



# **Digital.NSW ICT Purchasing Framework**

## **ICT Agreement (ICTA)**



## Contents

<b>PART A: PRELIMINARIES</b> .....	<b>1</b>
<b>1. Definitions and Agreement documents</b> .....	<b>1</b>
1.1 Defined terms and interpretation .....	1
1.2 Agreement documents.....	1
1.3 Order of precedence.....	2
1.4 Role of the Master ICT Agreement.....	2
1.5 Supplier's Documents.....	2
<b>2. Supplier's acknowledgments</b> .....	<b>3</b>
<b>3. Purchasing Services and/or Deliverables by Order</b> .....	<b>4</b>
3.1 Order Form .....	4
3.2 Electronic execution.....	4
3.3 Additional Orders .....	4
3.4 No exclusivity or minimum commitment .....	4
3.5 Additional Conditions .....	5
3.6 Reseller arrangements .....	5
<b>4. Relationship and governance</b> .....	<b>5</b>
4.1 General .....	5
4.2 Nature of relationship.....	5
4.3 Governance .....	5
<b>5. Term</b> .....	<b>5</b>
5.1 Initial Term .....	5
5.2 Renewal Period .....	6
<b>PART B: SUPPLIER'S ACTIVITIES</b> .....	<b>6</b>
<b>6. Performance of the Supplier's Activities</b> .....	<b>6</b>
6.1 General .....	6
6.2 Customer Supplied Items .....	6
6.3 ICT Accessibility .....	7
6.4 Co-operation with the Customer and Other Suppliers.....	8
6.5 Project management.....	8
6.6 Staged implementation .....	9
6.7 Delays .....	9
6.8 Extension of time .....	10
6.9 Delay costs .....	11
6.10 Site.....	11
<b>7. Transition-In</b> .....	<b>12</b>
7.1 Application .....	12
7.2 Transition-In Plan.....	12
7.3 Transition-In Services .....	13
<b>8. Document Deliverables</b> .....	<b>13</b>
8.1 General .....	13
8.2 Review .....	13
8.3 No obligation.....	14
8.4 User Documentation .....	15
<b>9. Defects</b> .....	<b>15</b>
<b>10. Change Control Procedure</b> .....	<b>16</b>
10.1 Change Requests .....	16

10.2	Process for submitting and agreeing to Change Requests .....	17
10.3	Electronic transactions.....	17
10.4	Acknowledgements.....	18
<b>11.</b>	<b>Personnel .....</b>	<b>18</b>
11.1	Nominated Personnel .....	18
11.2	Replacement of Nominated Personnel.....	19
11.3	Supplier's Personnel.....	19
11.4	Deed of Confidentiality and Privacy.....	20
11.5	Subcontracting .....	20
11.6	Background checks .....	21
11.7	Compliance with employment Laws .....	22
11.8	Non-solicitation .....	22
<b>12.</b>	<b>Compliance .....</b>	<b>23</b>
12.1	Compliance with Laws and directions .....	23
12.2	Policies, Codes and Standards .....	23
12.3	Policy Changes .....	23
12.4	Work health and safety .....	24
12.5	Work health and safety where Supplier's Activities include construction work .....	25
12.6	The environment.....	25
12.7	Conflicts of Interest.....	26
<b>13.</b>	<b>Modern Slavery .....</b>	<b>26</b>
13.1	Compliance.....	26
13.2	Information.....	26
13.3	Modern Slavery due diligence .....	27
13.4	Subcontractors.....	27
13.5	Response to Modern Slavery Incident.....	27
13.6	Termination.....	27
<b>14.</b>	<b>Acceptance Testing .....</b>	<b>28</b>
14.1	General .....	28
14.2	Testing by Supplier.....	28
14.3	Testing by the Customer .....	28
14.4	Effect of failure to meet Acceptance Criteria .....	29
14.5	Effect of Acceptance Certificate .....	30
<b>15.</b>	<b>Performance .....</b>	<b>30</b>
15.1	Performance obligations .....	30
15.2	Service standards and Service Levels .....	31
15.3	Consequences for failing to meet a Service Level .....	32
15.4	Performance reports .....	33
15.5	Performance reviews .....	33
15.6	Notice.....	33
15.7	Meetings .....	33
<b>16.</b>	<b>Liquidated Damages .....</b>	<b>34</b>
<b>17.</b>	<b>Intellectual Property.....</b>	<b>34</b>
17.1	Ownership of Existing Materials .....	34
17.2	Licence to use Existing Materials .....	34
17.3	Ownership of New Materials.....	35
17.4	Customer licence to use Supplier owned New Materials .....	36
17.5	Licence term .....	36
17.6	Supplier Licence to use Customer owned New Materials .....	37
17.7	Third party Intellectual Property Rights .....	37
17.8	Open Source Software .....	37
17.9	Consents and Moral Rights .....	38
17.10	Prohibited activities.....	38

