Customer's on-premise platform. For the avoidance of doubt, that ProcureIT Customer Contract (ePlanning Project) between the parties dated 30 July 2019 remains on-foot and unaffected by this Agreement.

The parties hereby agree that the Government Information Technology and Communications (GITC) framework software agreement for the Supply and Implementation of a Financial Management Information System (FinanceOne) between the parties dated 18 August 2003, and the related recurring Annual Support and Maintenance (ASM) service agreement, which both relate to the software modules being migrated to the Software as a Service under this Agreement, will be terminated by the parties on or about the Commencement Date of this Agreement (under a separate document).

LICENCE CLASS

Except for the two Modules 'Publisher Designer' and 'ETL for External System', all the abovelisted Modules are licensed to Customer on a 138,000 Rateable Properties maximum basis. The Module 'Publisher Designer' is licensed to Customer on a 5 Named User maximum basis, and the Module 'ETL for External System' is licensed to Customer on a 4 external systems maximum basis.

Unless specifically stated in the purchase document at the time, any new Software modules purchased by the Customer for the SaaS (if any) will be licensed to Customer on a Rateable Property basis.

In this Agreement:

"Named Users" refers to the number of users individually identified within the SaaS as having access to a particular module.

"Concurrent Users" refers to the number of users logged onto the SaaS at any given time.

"Rateable Properties" means the number of properties against which the Customer raises one or more charges.

Where Modules are subject to a maximum number of Rateable Properties, the Customer is granted an "Enterprise Access Right". An Enterprise Access Right allows the Customer to access to those Modules from an unlimited number of machines by an unlimited number of users (i.e. not restricted to certain named or numbered total users or concurrent users) within the Customer's organisation, subject to the restrictions set

out in the Use Restrictions. If the Customer's Rateable Properties increases, the Customer will be required to pay additional SaaS Fees. In such circumstances, the Supplier will send an invoice to the Customer for the increase in SaaS Fees and the Customer will be obliged to pay the invoice within the applicable payment terms.

SCHEDULE B**Acceptance Test Criteria and Defect Severity Level Definitions**

Prior to Acceptance Testing commencing, the parties agree to schedule regular issue review meetings to apply the Classification Descriptions below to all open issues. The issue review meetings will be conducted on a timely basis and will review, classify and close issues. Prior to review of an issue, all assigned issue classifications will be deemed Indicative and not binding for the purposes of Acceptance. The issue review meetings will follow the process outlined below for each issue until jointly agreed:-

1. Review an issue and confirm it is open;
2. Where the parties agree the issue is open, consider the Severity One Description in relation to the issue;
3. Where the parties jointly agree Severity One Classification Description does not apply to the issue, the parties will consider Severity Two Classification Description in relation to the issue;
4. Where the parties jointly agree Severity Two Classification Description does not apply to the issue, the parties will consider Severity Three Classification Description in relation to the issue;
5. Where the parties jointly agree Severity Three Classification Description does not apply to the issue, the parties will consider Severity Four Classification Description in relation to the issue;
6. Where the parties cannot agree on a Severity Classification Description, the parties will attempt to close an issue;
7. Where the parties cannot agree on a Severity Classification or to close an issue, the issue will be escalated to the Project Managers for each party;
8. Where the Project Managers cannot agree on a Severity Classification or close an issue, the issue will be referred to the Supplier project executive sponsor and the customer's nominated representative.

Defect Severity	Classification Description	Acceptance Criteria
1	The system is unavailable for testing of all the Customer's critical business activities. No viable work around is available. Guidelines for determining severity 1 Issues are a. Affects all users and system usage activities; b. Affects all critical business activities; and c. Testing is halted, issue needs to be addressed to enable testing to continue.	None
2	A part of the system is not operating as required for a material business activity and the effect on the Customer's business in a production environment would have a material adverse impact to the Customer's business. No viable workaround is available. Guidelines for determining severity 2 issues are: a. Impacts a significant number of users and/or system usage activities of a business area; b. Impacts a high-volume system usage activity; c. Impacts high value or core business functions; and d. Testing can continue of other areas, but the issue needs to be addressed to enable testing to complete in the affected area.	None
3	i. A part of the system is not operating as required for a business activity and the effect on the Customer's business in a production environment would have an adverse impact to the business that is not material. ii. There is an issue which would be classified as a Severity 2 issue, but a viable workaround is available. Guidelines for determining severity 3 (i) issues are: a. Impacts only a minority of users and/or system usage activities; b. Impacts low volume system usage activities; c. Impacts low value or non-core business functions; and d. Testing in the affected area can continue.	No minimum target and a documented and agreed Resolution Plan.
4	i. An issue where some of the functions of the system tested for a business activity are not operating as required, and would not have an adverse impact on the Customer's business in a production environment; or ii. There is a failure of the system to operate as required not classified as a Severity 1, 2 or 3.	None applicable.

For the purposes of the above criteria:

- “system” means the Supplier software licensed operating on the Supplier SaaS.
- “operating as required” means operating in manner that is materially compliant with the Specifications.

SCHEDULE C

SaaS Service Level Agreement (SLA)

Availability SLA

(a) Availability

The Supplier will provide the Customer with 99.5% Availability of the Software as a Service each month of the Term during the hours of 7.00am and 7.00pm (Sydney time) seven days per week.

Notwithstanding the above Availability SLA, the Supplier will use its best endeavours to provide the Customer with access to the Software as a Service on a 24 x 7 x 365 basis (except during scheduled maintenance windows communicated in advance).

In this SLA the term 'Available' means that the Software as a Service is accessible on the production environment by the Customer over the internet.

(b) Scheduled Maintenance

(i) The Supplier performs scheduled maintenance on the Software as a Service (including maintenance related to the Software as a Service and other equipment and materials used for providing the Software as a Service) periodically.

(ii) In addition, the Supplier may need to perform emergency maintenance on the Software as a Service in order to protect the integrity of Customer Data or the SaaS platform. These maintenance activities may cause interruptions to the Software as a Service.

(iii) The Supplier will use its best endeavours to inform Customer in advance of any such Software as a Service interruptions and their anticipated duration. Scheduled Maintenance will be scheduled for outside the hours of 7.00am to 7.00pm Monday to Friday.

(c) Excusing Events

Any delay, downtime, unavailability, latency, service degradation, response delay or similar event or occurrence, will not constitute a failure to meet the Service Levels to the extent that event is caused by any of the following:

(i) scheduled maintenance of the Software as a Service (as described above), or any other scheduled downtime agreed to by the parties;

(ii) the Customer's act or omission or an act or omission of a third party for which the Customer is responsible, including failure to supply accurate, complete, and timely information when requested;

(iii) a Force Majeure Event;

(iv) defects in any third party products;

(v) failure of the Customer's infrastructure or Internet link to the Software as a Service;

(vi) any operating system, database, application or other code or materials not provided by the Supplier, including configuration issues in connection with the foregoing;

(vii) any act or omission of a third party or that is not caused by the Supplier or the Cloud infrastructure provider (for example, hacking, denial of service attacks and the introduction of viruses); and

(viii) compliance with any applicable law or requirements of governmental agencies (coming into effect after the Commencement Date) that adversely affect the Supplier's ability to provide the Software as a Service.

Response and Resolution SLA

The Response and Resolution Service Levels for software fault correction for the Software as a Service (production environment) are set out in the Supplier's 'Customer Support Guide' document. A copy of the 'Customer Support Guide' document as at the Commencement Date is in Annexure A of this Order Form (Supplier's Documents), with this Service Level contained on pages 15-16 of that document.

SCHEDULE D**Additional SaaS Platform Services Terms**

The following service -specific terms will apply to the below additional SaaS platform services where the Customer purchases those additional SaaS platform services for their Software as a Service:

1. DRaaS

Supplier's Data Retention as a Service ("DRaaS") 'Compliance' Service includes and is subject to the following provisions:

- (a) DRaaS includes the retention of monthly back-ups only for a period of seven (7) years (subject to payment of the applicable fees for the Service for that period), after which time they will be deleted.
- (b) Other snap shots and back-ups taken in the course of the SaaS (outside the DRaaS) will be deleted as normal.
- (c) On request of the Customer, the Supplier shall load back-ups to a live 'SaaS Lite' cloud environment solely for audit purposes. Customer acknowledges there is no other ability to access or search the back-up data.
- (d) TechnologyOne will issue an annual certificate of confirmation of retention for the back-up data.
- (e) The storage for DRaaS Compliance is outside of the Customer's storage limit stated in the Agreement, and the storage for DRaaS Compliance is unlimited.
- (f) On termination or expiry of the Agreement:
 - (i) The Supplier's obligation to provide the DRaaS Compliance Service shall terminate; and
 - (ii) the Customer will have 30 days from the effective date of termination or expiry of the Agreement to retrieve copies of the backups retained as part of the DRaaS Compliance Service, after which time Supplier will remove and delete all stored back-up data. The Customer will be able to access the DRaaS backups on termination in accordance with the process set out in the Agreement, along with the rest of its Customer Data.

SCHEDULE E

Annual Performance Review Meeting

[see attached]

Executive Management Committee Meeting (Annual)		
Purpose	<ul style="list-style-type: none"> • Drive continuous improvement with Supplier • Optimise the value to The City, and Supplier, in the contract lifecycle • Develop strategic relationships to drive innovation, accountability and access opportunities <p>Areas of focus include:</p> <ul style="list-style-type: none"> • Service Achievements (celebrating success) ; • Overview of business direction for each organisation; • Supplier Self-Assessment (any concerns or observations) • Provide guidance for the future strategic directions of the relationship; • Review the Supplier's overall operational performance with a view to providing opportunities for development; • Review Service Improvement Plans and associated activities to identify challenges /priorities over the next 12 months; • Commercial review of costs with the aim of identifying opportunities for further cost reduction • Ensure open dialogue is maintained at the Executive level. 	
Meeting Tier	Strategic	
Chair		
Facilitator		
Frequency & Duration	Annual – Timing as required	
Participants	Supplier	The City
Agenda	<ul style="list-style-type: none"> • Previous minutes • Financial review • Review annual performance • The City priorities, Supplier priorities • Actions/issues • Other business 	
Inputs/Outputs	Inputs <ul style="list-style-type: none"> • As per the agenda. 	Outputs <ul style="list-style-type: none"> • Track progress against priorities, • Provide escalation point as required.
Planning Horizon	Next 6 months	

SCHEDULE F

Draft Transition-Out Plan

[see attached]

SaaS Platform Transition Out Plan

[CustomerName]

About TechnologyOne

TechnologyOne (ASX:TNE) is Australia's largest enterprise software company and one of Australia's top 200 ASX-listed companies, with offices across six countries. We create solutions that transform business and make life simple for our customers. We do this by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,000 leading corporations, government departments and statutory authorities are powered by our software.

We participate in only seven key markets: government, local government, financial services, education, health and community services, utilities and managed services. For these markets we develop, market, sell, implement, support and run our preconfigured solutions, which reduce time, cost and risk for our customers.

For 27 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology. Today, our software is available on the TechnologyOne SaaS and across smart devices. We believe in the power of one: one vision, one vendor, one experience.

For further information please visit TechnologyOneCorp.com.