17.11	Additional obligations.....	38
17.12	Warranties and acknowledgements .....	38
17.13	Replacement of Deliverables.....	39
<b>18.</b>	<b>Escrow.....</b>	<b>39</b>
<b>PART C: DATA AND SECURITY .....</b>		<b>40</b>
<b>19.</b>	<b>Customer Data.....</b>	<b>40</b>
19.1	Obligations in relation to Customer Data.....	40
19.2	Security of Customer Data .....	40
19.3	Location of Customer Data .....	41
19.4	Backup of Customer Data .....	41
19.5	Restoration of lost Customer Data .....	41
19.6	Rights to access, use, extract and retrieve Customer Data .....	42
19.7	Record, retention, return and destruction of the Customer Data .....	42
19.8	General .....	43
<b>20.</b>	<b>Privacy .....</b>	<b>43</b>
20.1	Protection and use of Personal Information .....	43
20.2	Data Management and Protection Plan.....	44
20.3	No limitation of obligations.....	44
<b>21.</b>	<b>Security .....</b>	<b>45</b>
21.1	Scope of the Supplier's security obligations .....	45
21.2	Supplier's security obligations .....	45
21.3	Audits and compliance .....	46
<b>22.</b>	<b>Security Incidents .....</b>	<b>47</b>
22.1	Notification of Security Incidents .....	47
22.2	Actions required in relation to a Security Incident .....	47
<b>23.</b>	<b>Confidentiality .....</b>	<b>48</b>
<b>PART D: FEES AND PAYMENT .....</b>		<b>49</b>
<b>24.</b>	<b>Payment and invoicing.....</b>	<b>49</b>
24.1	Price.....	49
24.2	Benchmarking.....	50
24.3	Outcome of benchmarking .....	51
24.4	Invoicing.....	52
24.5	Payment.....	52
24.6	Payment disputes .....	52
24.7	Set off .....	52
24.8	Taxes .....	53
<b>PART E: RISK ALLOCATION AND MANAGEMENT.....</b>		<b>53</b>
<b>25.</b>	<b>Business contingency and Disaster recovery .....</b>	<b>53</b>
25.1	Business contingency .....	53
25.2	Business Contingency Plan .....	53
25.3	Disasters .....	54
<b>26.</b>	<b>Step-in .....</b>	<b>54</b>
26.1	Step-In Rights .....	54
26.2	Conclusion of Step-In .....	56
26.3	No prejudice.....	56
<b>27.</b>	<b>Insurance .....</b>	<b>56</b>
<b>28.</b>	<b>Performance Guarantee and Financial Security .....</b>	<b>57</b>

28.1	Performance Guarantee .....	57
28.2	Financial Security .....	57
28.3	Costs.....	58
<b>29.</b>	<b>Termination.....</b>	<b>58</b>
29.1	Termination for cause by the Customer .....	58
29.2	Termination for convenience by the Customer.....	58
29.3	Consequences of reduction of scope .....	59
29.4	Termination for cause by the Supplier.....	59
29.5	Dispute resolution .....	60
29.6	Survival of rights on termination or reduction in scope.....	60
<b>30.</b>	<b>Suspension.....</b>	<b>60</b>
<b>31.</b>	<b>Transition-Out Services.....</b>	<b>61</b>
31.1	Application of this clause .....	61
31.2	Transition-Out Plan.....	61
31.3	General .....	61
<b>32.</b>	<b>Consequences of expiry or termination .....</b>	<b>62</b>
32.1	Extracting or retrieving Customer Data .....	62
32.2	Confidential Information and intellectual property .....	62
<b>33.</b>	<b>Warranties.....</b>	<b>62</b>
33.1	Mutual warranties .....	62
33.2	General Supplier warranties .....	62
33.3	Warranties in relation to Supplier's Activities.....	63
33.4	Implied warranties.....	63
<b>34.</b>	<b>Indemnities and liability .....</b>	<b>63</b>
34.1	Indemnities .....	63
34.2	Third Party IP Claims.....	64
34.3	Indemnities not affected by insurance .....	64
34.4	Status of indemnities .....	64
34.5	Liability cap .....	64
34.6	Exclusions of liability.....	65
34.7	Application and contribution .....	66
34.8	Mitigation .....	66
<b>35.</b>	<b>Dispute resolution.....</b>	<b>67</b>
35.1	General .....	67
35.2	Escalation .....	67
35.3	Alternative dispute resolution .....	67
35.4	Acknowledgment .....	67
35.5	Costs.....	68
35.6	Continue to perform .....	68
<b>36.</b>	<b>Force Majeure.....</b>	<b>68</b>
36.1	Force Majeure Event .....	68
36.2	Notification and diligence.....	68
36.3	Liability not relieved .....	68
36.4	Prolonged Force Majeure Event.....	69
<b>37.</b>	<b>Reports and audits.....</b>	<b>69</b>
37.1	Records and reports .....	69
37.2	Audits and inspections.....	70
37.3	Conduct of audits and inspections.....	71
37.4	Survival .....	71
<b>38.</b>	<b>Proportionate liability .....</b>	<b>71</b>