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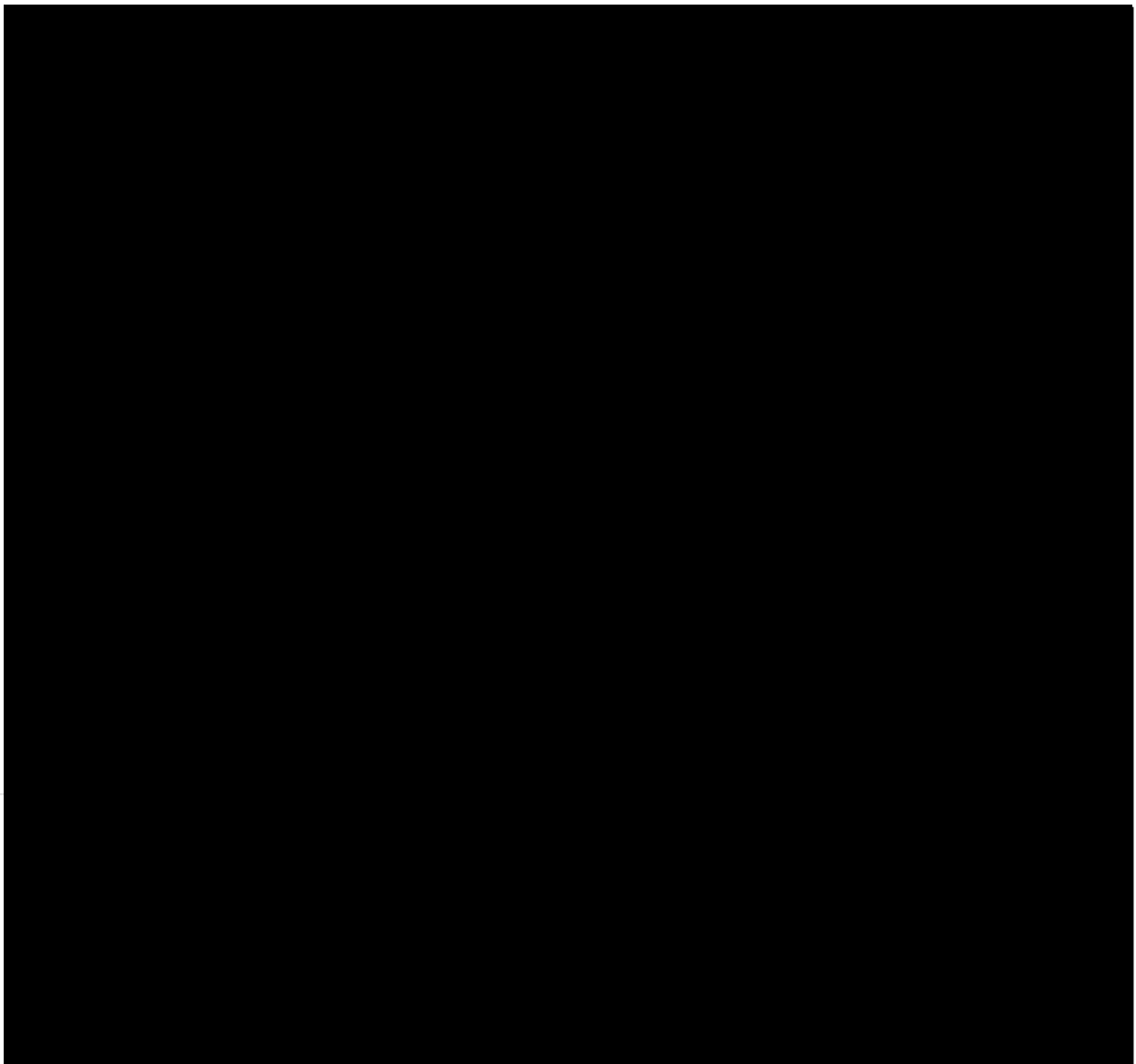
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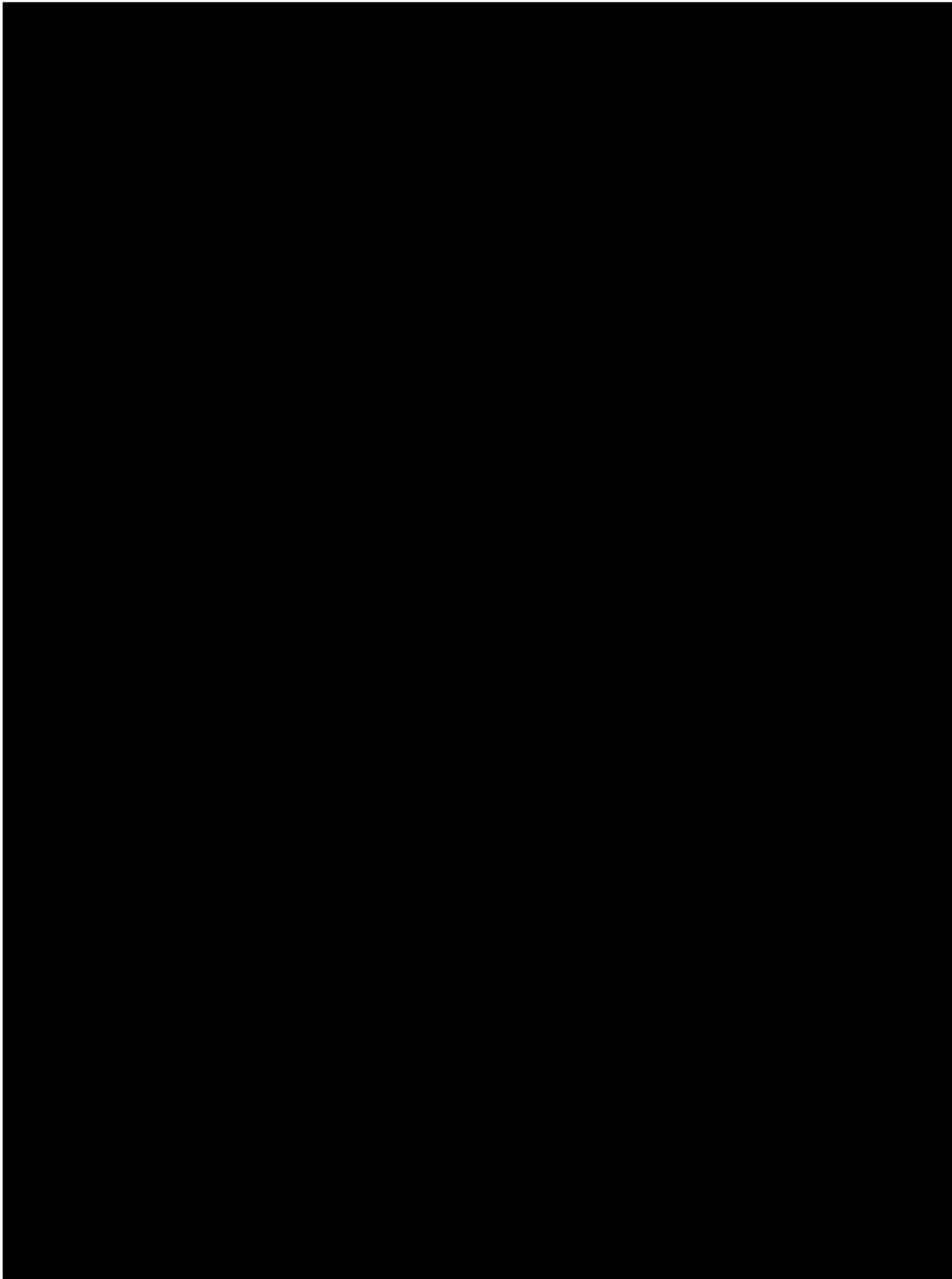
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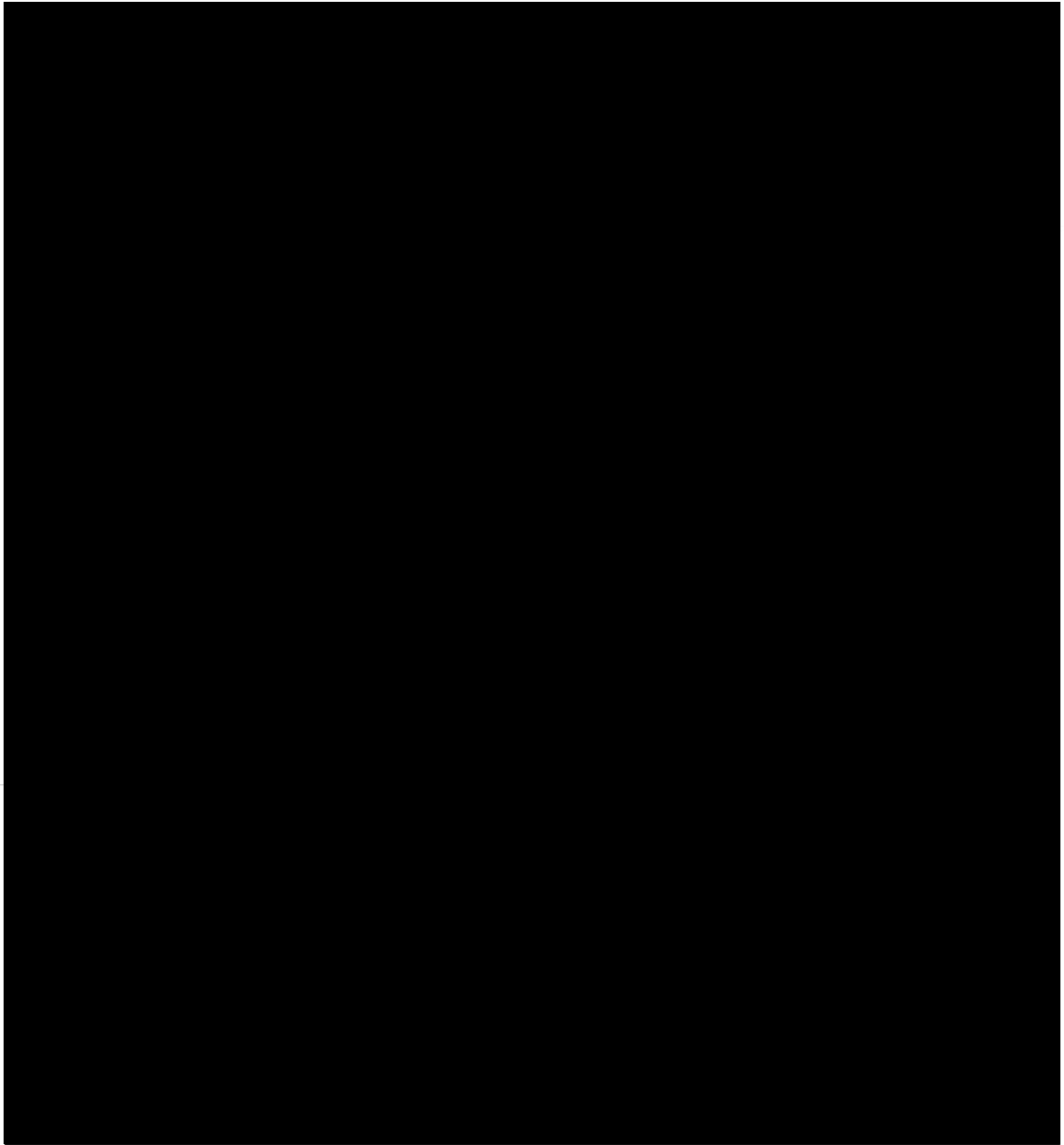
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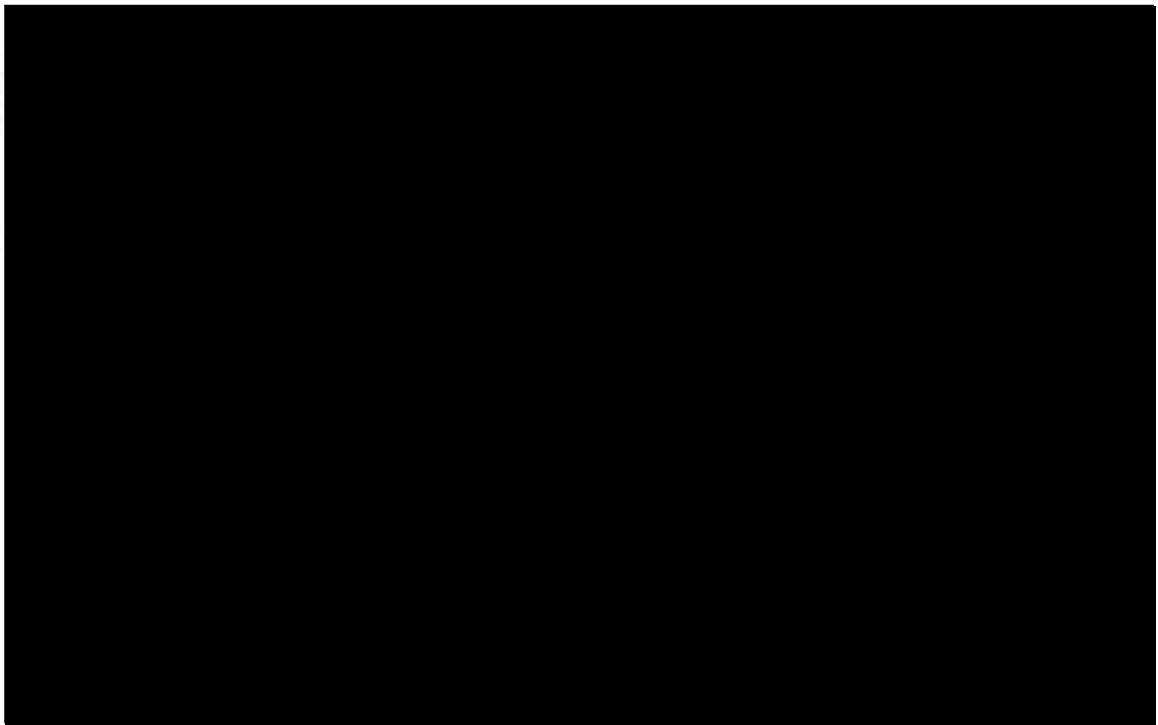
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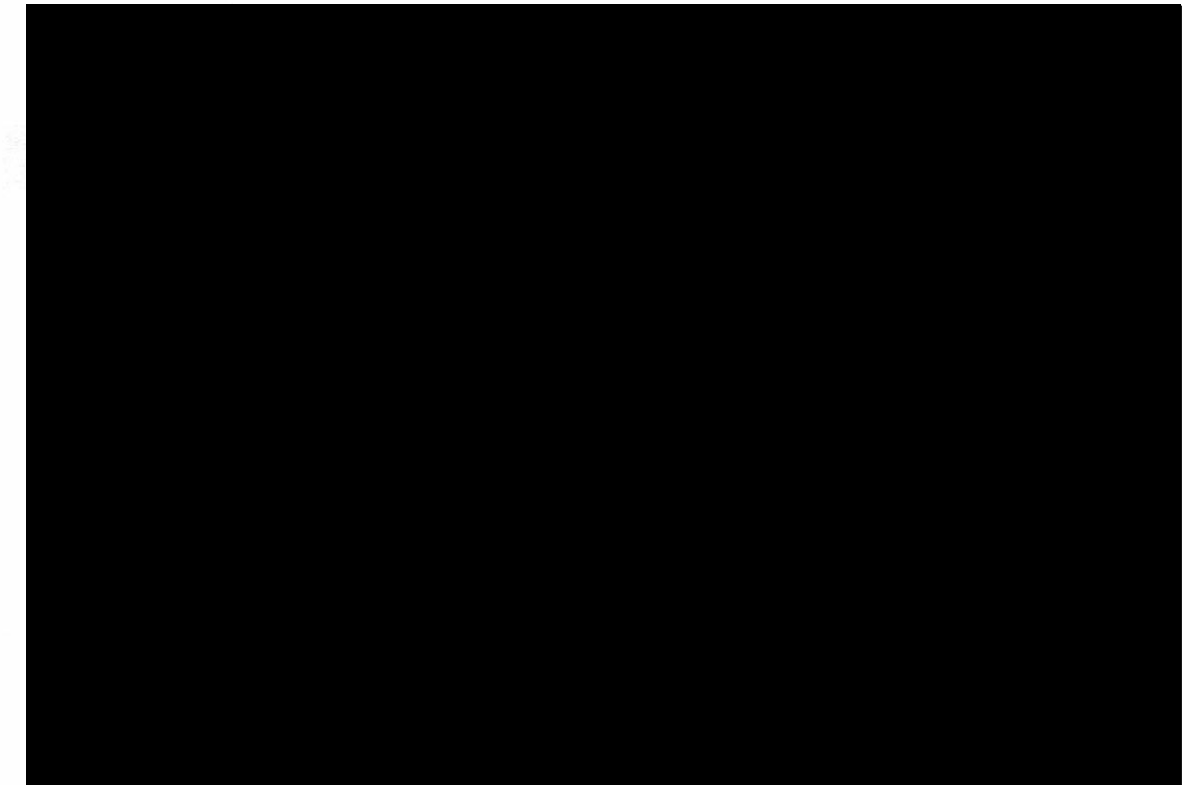
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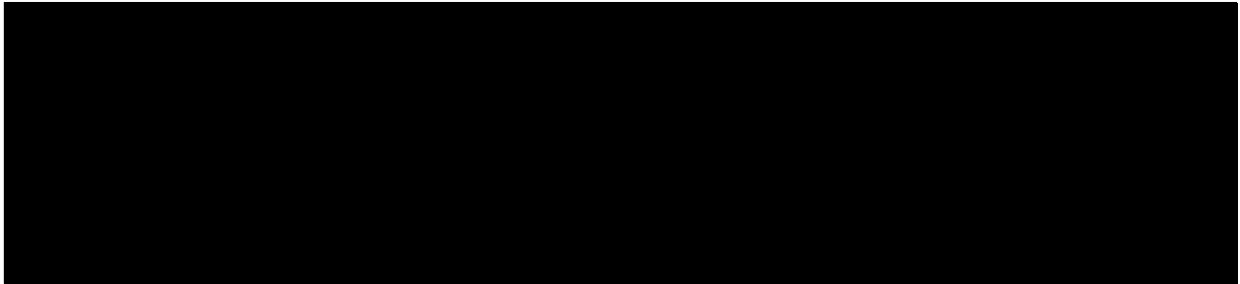


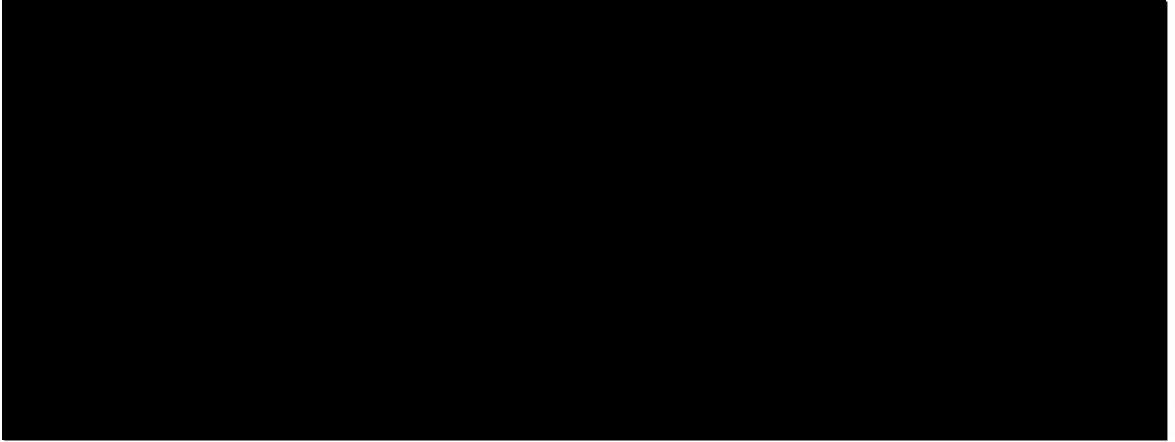














Customer Support Guide



technology**one**



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Introduction

Welcome to TechnologyOne Customer Support, where customer satisfaction and success is our focus.

We're committed to helping you get the most out of your TechnologyOne software, so you can focus on running your business.

The effectiveness and success of your support experience is a shared responsibility for both customers and our service teams, underpinned by deep product and support knowledge, strong problem-solving capabilities and great communication.

This guide includes information to help you navigate your support experience with us, such as:

- Support and maintenance services
- Value-added services
- Updates and new release information
- Customer Support team – contacting us and our operating hours
- Best practice tips
- Guiding users to the Customer Community
- Self-help, collaboration and case management
- Priority definitions
- Escalation processes
- Enhancement requests and Ideas
- Privacy & Security information
- Third party information

Support and maintenance services

Included in the standard TechnologyOne Annual Support and Maintenance (ASM) offering, are the services provided through the Customer Support team (who work in collaboration with other TechnologyOne resolver teams).

These services are listed in the ASM Service Catalogue.

Annual Support and Maintenance (ASM) Service Catalogue

The ASM Service Catalogue includes:

- Access to the TechnologyOne Customer Community which includes a range of helpful online support, including:
 - **Cases:** create and manage cases online.
 - **Groups:** ask questions, share news and collaborate with other customers and TechnologyOne.
 - **Knowledge:** access to extensive knowledge articles for helpful software information.
 - **Ideas:** suggest product enhancement requests or Ideas.
 - **Profile:** manage individual profiles (contact details).
- Access to our dedicated Customer Support team.
- New software releases, software updates, CI Packages and CI Anywhere Apps.
- Fault / issue reporting on shipped products.
- Direct access to Customer Account Managers.
- TechnologyOne University, which connects users with powerful and timely training resources, which can be accessed on any device, anywhere, any time.

Separate value-added services can be arranged at an additional charge. These are provided through the Application Managed Services (AMS) team.

Value-added services via Application Managed Services (AMS)

The standard Annual Support and Maintenance agreement **does not** cover the following value-added services, which are **subject to additional fees and separate contractual terms** if requested:

- Training and general information on how to use the software.
- Assistance with configuration and implementation of software and modules (e.g. custom requirements).
- Issues with reports that are not shipped with the software, or copies of shipped reports that have subsequently been modified for implementation.
- Issues with any items not shipped with the software or shipped configuration that has subsequently been modified. This includes, but is not limited to, items such as custom developed scripts, bulk updates to data, data entry formats, workflows, ETLs and data analyser items.
- Problems caused by unauthorised modifications to data.
- Technical infrastructure not owned or supplied by TechnologyOne, including networks, operating systems, middle-ware, and database management systems.
- Integration with third-party software (including the Microsoft Office suite).

If these services are required, they may be offered through AMS Consulting Services.

Contact your Customer Account Manager for any further questions or to arrange any value-added services.



Updates and new releases

TechnologyOne builds and ships software releases to progressively provide new functions and features.

One of the major benefits of our Annual Support and Maintenance (ASM) agreement is that these new software releases are included in your ASM fees.

This means that an organisation continues to benefit from new features and functions produced by our rigorous R&D program. Best of all, a seamless upgrade path is included in your maintenance investment. If you would like to discuss upgrade strategies, please talk to your Customer Account Manager.

Customer Support

TechnologyOne Customer Community - 24/7 online access

The Customer Community is a great place to connect, chat and collaborate. We recommend you use the platform to self-serve, such as searching for useful articles or asking questions to resolve your enquiry.

If you do need to log an Incident with Support, the case management functionality includes:

- Automated routing to the most appropriate TechnologyOne expert.
- Instant recording of the request in the Support database.
- A reference number to be provided for tracking and ongoing online communication.

Customer Support Centre - telephone support

TechnologyOne provides a telephone support service that enables a caller to get to the right person promptly. If the caller has an existing case number and the TechnologyOne case owner is available, the call is transferred directly to them.

We recognise the importance of personal contact and our telephone support service ensures calls are not placed in queue. If there is a time where all Support Consultants are busy, the caller can select the auto call back option. As soon as a consultant becomes available, they will return the call promptly.

Customer Support Centre - standard business hours Monday to Friday - In your region ¹	
Customer Support Team	Contact us between 7am and 7pm
If you are calling from	telephone number
Australia	1300 735 130
New Zealand	0800 174 091
United Kingdom	0808 1012 743
Malaysia	1800 818 451
Fiji	008 002 188
Papua New Guinea	+675 320 3856

¹Standard Support is available Mon-Fri only. Multiple office locations are recognised in local regional time.

Customer key contacts

We recommend you have a 'key contact' and 'back up contact' for each TechnologyOne product and Customer Community case. These users should have enough knowledge of the product to effectively engage with our Customer Support team.

When supplying contact details to register for the Customer Community, only employees of the contracted account will be approved. Ensure you read the 'How to request new Customer Community Users' article, in the Customer Community.

If a Third Party is being used, see the 'Third Party Services' section in this guide.

Customer contact details

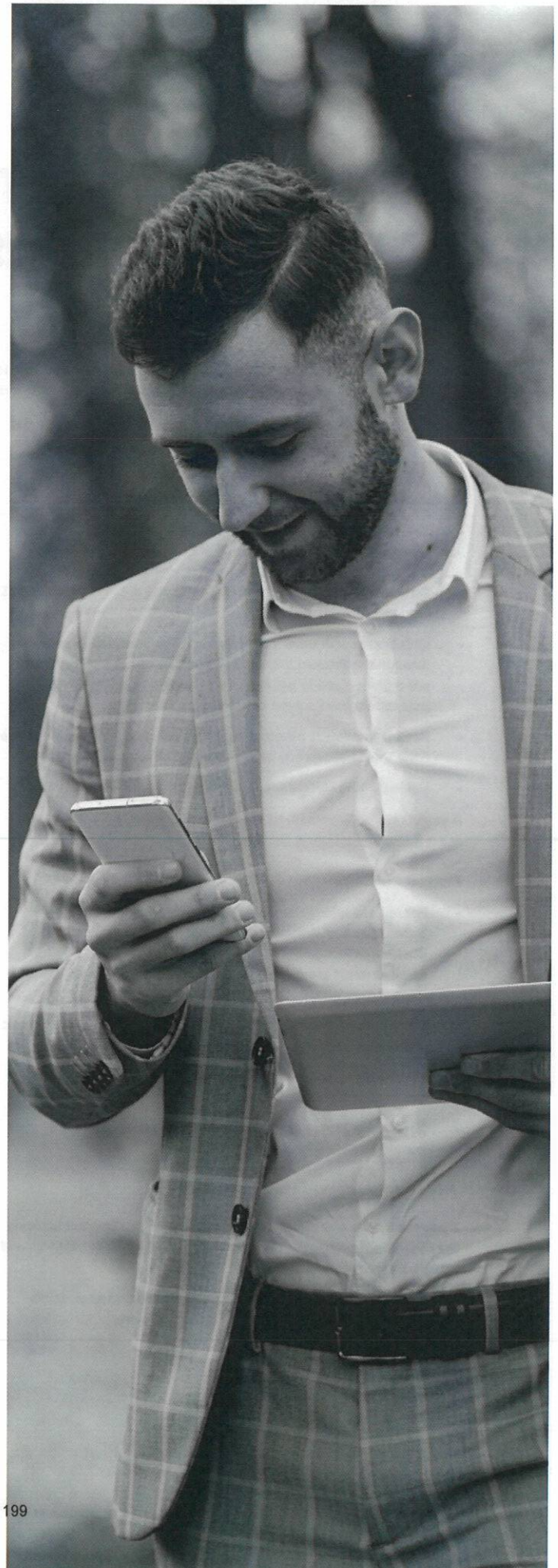
Ensure your contact details are up to date with direct email and phone numbers, as key contact details are verified when speaking with the Customer Support team.

You can check, by looking at the 'How to check your contact details and upload a profile picture' article, in the Customer Community.

Customer feedback and surveys

We encourage you to complete the survey upon the closure of cases. All survey results are reviewed by the TechnologyOne leadership team and any product-related feedback is forwarded to our Research & Development teams.