<b>PART F: GENERAL PROVISIONS .....</b>	<b>71</b>
<b>39. General .....</b>	<b>71</b>
39.1 Government information .....	71
39.2 Personal Property Securities Act.....	73
39.3 No use of the Customer's name or logo .....	73
39.4 Prior work.....	73
39.5 Entire agreement .....	73
39.6 Variation.....	73
39.7 Survival and merger.....	73
39.8 Severability .....	73
39.9 Waiver.....	74
39.10 Cumulative rights .....	74
39.11 Further assurances.....	74
39.12 Assignment, novation and other dealings .....	74
39.13 Notices .....	75
39.14 Construction.....	75
39.15 Expenses .....	75
39.16 English language .....	75
39.17 Governing Law.....	76
<b>Schedule 1 - Definitions and interpretation .....</b>	<b>78</b>
<b>Schedule 2 - Order Form.....</b>	<b>93</b>
<b>Schedule 3 - Statement of Work Template.....</b>	<b>110</b>
<b>Schedule 4 - Payment Schedule .....</b>	<b>117</b>
<b>Schedule 5 - Change Request Form .....</b>	<b>121</b>
<b>Schedule 6 - Deed of Confidentiality and Privacy.....</b>	<b>122</b>
<b>Schedule 7 - Escrow Deed.....</b>	<b>129</b>
<b>Schedule 8 - Performance Guarantee .....</b>	<b>130</b>
<b>Schedule 9 - Financial Security.....</b>	<b>132</b>

# 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**)

## Background

- A.        The New South Wales Government's Digital.NSW ICT Purchasing Framework (**ICT Purchasing Framework**) is a suite of template documents which sets out standard terms and conditions to be used by Eligible Customers for the procurement of ICT related goods and services.
- 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;
- (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.

### **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).

### **1.5 Supplier's Documents**

- (a) The parties acknowledge that the intent of incorporating any Supplier's Documents into this Agreement, where so agreed, is to supplement and elaborate the detail and specifications of particular Services and Deliverables and not to amend or contradict the terms set out in any of the documents listed in clauses 1.2(a) to 1.2(f).
- (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.

#### **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.

### 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.

### 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 0 (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 0 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 0, 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 incurrence 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 incurrence 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 0 (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

### 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.
- (b) No more than once per annum during the Term and commencing on the first anniversary of the Commencement Date, the Customer may, in its sole discretion, notify the Supplier in writing (**Benchmarking Notice**) that the Customer is seeking to implement a formal independent benchmarking of the cost of the Supplier's Activities in order to consider whether the rates and prices under this Agreement are competitive with the current Australian market for like deliverables and services (**Benchmarking Activities**).
- (c) An independent benchmarker may be agreed between the parties. If the parties cannot agree upon an independent benchmarker within 10 Business Days of the Benchmarking Notice, the Customer may appoint an independent third party benchmarker which the Customer reasonably considers to possess the adequate expertise to carry out the Benchmarking Activities, subject to such third party not being a direct competitor of the Supplier.
- (d) The parties will work together in good faith to expeditiously develop terms of reference which will form the basis of joint instructions for the benchmarker to follow in conducting the Benchmarking Activities. Those terms of reference must, unless otherwise agreed by the parties, be based on the following principles:
  - (i) a "like-for-like" comparison in respect of the Supplier's Activities, conducted by reference to one or both of:
    - A. a "whole of offering" basis in relation to all Services and Deliverables; and
    - B. a product and service category basis; and
  - (ii) appropriate normalisation, including with respect to volumes, method of delivery, quality of service and, in respect of clause 24.2(d)(i)B, taking into account any cross-subsidies offered between different product and service categories.
- (e) The parties will instruct the benchmarker to:
  - (i) conduct the Benchmarking Activities on an objective and independent basis; and
  - (ii) use reasonable efforts to access and rely on recent, accurate and verifiable data in respect of its Benchmarking Activities.
- (f) The parties must ensure that the benchmarker signs a confidentiality deed in favour of the Supplier and the Customer (in a form acceptable to the Customer) prior to undertaking any Benchmarking Activities pursuant to this Agreement.
- (g) Unless otherwise agreed by the parties in writing, the Customer will bear the cost of engaging a benchmarker to undertake the Benchmarking Activities under this clause.



- (h) The parties must each appoint a reasonable number of Personnel to work under the direction of the benchmarker in collecting data necessary for the purposes of the benchmarking exercise.
- (i) The parties agree that the benchmarker may, in its own discretion, determine the information required to carry out the Benchmarking Activities and may carry out the benchmark as he or she sees fit (including by determining the benchmarking methodology).
- (j) The parties must reasonably co-operate with the benchmarker in connection with the Benchmarking Activities carried out under this clause 24.2.