Please note, we may contact you to discuss feedback, as we are always trying to continually improve our service offering. We also welcome compliments so that we can acknowledge and recognise our team members.



Best practice - tips for when you need assistance

Helping our users

When an issue arises or help is needed, there are a variety of effective tools available in the TechnologyOne Customer Community to assist you in finding a resolution.

Review tips for self-help material in the Customer Community

Customer Community

- Join important communication Groups in the Customer Community, to ensure you are kept up to date with information and have your network of knowledge available to you. These Groups are: [T1Announcements](#), [T1Security](#) and [T1SaaS](#) (for SaaS Customers).
- Collaborate with other customers and TechnologyOne experts through the Product Groups, by posting a question. The groups are a great place to get answers to questions as well as tips on how others have solved a business problem.
- Review previously asked questions in collaboration groups to see if the topic has already been discussed with a suitable answer.
- Review a Knowledge Article by searching for the topic.

A useful reference page in the Customer Community is the [Community User & Support Guides](#).

Product Guidance

- For release information, search the Customer Community for 'Release Notes'. Announcements are also made within the Customer Community when new release notes are published. Release notes are also available in the software from the 2020A release onwards.
- Consult the in-product guidance and help content for the specific module or function that is experiencing issues.
- Review previously raised cases to determine whether the issue has occurred before.
- Search the [TechnologyOne University](#) so see if there is a learning pathway that can be used.

After checking the self-help material

If you determine a case needs to be raised with our Support team via the Customer Community, the following tips will assist to progress and resolve the request efficiently.

It is vital to gather and provide as much information as possible regarding the issue, prior to raising a support case.

Describe and reproduce

Describe the symptoms and/or behaviour that is being experienced.

- What is the user trying to do?
- Where is the user in the system? E.g. function, screen, window etc.
- When did the issue start occurring?
- Was there a change in the environment? E.g. update to software, OS or hardware?
- Include the URL of the SaaS environment you are experiencing the issue in (for SaaS Customers).
- What steps led to the issue?
- Does it only happen under certain conditions? (Document the conditions and steps to reproduce).
- Ensure the right priority is set on the case i.e. Medium, High, Urgent or Critical. Note: Check the Priority Level is correct and in line with the Priority Definitions.
- Obtain screenshots with relevant information pertaining to the issue that is being experienced.
- Has the System Administrator in your Organisation gathered and provided additional information such as error messages, actual log files and other diagnostic information?
- Confirm the environment with the issue. E.g. Production, Non-Production or does the issue occur in all environments?
- Determine whether an alternative solution exists to temporarily work around the issue.

Gather additional information

- Gather/document error messages and log files and other diagnostic information.
- For diagnostic information, refer to knowledge articles in the Customer Community.
- Confirm the environment in which the issue exists. E.g. [Production or Non-Production](#).
- Take time to read the [Protecting Privacy](#) section below when gathering information to send.

Refer the issue to the Customer Support Centre (create a support case)

- When the information is collected, create a support case in the Customer Community and input as much relevant information as possible. When creating a case ensure the 'Case Type' is correctly identified.

Create a support case

TechnologyOne Customer Community

The TechnologyOne Customer Community is our online Support platform where you can create and manage cases.

At any time during the life of a case, customers can communicate with the assigned Customer Support team member, who will be notified automatically when a comment is made within a case or if any changes are made.

How to contact Support for an Incident

Only nominated key contacts can register an incident in the TechnologyOne Customer Community.

- 1 Log into the TechnologyOne Customer Community
- 2 Select the 'Cases' tab.
- 3 Select Contact Support
- 4 Enter the information into the required fields to register the incident.

Refer to the best practice tips in this guide when the submission is complete with information and attachments relative to the case reason.

You may refer to the detailed 'How to raise a new case' article in the Customer Community.

Note the correct Priority Definitions to ensure your case is at the correct Priority Level so we can best service you.

By releasing any information, which may include Personally Identifiable Information (PII), the person entering case details is allowing TechnologyOne employees to review and analyse the information for the sole purpose of resolving the case.

Refer to the 'Protecting Privacy' section of this document to ensure awareness of the Privacy Guidelines when providing us with this information.

When the case is submitted, Support is notified, and the request is assigned to the responsible team.²

Production and Non-Production environments when logging a case

When the 'Affected Version' is nominated, select the environment the issue is being experienced in:

A 'Production' environment is the setting where software relating to the product is in a live operational environment, being used by end users for daily business operations.

A 'Non-Production' environment is the setting where the information processing systems used is for any purpose other than in a live environment. For example, in an implementation or upgrade phase, testing environment/s, training and other non-live activity.

Protecting Personal Information

When providing or giving access to any information, which may include information or an opinion which would reasonably allow a person to be identified (Personal Information or PI), the customer entering case details gives permission for TechnologyOne to use that PII, and must ensure that it has obtained all necessary consents from relevant individuals to permit TechnologyOne to use that Personal Information for the purpose of resolving the case.

If any information is submitted containing PI that TechnologyOne determines is not reasonably required to resolve the Support case, the identified data may be deleted in accordance with our privacy policy. However, where this is not possible, it may remain saved to the support case in accordance with our privacy policy and standard processes.

We recommend that customers put in place processes to ensure that unnecessary Personal Information is not provided to TechnologyOne, and that the only data supplied is that required to address the specific situation of the case. Wherever possible, we request that Customers redact or obfuscate PII or other commercially sensitive data prior to submission.

Refer to the 'Protecting Privacy' section of this document to ensure awareness of the Privacy Guidelines when providing us with information.

²If the request is a critical system down issue, register the incident online, select 'Critical' as the priority and also contact Customer Support directly via telephone.

What happens after a case is submitted?

This section provides a summary of the Support process through the case lifecycle.

Initial Response

After logging a case, a reference number is issued. Case management and tracking is available through the Customer Community 'Cases' tab.

Responsibility

Cases are actioned by Customer Support team experts based on their knowledge and expertise with products or specific product areas.

Request for more information

Where a case does not contain adequate information to begin investigating the issue, the Customer Support team will ask for any additional information that is required and will change the status of the case to 'Awaiting Customer'.

We will make three attempts to contact a customer to obtain requested information. If the additional information is not supplied, and if we are unable to progress the case without this information, the case will be closed via an automated process. Note: the case can be reopened at any time in the future, if we are then alerted of the required information.

When providing or giving access to any information, which may include Personally Identifiable Information (PII), the customer entering case details permits TechnologyOne to review and analyse the information for the sole purpose of resolving the case, and must ensure it has obtained the necessary consents from relevant individuals.

If any information is submitted containing PII data that TechnologyOne determines is not required to resolve the Support case, the identified data may be deleted in accordance with our privacy policy. We will not delete the case.

We recommend that customers put in place process to only send data that is required to address the specific situation of the case. Wherever possible, we request that Customers redact or obfuscate PII or other commercially sensitive data prior to sending.

Refer to the 'Protecting Privacy' section of this document to ensure awareness of the Privacy Guidelines when providing us with information.

Priority of a case

When first creating a case, completing the Priority Reason field is important so our Customer Support team can better understand the Impact to your business.

It is important to select the correct Priority of your case. You can ensure you do by visiting 'choose the right priority' article, in the Customer Community.

TechnologyOne may, at its discretion, adjust the priority level based on the information provided or if the case does not meet the Priority Definition guidelines contained in this document.

During the lifecycle of a case, business requirements may change where the priority of the case may differ to when it was first submitted (e.g. it could be lowering the priority). This can be self-managed within the Customer Community and the Priority Reason field will help Support to understand why the priority has changed. For further detailed information you can visit 'How to change the priority on a case' in the Customer Community.

Closing a Case (resolved or closed status)

Notification will always be provided when a case is resolved or closed.

TechnologyOne will generally close a case, when:

- A satisfactory resolution has been provided.
- TechnologyOne does not hear back after three attempts to contact you, and the request cannot progress without the requested information.
- A request cannot be resolved due to circumstances beyond our control. E.g. Infrastructure / environmental changes etc.
- The case relates to a retired and unsupported release version of the software.
- The case is raised as an enhancement or idea, where a response is sent to enter the information as an 'Idea' in the Customer Community.

A resolved status may be used (instead of closed status), when:

- A fix has been placed into a test environment, awaiting confirmation of satisfactory resolution prior to closing the case.
- A definitive response has been issued by TechnologyOne with no further commitment.
- Information has been provided that the issue has been resolved in a future release.

When a case has been placed in a resolved status by Support, the responsibility is with you to check the outcome is as expected and to close the case. We will not close a case from a resolved status unless agreed with you. See the article for 'How do I close a case', in the Customer Community.

Reopening a case

If a case is in a resolved or closed status, it can be requested to be re-opened by you.

You can add a comment to the case or call the Support team to discuss the reason why you would like to re-open the case.

Re-opening a case is subject to;

- a. the case being in a closed status for a period longer than 30 days. This will be subject to a new case being created by the Support team.
- b. the reason for you to re-opening a case is aligned to the case status definitions.

Remote access

From time to time, it may be necessary for TechnologyOne to remotely access³ your system to effectively resolve a case or understand the scenario to reproduce the issue in our own environments, where further diagnostics and analysis can be carried out.

Our Customer Support team will work with you to initiate this access in your environment using the least intrusive method possible. TechnologyOne's preferred tool for remote support is 'Ring Central' video conferencing. This can be executed quickly, and customers can see exactly what the Customer Support representative is doing.

The Support and Maintenance agreement specifies that, in some cases, it is in the best interest – due to the complex nature of some issues – to provide remote access to experienced Support Consultants or technical staff to progress the issue as quickly as possible. If there are any concerns about providing remote access, feel free to discuss these concerns with your Customer Account Manager. Unfortunately, if we have exhausted all other avenues, we may not be able to progress the issue should there be a reluctance to provide remote access.

If video conferencing is undertaken as part of the resolution process, we may take screenshots and attach those to the relevant case as a customer-visible attachment. When enabling video conferencing via the 'Ring Central' application, the customer is responsible for closing any screens, applications or documents that are considered confidential, sensitive or contains personal data before granting us remote access.

³TechnologyOne does not retain connection/database dial up information. Connection details will be requested on every occasion where dial up is deemed to be the best approach. This is to ensure the customer system always remains secure.



Support for Non-Production / Test environments

During Implementation and upgrades

During a new implementation and through hyper care, your TechnologyOne Project Manager and project team will manage any software support issues that may arise. They will take responsibility for ensuring the software implementation and upgrade are successful and will manage and own any support issues during this critical phase, liaising with our R&D teams when required.

Our practices revolve around our customers. The project team is best placed to service needs during implementation and upgrades, as they will understand your specific system and configuration requirements and are highly knowledgeable about specific business and key milestones customers may have.

Your Project Manager will explain these processes directly with you.

Software faults in a Non-Production environment reported to Support after go-live

Following a handover to Support after implementation or upgrade, you can report Non-Production software faults to the Customer Support team by logging them through Customer Community 'Cases' tab. The same process and best practice methods contained in this Customer Support Guide are still followed.

When you select Non-Production for your affected environment, you must use the Test Issue Severity Level Definitions to guide you to select the correct Priority Level when logging your Non-Production case.

Test Issue Severity Level Definitions

The following table provides classification descriptions for Severity Levels assigned to incident type cases for software faults in a Non-Production environment.

Note: Severity Issues are labelled as Priority Levels in the Customer Community Cases tab.

Severity (Priority)	Classification Description	Software Correction
1 Critical	<p>The non-production environment is unavailable.</p> <p>There is no possible alternative or workaround.</p> <p>Guidelines for determining severity 1 issues are:</p> <ol style="list-style-type: none"> 1. Testing is halted, issue needs to be addressed to enable testing to continue. 2. Non-production environment cannot be accessed 	Current release
2 Urgent	<p>A part of the non-production environment is not available or operating as required for a material business activity, and if the issue is with upgrade functionality being tested, the effect on the Customer's business in a production environment would have a material adverse impact to the Customer's business.</p> <p>There is no possible alternative or workaround (including if the functionality was put into a production environment).</p> <p>Guidelines for determining severity 2 issues are:</p> <ol style="list-style-type: none"> 1. Impacts a significant number of users and/or system usage activities of a business area; 2. Impacts a high-volume system usage activity; 3. Impacts high value or core business functions; and 4. Testing can continue of other areas, but the issue needs to be addressed to enable testing to complete in the affected area. 	Current release
3 High	<p>i. A part of the system is not operating as required for a business activity and if the issue is with upgrade functionality being tested, the effect on the Customer's business in a production environment would have an adverse impact to the business that is not material; or</p> <p>ii. There is an issue which would be classified as a Severity 2 issue, but an alternative or workaround is available</p> <p>Guidelines for determining severity 3 (i) issues are:</p> <ol style="list-style-type: none"> 1. Impacts only a minority of users and/or system usage activities; 2. Impacts low volume system usage activities; 3. Impacts low value or non-core business functions; and 4. Testing in the affected area can continue. 	Future release
4 Medium	<p>i. An issue where some of upgrade functionality being tested for a business activity are not operating as required, and would not have an adverse impact on the Customer's business in a production environment; or</p> <p>ii. There is a failure of the system to operate as required not classified as a Severity 1, 2 or 3</p>	Future release

Support for Production environments

The following table provides definitions for Priority Levels assigned to Incident type cases and associated target Response and Resolution times, for software fault correction in a Production environment.

Priority	Classification Description	Target Response time	Target Resolution time	Software Correction
1 Critical	<p>The Production environment is unavailable.</p> <p>There is no possible alternative or workaround.</p> <p>Guidelines for determining Priority 1 issues are:</p> <ol style="list-style-type: none"> 1. The TechnologyOne Production environment is unavailable; 2. Critical business activities are severely impacted that impacts all users and/or system usage activities; <p>or</p> <ol style="list-style-type: none"> 3. There is a material and verified Security or Privacy risk 	30 minutes	1 day	Current release
2 Urgent	<p>An incident or fault to elements of the system where significant business activities are severely impacted.</p> <p>There is no possible alternative or workaround.</p> <p>Guidelines for determining Priority 2 issues are:</p> <ol style="list-style-type: none"> 1. Core business activities are severely limited; 2. Degraded application performance is having a serious negative impact on business activity; 3. Impacts a significant number of users and/or system usage activities; 4. Impacts the customer's ability to meet near-term deadlines. 	2 hours	2 days	Current release

Support for Production environments *cont.*

Priority	Classification Description	Target Response time	Target Resolution time	Software Correction
3 High	<p>An incident or fault that causes a loss of functionality where important customer business activities are impacted</p> <p>There is a procedural workaround that exists.</p> <p>Guidelines for determining Priority 3 issues are:</p> <ol style="list-style-type: none"> 1. Some applications or features of the system are not operating in accordance with the Specifications; 2. Degraded application performance is having a moderate negative impact on business activity; 3. There is an issue which would be classified as a Priority 2 issue, however there is a procedural workaround that has been produced or exists; 4. A case that has been reduced to a Priority 3 due to a workaround being produced. 	4 hours	5 days	Future release
4 Medium	<p>A minor incident or fault where limited customer business activities are impacted.</p> <p>There is a procedural workaround that exists.</p> <p>Guidelines for determining Priority 4 issues are:</p> <ol style="list-style-type: none"> 1. The issue has a limited or low impact on business activity; 2. Documentation Issues; 3. Issues that are not defined within Priorities 1, 2 or 3. 	1 day	Future release	Future release

Time included for the duration of Service Levels

TechnologyOne will use all commercially reasonable efforts to comply with the stated target resolution times but will not be held liable should specified targets not be met. The target resolution times do not include the time elapsed between information requests from TechnologyOne representatives and the supply of such information by customers, or the duration of time outside of Customer Support Business Hours.

Critical issues

When a critical issue is logged via the Customer Community, customers must also contact Customer Support via telephone (during business hours only) to ensure all relevant information is received to best attend to the issue. Customers should remain accessible for troubleshooting from the time a critical issue is logged through to resolution of the issue.

Privacy and security issues

For incidents that may relate to a Privacy or Security risk, customers must raise a Critical Priority case to ensure immediate attention and contact Customer Support via telephone to assist in evaluating the risk and taking the appropriate actions.

Questions

The Customer Community is the best place to find answers to any questions you may have.

It is likely that a question has already been asked within the Community, or there is an existing Knowledge Article available.

In addition, there are various discussion groups within the Customer Community, which you can find via the 'Groups' tab. These groups are great for peer-to-peer collaboration, sharing best-practice tips and asking questions.

Our Customer Community is also monitored by our own TechnologyOne experts who are always on hand to help.

If sensitive information needs to be provided or asked by you to resolve your query, please call our Customer Support team direct.

Another great source for self-help material, is the TechnologyOne University.

Target Response Time

Target Response Time is the time, during our Support business hours, which you can expect to receive acknowledgment of the issue and investigation to begin from our Customer Support team.

Target Resolution Time

Target Resolution Time is the time, during Support business hours, which we aim to deliver a technical fix, data fix, an alternative or procedural workaround, or advice of a software correction.

The Customer Support team will work with resolver groups, depending on the nature of the case.

Software Correction release

The **Software Correction release** is the software release cycle that is either currently deployed or under future development in TechnologyOne's Product and R&D centre.

'Current Release' refers to the current major TechnologyOne A or B release and may also include software updates released periodically, for approved R&D fixes to software faults.

'Future release' refers to major future TechnologyOne A or B release cycles only.

Software fault

A **software fault** is a failure in the operation of the software for its intended design.

Escalation procedures

We aim to resolve an issue in a satisfactory and timely manner.

Our case resolution process follows a team-based approach, structured around specific products. It's resourced by Support team members who have the full spectrum of skill sets and technical expertise required.

The teams are empowered to dynamically apply the appropriate resources to a case, based on severity and complexity, to ensure the fastest resolution time possible.

The Teams are also integrated with our Development Engineering staff and seek their assistance and technical guidance when necessary, and directly escalate depending on case severity and time to resolve considerations.

These escalation procedures provide a mechanism that ensures urgent and critical issues are given the appropriate priority and attention. The Customer Support team aims to meet customer expectations and offers the following guidelines to provide a timely resolution.

Checks to do before escalation

Review the request:

- Have you submitted everything against the case, for Customer Support to resolve the issue?
- Does the case describe the impact to your business and expected timeframes?
- Is the problem correctly described?
- If there is a workaround, is it impractical or inappropriate?
- If the case has become more urgent than the original priority level, has the priority level on the case been upgraded? (Notification of this is sent to Customer Support.)
- Has the case been updated with comments to indicate any changes in priority or expressed concerns? (Notification of this is sent to Customer Support.)

You can visit the 'How to follow up a case' article in the Customer Community for details.

Who to escalate to?

Customer Support team

1st level of escalation :

Advising the Support team of the urgency

In the first instance, escalate the issue to the Customer Support team, either by commenting on the case or if there is no response online, calling the Customer Support team and speaking to the Customer Support case owner.

***It is critical that we understand the business impact and the urgency of the request.**

→ 2nd level of escalation :

Speak to a Support Lead

If the issue has become more urgent and needs further escalation, we want to know as soon as possible.

Call the Customer Support team and ask to speak to the Support Lead that oversees the product area.

→ 3rd level of escalation :

Speak to a Support Manager

Following the previous two levels of escalation, if the desired outcomes are still not being achieved, ask to speak with a Support Manager.



Escalations during an implementation or upgrade

**Escalations will be directed to your assigned
TechnologyOne Project Manager.**

Enhancement requests and ideas

Listening to our customers

One of the key ways we improve our products and services is through listening to our customers.