### 24.3 Outcome of benchmarking

- (a) The benchmarker will be required to deliver a benchmarking report (**Benchmarking Report**) to the parties within 60 days of the Benchmarker's appointment, or within such other period as agreed by the parties in writing.
- (b) If the Benchmarking Report concludes that the rates and prices (or certain rates and prices) under this Agreement exceed the rates and prices offered by the current Australian market for comparable goods, services and activities, then the parties must use all reasonable endeavours to agree on an adjustment to the Payment Particulars to reduce the relevant rates and/or prices to align with the conclusions of the Benchmarking Report.
- (c) If the parties are unable to agree on adjustments to the rates and prices in the Payment Particulars in accordance with clause 24.3(b) within 20 Business Days of the issue of the Benchmarking Report, then, subject to the Supplier's rights under clause 24.3(g), the Customer may, acting reasonably, determine the adjustments required to reduce the rates and prices in the Payment Particulars to reflect the conclusions contained in the Benchmarking Report.
- (d) If the Customer determines that an adjustment to the rates and prices in the Payment Particulars is required in accordance with clause 24.3(c), the Customer may issue a notice to the Supplier notifying it of the adjustment (**Adjustment Notice**).
- (e) The parties acknowledge and agree that if an adjustment to the rates and prices in the Payment Particulars is determined under clauses 24.3(b) or 24.3(c), the Payment Particulars will be deemed to have been amended to reflect the relevant adjustment, on and from the date:
  - (i) on which the parties reach an agreement in respect of the adjustment to the rates and prices under clause 24.3(b); or
  - (ii) specified in an Adjustment Notice issued by the Customer under clause 24.3(d), provided that the Customer will not specify a retrospective date in the Adjustment Notice.
- (f) A party may dispute the results of the Benchmarking Report if it reasonably considers that the findings in, and/or the conclusions of, the Benchmarking Report are based on incorrect facts, assumptions or comparisons. Any such dispute must be notified within 20 Business Days of the issue of the Benchmarking Report and must be resolved in accordance with clause 35.
- (g) The Supplier may dispute an Adjustment Notice if it reasonably considers that the adjustment to the rates and prices proposed in that notice are materially inconsistent with the conclusions contained in the Benchmarking Report. Any such dispute must be notified within 20 Business Days of the issue of the relevant Adjustment Notice and must be resolved in accordance with clause 35.

## 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.
- (b) Without limiting clause 27(a), where specified in the Order Form, the Supplier must hold and maintain:

- (i) cyber security insurance with a limit of cover of at least \$20 million in respect of each claim (or such other amount specified in Item 49 of the Order Form), to be held for the duration of the Supplier's Activities; and
  - (ii) insurance that covers Losses that may be suffered as a result of a data security breach or the wrongful disclosure and use of Personal Information by the Supplier or its Personnel.
- (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

### 28.1 Performance Guarantee

If specified in Item 50 of the Order Form, the Supplier must arrange for a guarantor approved in writing by the Customer to enter into an agreement with the Customer in substantially the same form as the document in 0 or such other document reasonably acceptable to the Customer. This Performance Guarantee must be provided to the Customer within 15 Business Days following the Commencement Date or at such other time as specified in Item 50 of the Order Form.

### 28.2 Financial Security

- (a) If specified in Item 51 of the Order Form, the Supplier must provide a financial security in the amount stated in the Order Form and in substantially the same form as the document in 0 or such other document reasonably acceptable to the Customer (**Financial Security**). The Financial Security must be provided to the Customer within 15 Business Days following the Commencement Date or at such other time as specified in Item 51 of the Order Form.
- (b) If the Prices payable for the Supplier's Activities are increased pursuant to this Agreement (including due to a Change Request approved under clause 10), the Customer may, acting reasonably, direct the Supplier to provide additional security in an amount that is proportionate to the increase in Price, and the Supplier must promptly comply with such a direction.
- (c) Subject to its rights to have recourse to the Financial Security, the Customer must release the Financial Security on the sooner of:
  - (i) one year from the date of issue of the Acceptance Certificate for the last Deliverable under the Order Form, or if no Acceptance Tests were required, one year following the termination or expiry of this Agreement (or such other period specified in the Order Documents);
  - (ii) the date the Customer and the Supplier agree in writing to release the issuer of the Financial Security; and

- (iii) the date the Customer notifies the issuer of the Financial Security in writing that the Financial Security is no longer required.

### **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.

## 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.

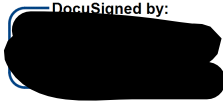

Executed as an agreement:

**Signed for and on behalf of Crown in right of the State of New South Wales acting through Service NSW, an executive agency of the Department of Customer Service, ABN 37 552 837 401 by its authorised representative, but not so as to incur personal liability, in the presence of:**

\_\_\_\_\_  
Signature of witness

\_\_\_\_\_  
Name of witness in full

Date


DocuSigned by:  
  
\_\_\_\_\_  
Signature of authorised representative  
  
  
\_\_\_\_\_  
Name of authorised representative in full

1/10/2022


**Executed by Solista Pty Ltd**


**ABN 26 165 301 879** in accordance with section 127 of the *Corporations Act 2001* (Cth):

  
\_\_\_\_\_  
Signature of Secretary/other Director

  
Name of Secretary/other Director in full

Date 10-Jan-22 | 18:08 AEDT

  
\_\_\_\_\_  
Signature of Director or Sole Director and Secretary

  
Name of Director or Sole Director and Secretary in full

Date 10-Jan-22 | 18:13 AEDT

## 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 0 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 0.

**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 0.

**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 0.

**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
- (i) 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****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
<b>KEY DETAILS</b>			
1.	Customer	Generally Schedule 1	Crown in right of the State of New South Wales acting through Service NSW, an executive agency of the Department of Customer Service  ABN: 37 552 837 401
2.	Customer's Representative	Generally Schedule 1	[REDACTED]
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	Solista Pty Ltd  ABN 26 165 301 879
5.	Supplier's Representative	Generally Schedule 1	[REDACTED]
6.	Notices for the Customer	39.13(b)	Customer's address: Service NSW, 2-4 Rawson Place, Haymarket, NSW 2000  Customer's email: [REDACTED] [REDACTED]
	Notices for the Supplier	39.13(b)	Supplier's address: Level 12, 234 George Street, Sydney NSW 2000  [REDACTED]
<b>TERM</b>			
7.	Commencement Date	5.1 Schedule 1	The Commencement Date is the date on which the Customer Contract is executed by both the Customer and the Contractor.

No	Item	Ref	Description or selection
8.	Initial Term	5.1 Schedule 1	60 months
9.	Renewal Period	5.2 Schedule 1	Not Applicable
	Notice period for renewals	5.2	Not Applicable
<b>ORDERING AND PURCHASING</b>			
10.	Additional Orders	3.3 Schedule 1	Customer can place additional orders only in accordance with the terms set out in Schedule 4 – Payment Schedule
11.	Additional Conditions	3.5 Schedule 1	<p>(i) See Attachment 1</p> <p>As Supplier is a Reseller of the Auth0 Services, Additional Conditions specific to the Auth0 Services are set out in Attachment 1 and its Annexures.</p> <p>(ii) DCS Eligible Customers</p> <p>If any Eligible Customers that are part of the cluster formed by the Customer (as determined by the Department of Premier and Cabinet) require Auth0 Cloud Services from the Supplier, then the Supplier agrees to enter into a separate contract with such Eligible Customers on the same terms provided in this Agreement subject to necessary changes to Pricing to reflect the Services to be supplied to such Eligible Customers, or amendments specifically requested by Auth0, as the manufacturer of the Cloud Services, to address requirements specific to Service requirements at the time.</p>
12.	Reseller arrangements	3.6	<p>(a) Supplier is acting as Reseller of the Auth0 Inc. Cloud Services, Auth0 Inc. Support Services, and Auth0 Inc. Professional Services and the Supplier represents and warrants that (i) the Supplier has the authority to provide these Auth0 Services to the Customer and (ii) the agreement between the Supplier and Auth0 will not restrict or prevent the Supplier from performing all of the Supplier's obligations under this Agreement.</p> <p>(b) In the event that during the Customer's Initial Term for the Auth0 Services:</p> <p>(i) Supplier becomes insolvent or bankrupt, assigns all or a substantial part of its business or assets for the benefit of credits, or permits the appointment of a receiver for its business or assets; and</p>

No	Item	Ref	Description or selection
			<p>(ii) there is a reasonable likelihood that Supplier will no longer be able or available to deliver the Auth0 Services as contracted between Supplier and Customer,</p> <p>Supplier agrees to procure from Auth0 agreement to the following:</p> <p>Customer may seek, for the remainder of Customer’s Initial Term (“Remaining Term”), to either:</p> <p>(i) procure the Auth0 Services through an alternative reseller, or</p> <p>(ii) procure the Auth0 Services directly from Auth0 on Auth0’s then-current standard terms provided that Auth0 may decline to continue making the Auth0 Services available to Customer (itself or through an alternative reseller) in the event:</p> <p>a. providing the Auth0 Services conflicts with laws or</p> <p>b. Customer and/or an alternative reseller is not able to agree to Auth0’s then-current standard terms.</p> <p>If the Customer procures the Auth0 Services for the Remaining Term through an alternative reseller, Auth0 agrees to make the Auth0 Services available at the same pricing to the alternative reseller that Auth0 has agreed to with the Supplier. If the Customer procures the Auth0 Services for the Remaining Term directly from Auth0, Auth0 will make the Auth0 Services available at the same pricing agreed to between the Customer and the Supplier.</p>
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>Schedule 3 - Statement of Work Template (Note: If a Statement of Work is used, this should be included at Annexure B to Schedule 2 (Order Form). The template in Schedule 3 can be used for this purpose).</p> <p><input checked="" type="checkbox"/> Schedule 4 - Payment Schedule</p> <p><input checked="" type="checkbox"/> Schedule 5 - Change Request Form (Note: The Change Request Form should be included for all Orders. However, note that, if approved by the Customer, an alternate form to the default provisions in Schedule 5 may be used).</p> <p><input type="checkbox"/> Schedule 6 - Deed of Confidentiality and Privacy</p> <p><input type="checkbox"/> Schedule 7 - Escrow Deed</p> <p><input type="checkbox"/> Schedule 8 - Performance Guarantee</p> <p><input type="checkbox"/> Schedule 9 - Financial Security</p>

No	Item	Ref	Description or selection
	Modules	1.2(c)	<p>[Identify the Module(s) which apply by selecting the relevant box or boxes.]</p> <p><input checked="" type="checkbox"/> Cloud Module</p> <p><input type="checkbox"/> Services Module</p> <p><input type="checkbox"/> Software Module (Non-Cloud)</p> <p><input type="checkbox"/> Hardware and Other ICT Deliverables Module</p>
<b>SUPPLIER'S ACTIVITIES</b>			
14.	Scope	Generally	See Schedule 3 – Statement of Work
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 type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>
	Site location		Not Applicable
	Physical delivery		Not Applicable
	Requirements for attendance at the Site		Not Applicable
17.	Policies, Codes and Standards	12.2 Schedule 1	<p>The Supplier must comply with:</p> <p>a. the NSW Procurement Policy Framework published at <a href="https://buy.nsw.gov.au/policy-library/policies/procurement-policy-framework">https://buy.nsw.gov.au/policy-library/policies/procurement-policy-framework</a> in so far that it relates to the Supplier's Activities;</p> <p>b. the Supplier Code of Conduct published at <a href="https://buy.nsw.gov.au/policy-library/policies/supplier-code-of-conduct">https://buy.nsw.gov.au/policy-library/policies/supplier-code-of-conduct</a>;</p> <p>c. the NSW Government Cyber Security Policy published at <a href="https://www.digital.nsw.gov.au/policy/cyber-security-policy">https://www.digital.nsw.gov.au/policy/cyber-security-policy</a> in so far as it relates to the Supplier's Activities</p>



No	Item	Ref	Description or selection
			<p>Advice on the Auth0 resources at your disposal for your implementation and beyond</p> <p>Ongoing guidance for how-to questions and best practices</p> <p>Keep you updated on new features</p> <p>Serve as your advocate and voice internally at Auth0</p>
			<p>Solution Architect (Professional Services)</p> <p>Auth0 Solution Architects are identity and access management subject matter experts, guiding our customers from concept to a successful launch and beyond through project-based engagement.</p> <p>A PS Solution Architect will work with you to map out your identity goals, desired outcomes and align those with the required Auth0 capabilities, solution architecture, technical designs &amp; best practices to help you get there successfully. They are passionate technologists who are up-to-date on the latest cloud and hybrid stacks, can dive into code, and love nothing more than applying their Auth0 and identity skills to a customer challenge.</p>
19.	Deed of Confidentiality and Privacy	11.4(a) Schedule 1	Not Applicable
20.	Permitted subcontractors	11.5(a)	Subcontracting permitted on written acceptance by Customer. No Subcontracting planned initially.
21.	Subcontractor deed	11.5(j)	Yes, if Subcontractor is required.
	Additional subcontractor procurement policy requirements	11.5(k)	Not Applicable



No	Item	Ref	Description or selection
22.	Background checks	11.6(b)	Not Applicable
	Timeframes and time for background checks		Not Applicable
<b>PERFORMANCE AND DELIVERY</b>			
23.	Timeframes and requirements for performance	6.1	See Schedule 3 – Statement of Work
	Specifications	6.1 Schedule 1	Not Applicable
24.	Service Levels	15.2 Schedule 1	See Schedule 3, 18. Service Level Agreement
25.	Performance reports	15.4(a)(iii)	Performance reports can be shared based upon a mutually agreed interval between Customer and the Auth0 account team.
	Additional performance reporting requirements	15.4(c)	Requests for performance reports outside of the mutually agreed interval must be requested at least 5 business days in advance.
	Performance reviews	15.5(a)	Performance review can be conducted based upon a mutually agreed interval between Customer and the Auth0 account team.
26.	Meetings	15.7(a)	Customer will have access to an Auth0 account team (Account Executive and Technical Account Manager). Meetings dates, times and recurring intervals can be arranged with the account team.
27.	Project Plans	6.5(b)	See Schedule 3 section 13 Project Plan and Management.
	Other Plans	Schedule 1	Not Applicable
28.	Stages	6.6(a) Schedule 1	See Schedule 3 section 14 Stages and Methodology.
	Project methodology	6.6(e)	See Schedule 3 section 14.

No	Item	Ref	Description or selection
	Costs of removing any Stage(s)	6.6(d)	Pricing is fixed as per the Pricing Schedule, with the exception of the monthly CIAM Optimisation schedule, which is optional, and can be renewed on an annual basis at Customers request. There is no additional cost if Customer does not renew.
29.	Liquidated Damages	16(a) 16(b) Schedule 1	Not Applicable
30.	Governance Framework	4.3	Not applicable
31.	Customer Supplied Items	6.2 Schedule 1	Not applicable
	Date for provision of CSI		Not applicable
	CSI requirements		Not applicable
	Supplier's costs for CSI and time for payment		Not applicable
32.	Transition-In Plan	7.2 Schedule 1	See Schedule 3 section 9. Transition-In Services
	Transition-In Services	7.3 Schedule 1	See Schedule 3 section 9. Transition-In Services
33.	Transition-Out Services	31.1 Schedule 1	See Schedule 3 section 10. Transition-Out Services
	Transition-Out Plan	31.2 Schedule 1	See Schedule 3 section 10. Transition-Out Services
	Transition-Out Period	31.3 Schedule 1	The period commencing on the expiry of termination of this Agreement and continuing for six months.
34.	User Documentation	8.4(a)	Documentation is available at <a href="https://auth0.com/docs/">https://auth0.com/docs/</a>

No	Item	Ref	Description or selection
	Format for the User Documentation	8.4(c)	Not applicable
35.	Acceptance Testing	14 Schedule 1	See Schedule 3 section 15 Acceptance Testing.
		14.1	Not applicable
		14.2 Schedule 1	See Schedule 3 section 15 Acceptance Testing.
36.	Warranty Period	9	Not Applicable
		Schedule 1	
<b>INTELLECTUAL PROPERTY</b>			
37.	Ownership of Existing Materials	17.1	Not Applicable
	Licence to use Existing Materials	17.2	Not Applicable
		17.5	
	Ownership of New Materials	17.3	Not Applicable
	Licence to use New Materials	17.4	Not Applicable
17.5			
Third party Intellectual Property Rights	17.7	Not Applicable	
38.	Escrow	18	Not Applicable
	Escrow Materials	18 Schedule 1	Not Applicable
<b>DATA AND SECURITY</b>			
39.	Location of Personal Information	20.1(a)(iv) Schedule 1	Neither Supplier nor Auth0 has control over the nature, scope, or origin of, or the means by which Customer acquires, Personal Data Processed by the Cloud Services. Neither Auth0 nor Supplier will transfer any Customer Data outside of the AWS zone below without prior written consent of the Customer. Auth0 personnel may access Customer Data from any location to the extent necessary for purposes of providing the Support Services subject to complying with the Data Location Conditions.
	Data Location Conditions	19.3(b)	AWS ap-southeast-2 availability zone, which is hosted in Australia

No	Item	Ref	Description or selection
		Schedule 1	
40.	Security obligations, standards and Information Security Requirements	19.2 21.2	The Cloud Services provided under the Cloud Module, and the Professional Services provided under Professional Services Module will be ISO 27001 compliant
	Security certifications	21.2(e)	Not Applicable
	Security audits	21.3 Schedule 1	Not Applicable
41.	Backup of Customer Data	19.4	The Customer Data will be backed-up every 6 hrs, in accordance with the terms of the Auth0 Inc, Identity Management Platform Subscription Agreement
	Retention of Customer Data	19.7	Customer Data will be retained in the Auth0 Platform. In accordance with the terms of the Auth0 Inc, Identity Management Platform Subscription Agreement, Customer may export Customer Data from the Auth0 Platform at any time during the term of this Agreement, using the Auth0 Platform's functionality. Customer is solely responsible for its data retention obligations with respect to Customer Data. Customer may delete Customer Data on its Tenants at any time.
42.	Security Incident	22.2(a) Schedule 1	Refer to Additional Conditions - Attachment 1 in respect of Auth0 Services.
<b>FEES AND PAYMENT</b>			
43.	Payment Particulars	24.1(a)	See Schedule 4 - Payment Schedule
	Price model (exception)	24.1(b)	See Schedule 4 - Payment Schedule
44.	Benchmarking	24.2	Not Applicable
45.	Invoicing timeframes	24.4(a)	Not Applicable
46.	Payment requirements and invoicing	24.5(a)	Not Applicable
	Time for payment	24.5(a) Schedule 1	Not Applicable
	Purchase order number and Agreement reference number for Correctly Rendered Invoices	Generally	Contract reference number DICT/ 738 to be used in all invoices
	Supplier's nominated bank account	24.5(a)(i)	Solista Pty Ltd BSB: 062-032

No	Item	Ref	Description or selection
			Acc : 1029 5329
<b>RISK ALLOCATION AND MANAGEMENT</b>			
47.	Business Contingency Plan	25.2(a) 25.2(b)(iii) 25.2(d)	Auth0 Business Continuity Plan is available upon request.
48.	Step-In Rights	26	The Customer may not exercise Step-in Rights
49.	Insurance	27(a)	(i) Public Liability Insurance: \$20M (ii) Product Liability Insurance: \$20M (iii) Workers Compensation as required by Law (iv) Professional Indemnity Insurance: \$20M
	Cyber security and other insurances	27(a) 27(b)	Cyber security insurance: \$10M
50.	Performance Guarantee	28.1	Not Applicable
51.	Financial Security	28.2	Not Applicable
52.	Termination for convenience	29.2(b)(ii)B	Not applicable
53.	Limitation Amount	34.5(b)	In respect of Supplier Services (other than Auth0 Services) the Limitation Amount is \$20 million.  In respect of Auth0 Services, the Limitation Amount will be the total fees paid by Customer under this agreement in the 12 months prior to the liability arising as set out in the Additional Conditions - Attachment 1, clause 10.2.
	Alternate approach to uncapped liability	34.5(c)	In respect of Supplier Services (other than Auth0 Services) - liability in relation to the indemnity under clause 34.1(b) (except to the extent it relates to breach of the Customer's Confidential Information under clause 23) is limited to \$10 million.  In respect of Auth0 Services - Refer to Additional Conditions – Attachment 1, clause 10.3.3.
	Non-excluded Losses	34.6(b)(ii)	Not Applicable
54.	Alternative dispute resolution	35	Not Applicable

No	Item	Ref	Description or selection
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
<b>SCOPE</b>			
56.	Cloud Services	1.1	<p>A single deployment of a Private Performance Environment and a Replicated Private Performance Environment. Both environments are a high availability cluster hosted in a single region of the Auth0 dedicated cloud service with input over upgrade timing/cadence. Allows traffic up to 500rps and a standard SLA of 99.99%.</p> <p>The Private Performance Environment Includes one development environment that provides a low capacity non-production environment hosted within a single region in the Auth0 dedicated cloud service, intended for development or testing environments only. No uptime SLA included, No control over updates, No guaranteed requests per second (RPS).</p> <p>Quantity refers to External users. External Users means usage with Enterprise, Social, Database, Passwordless and Custom connection types; excludes employee users. Connection types listed at <a href="https://auth0.com/docs/identityproviders">https://auth0.com/docs/identityproviders</a> . Active User quantity means each user that has authenticated at least once within a calendar month.</p> <p>All references in this Agreement to the Private Performance Environment will also include the Replicated Private Performance Environment unless expressly stated otherwise.</p> <p>Any reference to the "Performance PSaaS Instance (x2)" means both the Private Performance Environment and Replicated Private Performance Environment.</p>
57.	Services Period	1.3	60 Months
58.	Unilateral Variation	1.4	Default Applies
	Form of, and medium for, notice of a Unilateral Variation	1.4(c)	See section 2.7 Technology Improvement, of the Attachment 1 Auth0 Inc, Identity Management Platform Subscription Agreement,
59.	Dates for Delivery	2.1(a)	Cloud Service will be available on provisioning, approximately 4 weeks after contract execution

No	Item	Mod ref	Description or selection
			Documentation available at <a href="https://auth0.com/docs/">https://auth0.com/docs/</a>
	Third Party Components	2.1(a)(iii) Annexure A	Not Applicable
	Date for provision of access codes	2.1(b)	Cloud Service will be available on provisioning, approximately 4 weeks after contract execution.
60.	Scope of licence	2.2(b)	Default applies
61.	Permitted Purpose	2.2(b)(v) Annexure A	Not Applicable
<b>LICENSING MODEL AND TERMS</b>			
62.	Licensing model	2.3(a)	See Schedule 4 - Payment Schedule
	Licensing terms	2.3(b) 2.3(c)	See Schedule 4 - Payment Schedule
63.	Permitted Users	2.3(b) Annexure A	See Schedule 4 - Payment Schedule
64.	Data backups by the Customer	2.5(a)	Backup cycles for Private Cloud Services will be at least the same as for Auth0 public cloud services (currently every 6 hours)
	Data backups by the Supplier	2.5(b)	Backup cycles for Private Cloud Services will be at least the same as for Auth0 public cloud services (currently every 6 hours),
65.	Records of usage and audits	2.6	Auth0 will provide Customer with copies of its ISMS Standards certifications applicable to Auth0's provision of Cloud Services, upon request by Customer. Auth0 will in addition provide such information regarding its information security systems, policies and procedures as Customer may reasonably request relating to Customer's due diligence and oversight obligations under applicable laws and regulations. Auth0 does not allow customers to perform their own audits.


No	Item	Mod ref	Description or selection
66.	Additional Conditions - Cloud Services terms	2.7	See Attachment 1: Auth0 Identity Management Platform Subscription Terms
67.	