Customer input enables us to clearly understand your business needs, helping us to provide solutions that truly meet our customers' business requirements.

Posting an idea in the Customer Community

Within the Customer Community, there is an 'Ideas' tab to submit and share great ideas for TechnologyOne to consider. Post an idea here where all Customer Community members and TechnologyOne teams can review, comment, and enhance the concept. Others can also vote for ideas to enhance the weight of the idea.

TechnologyOne Product Owners will regularly review the Ideas raised and consider these for inclusion in future product enhancements. The progress of each idea is shown in the Ideas portal through a status and/or comment.

An idea should clearly document the business requirement, benefits and provide use cases where possible. High quality and concise information provided upfront will enable TechnologyOne team members and Customer Community users to easily understand the idea and evaluate the merits for future development planning.

The following example questions can be answered when posting the idea to explain it well:

- What pain point will this idea alleviate for the business?
- How will this idea alleviate the problem?
- How is the business currently fulfilling this need?
- How many people at the organisation currently use the affected process?
- What type of roles are these users (being impacted by this process) in?
- How often is this process run?

Note: any enhancement requests or ideas raised as a question or incident through case management, will be responded to with the above recommendations and the case will be closed.

Protecting privacy (privacy & security information)

Key contact / user information:

1. Read the TechnologyOne Privacy Policy.
2. TechnologyOne recognises that customers need to supply information to us (which at times can include personal information) as part of supporting your use of the software. When providing or giving access to Personal Information, the customer grants permission for TechnologyOne to use the information for the sole purpose of resolving your case, and the customer must ensure it has the necessary permissions from relevant individuals to give that consent.
3. If a video conference call (including screen sharing) is undertaken as part of the resolution process, we may take screenshots and attach those to the relevant case as a customer-visible attachment. Customers must ensure that it has the necessary consents from individuals for that process.
4. When providing information to TechnologyOne (such as case information, attachments, screen shots or screen recordings etc.) or enabling a live video conference call, customers should:
 - a. provide information that is strictly necessary for the support case only, and avoid providing any sensitive or Personal Information wherever possible;
 - b. for any screen recording or screen sharing, ensure you are closing any windows, applications or documents that are considered confidential, sensitive or contains personal data, and potentially unnecessary for the resolution process;
 - c. wherever possible, redact or remove information that may identify a specific individual or customer;
 - d. Be especially careful with screenshots and other attachments; and
 - e. wherever possible, obfuscate any files or datasets before sending to TechnologyOne.
5. If you submit any information (including Personal Information) that is not required to resolve your support case, TechnologyOne may delete that information (we will not delete your case), and information attached to support requests may be retained in accordance with our standard record keeping processes.
6. If we request additional information and that requested additional information is not received, and if we are unable to progress the case without this information, the case may be closed. However, note that the case can be reopened at any time in the future, upon receipt of the required information.
7. The guidelines above are also applicable when participating in Chatter Groups.
8. All inbound calls to the Customer Support Centre are recorded for coaching and training purposes. This helps us improve our ongoing commitment to offering a compelling customer experience. However, if you do not wish to have your call recorded, advise the Customer Support team member at the time off the call and they will cease recording your call.
9. If you wish to notify TechnologyOne of a privacy breach, data breach or would like to request data breach support/ investigations, use this email address privacy@technologyonecorp.com



Third-party services

Our online Customer Community is designed to provide information or assistance on:

- New software releases and software updates
- Incident raising, tracking and escalation
- Access to various support resources
- Customer enhancement requests
- Access to Application Managed Services and Consulting resources

If you elect to procure the services of a third party to carry out ongoing support maintenance or consulting services for TechnologyOne products or services:

- TechnologyOne is not responsible for the services provided by a third party over which TechnologyOne has no control.
- TechnologyOne is not responsible for how the solution performs where it is configured by a third-party contractor.
- The Customer Community portal houses extensive confidential information and intellectual property which is of critical value to TechnologyOne. Access is dedicated to our customers and Customer Community access is not provided to representatives of organisations other than our customers' own resources.
- Third-party contractors will not be permitted access to the TechnologyOne Customer Community portal. This includes third-party consultants known to TechnologyOne.

Quality endorsement

ISO9001 Quality Management Systems - Requirements
ISO27001 Information Security Management Standard

About TechnologyOne

TechnologyOne (ASX: TNE) is Australia's largest enterprise Software as a Service (SaaS) company and one of Australia's top 200 ASX-listed companies, with offices across six countries. Our enterprise SaaS solution transforms business and makes life simple for our customers by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,200 leading corporations, government departments and statutory authorities are powered by our software.

Our global SaaS solution provides deep functionality for the markets we serve: local government, government, education, health and community services, asset intensive industries and financial services. For these markets we invest significant funds each year in R&D. We also take complete responsibility to market, sell, implement, support and run our solutions for our customers, which reduce time, cost and risk.

For over 30 years, we have been providing our customers with enterprise software that evolves and adapts to new and emerging technologies, allowing our customers to focus on their business and not technology.

For further information visit: TechnologyOneCorp.com

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Supersession clause

Upon receipt of this document ensure any earlier versions are destroyed. No earlier versions may be retained without the written permission of Technology One Limited.

Document information

Document name: Customer Support Guide

Version date: September 2020

Annexure B to Order Form – Statement of Work



Guidance note: A template for the Statement of Work is included in Schedule 3. Parties may evolve it appropriately as required, or adopt their own form (subject to consistency with the other Agreement documents).

Statement of Work

1. Statement of Work ("SOW") Details

- a) Statement of Work Name: Software and a Service (Initial SOW)
- b) Statement of Work Number: ONE
- c) Purchase Order Number and Agreement reference (where available): ICTA SaaS Agreement between The Council of the City of Sydney and Technology One Limited dated on or about the date of this SOW.

2. Revision History

Not Used

3. Introduction and overview of the Supplier's Activities

The Supplier's Activities are to provide the Customer with access to the Licensed Software modules listed in Schedule A of the Order Form ("Licensed Software") as a Software as a Service ("SaaS").

4. Services and Deliverables

- a) The Supplier will provide the Services to migrate the Customer's existing and new Licensed Software (including related databases and files) to the Supplier's SaaS platform (the "Project"), as described in the 'Project Management Plan' document and the 'SaaS Transition Plan' document (collectively, the "Project Plan"), as further described below.

Project Management Plan

This Project will be conducted using the Supplier's standard SaaS transition methodology as set out in the 'Project Management Plan' document attached as Attachment A to this SOW, which details the scope, methodology, and structure for the Project.

SaaS Transition Plan

During the Configuration Design stage of the Project, the parties will work together to create a 'SaaS Transition Plan' document, which will be based on the Project Management Plan.

The SaaS Transition Plan document will set out Customer and Project relevant technical and business information that has been gathered in meetings and workshops between the Supplier and Customer during the Configuration Design Stage, that will serve as a technical reference throughout the Project. The SaaS Transition Plan document will be finalised between the parties and Accepted by the Customer as a Document Deliverable at the end of the Planning Phase of the Project.

Until the SaaS Transition Plan is finalised and Accepted by the Customer, the Project Management Plan will constitute the project plan for this Project.

Once the SaaS Transition Plan document has been finalised by the parties during the Configuration Design Stage of the Project, and been Accepted by the Customer, the Accepted final SaaS Transition Plan will be the paramount document detailing the Project Plan (including resources and timing), and will take priority over the other Agreement documents regarding this Project to the extent of any conflict or inconsistency (only).

- b) The Deliverables to be provided are:
 - (i) the Software as a Service;
 - (ii) the DRaaS (as described in Schedule D of the Order Form); and
 - (iii) the Services and Documents described in the Project Plan documents.
- c) Out-of-Scope Services and Deliverables are:
 - (i) the matters described out of scope or excluded in this SOW and the Project Plan documents; and
 - (ii) any matters not included as Deliverables to be provided under the Agreement.
- d) The Customer's ePlanning/ICON software product modules will not be migrated to the Supplier's SaaS as part of the Project, and will remain on the Customer's on-premise platform.

5. Specifications

The Specifications for the Software as a Services are as set out in the following Agreement documents:

- a) the Part B Cloud Module part of the Order Form (Items 56-80;
- b) Schedules A, B & C to the Order Form;
- c) this Statement of Work (including Attachments); and
- d) the Supplier's Documents attached to the Order Form.

In the event of any conflict or inconsistency between the relevant documents, listed above the order of priority of the documents for the purposes of determining the Specifications shall be as listed in Item 23 of the Order Form of the Agreement.

Once the SaaS Transition Plan document has been finalised by the parties during the Configuration Design Stage of the Project, and been approved as a Document Deliverable by the Customer, the approved final SaaS Transition Plan will become the paramount document detailing the SaaS Specifications, and will take priority over the other Agreement documents regarding the Specifications to the extent of any conflict or inconsistency (only).

6. Customer Supplied Items (CSI)

- a) The Customer must have modern commercial grade internet connectivity (including all hardware and software reasonably required to use/access it).
- b) The Customer will provide any CSI set out in the Project Plan documents.

7. Timeframes and Dates for Delivery

The Supplier must deliver the Services and Deliverables in accordance with the dates and timeframes set out in the Project Plan documents.

8. Key Milestones

There are no Key Milestones for the Project.

The Project deliverables and their related dates and timeframes are as set out in the Project Plan documents.

9. Transition-In Services

As set out in Item 32 of the Order Form.

10. Transition-Out Services

As set out in Item 33 of the Order Form.

11. Roles and responsibilities

As set out in the Project Plan documents.

12. Business Contingency Plan

Subject to Item 47 of the Order Form, the Supplier shall maintain a Business Continuity Plan to meet the requirements of AT-C 205 Service Organisation Controls 3 ("SOC 3"), per the SOC 3 audit report provided to Customer on 3rd February 2022, and as updated by the SOC3 re-certification requirements for every renewal period.

13. Project Plan and management

As set out in the Project Plan documents.

14. Stages and methodology

As set out in the Project Plan documents.

15. Acceptance Testing

Acceptance Testing will be conducted as set out in Item 35 and Schedule B of the Order Form.

16. Governance arrangements

As set out in the Project Plan documents.

17. Assumptions and dependencies

The following assumptions and dependencies apply to the Project:

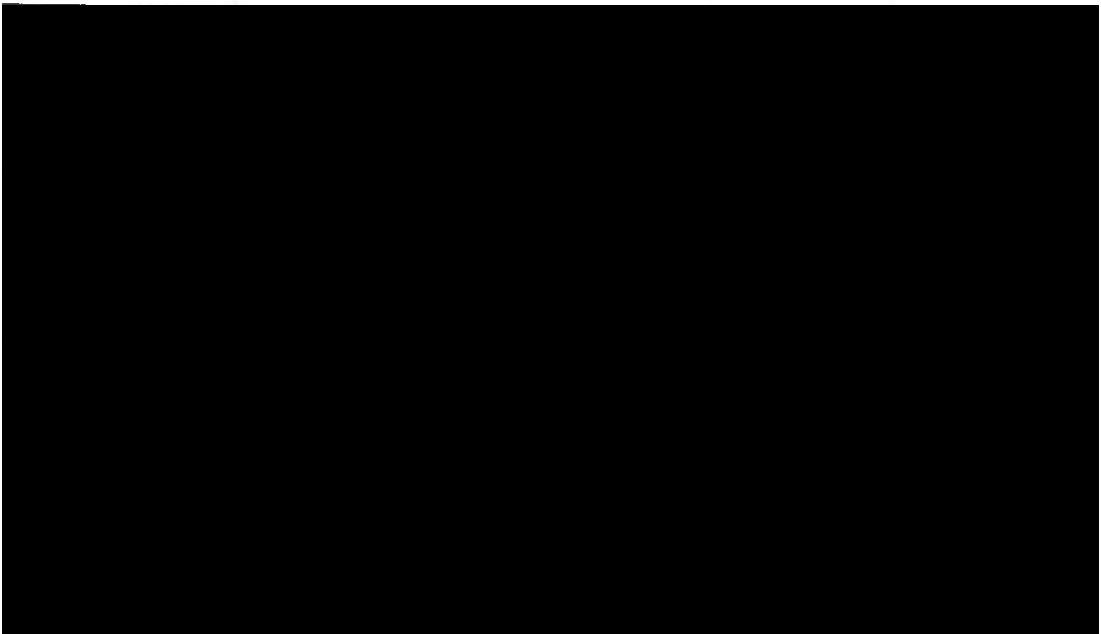
1. For any Services required on-site, the Customer will provide adequate internet connectivity to support the Project's requirements described in the Project Plan documents.
2. The Services do not include any of the following: -
 - a) Any effort associated with altering or modifying interfaces and reports;

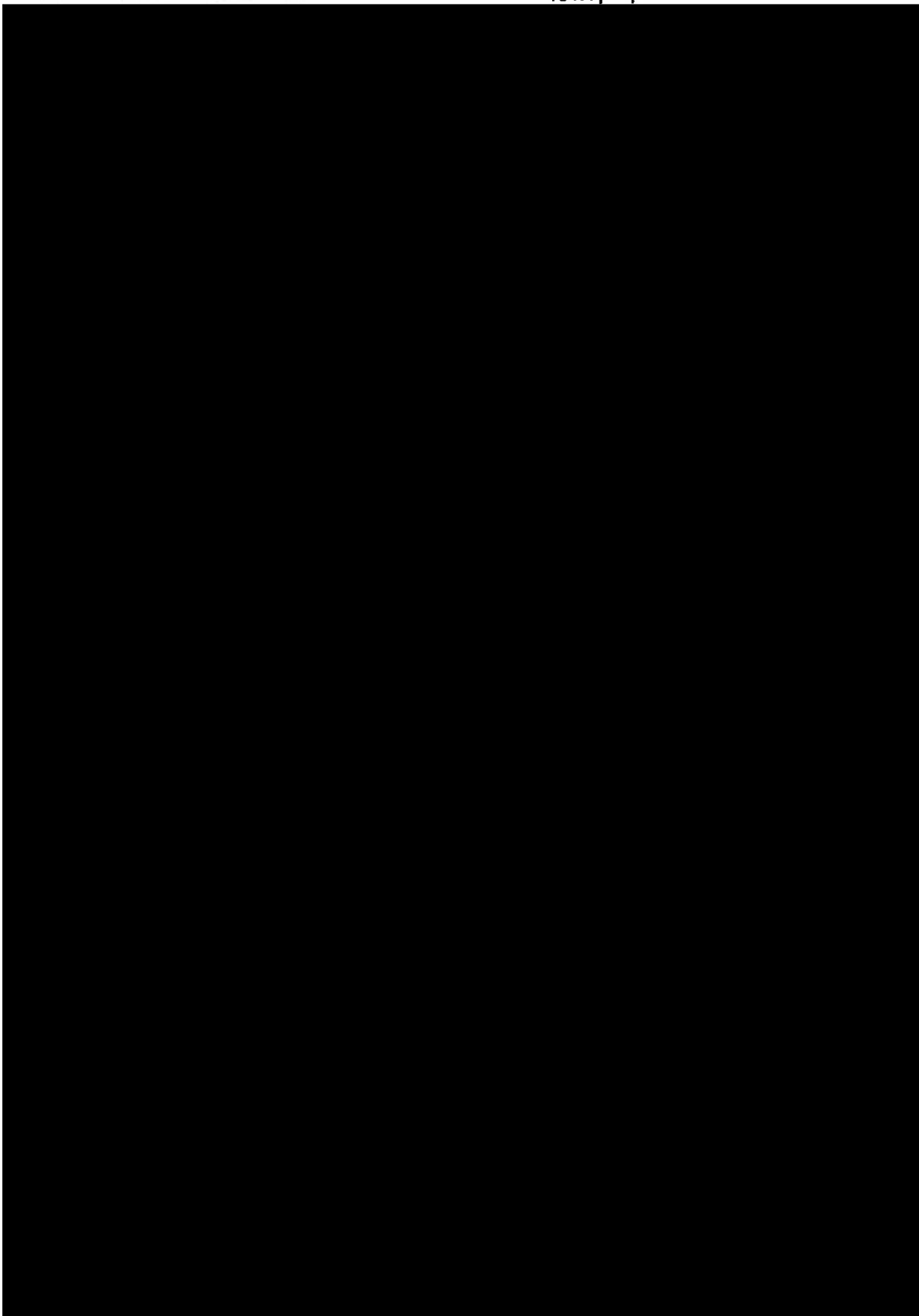
- b) Data recovery services, where the cause of data loss is not due to a failure of the Supplier's SaaS platform infrastructure;
 - c) Any application management or business administration services;
 - d) Integration using direct database calls to or from Supplier's Finance software product using the External Systems interface; and
 - e) Regression testing associated with implementation of application updates.
3. Only the Customer's production environment will be migrated to the SaaS platform.
 4. All changes to the Project Services are to be managed by the Project Managers of the Supplier and the Customer, via the change control procedure in the Agreement.
 5. The migration Services include standard work-flow only. If implementation of customised workflow is required a separate scoping study will be required to identify the extent of work required. Customer acknowledges that this will incur additional costs (to be agreed between the parties at the time) and be subject of a separate SOW.
 6. Configuration of Roles & Workplaces will be limited to the use of shipped configuration, customised Roles & Workplaces are excluded from the scope of the Services to be provided.
 7. Supplier will replicate the same configuration where applicable (following the outcome of the workshops and cloud readiness assessment during the Planning Phase of the Project) for the Customer's Licensed Software on the Software as a Service platform that currently exists in the Customer's on-premise solution database/s.
 8. All the assumptions and dependencies set out in the Project Plan documents.

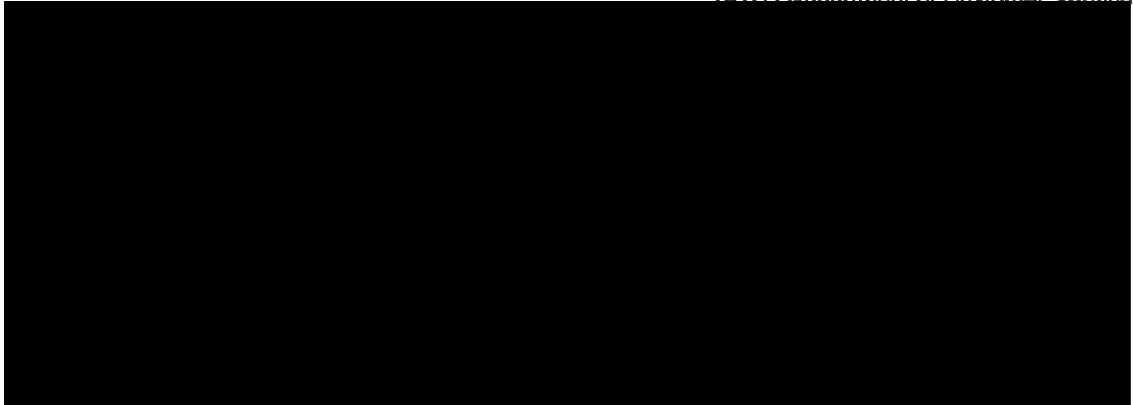
18. Service Level agreement

The SaaS Availability Service Levels are set out in Schedule 2 to the Order Form.

The SaaS issues response and rectification Service Levels are set out in the Supplier's 'Customer Support Guide' document in Annexure A (Supplier's Documents) to the Order Form.







20. Interpretation

Terms in this Statement of Work which are not otherwise defined in this Statement of Work document (and attachments) have the meaning given to them in the Order Form and ICTA.

Attachment A to the SOW

Project Management Plan



SaaS_Project_Management_Plan - temp

[see attached]

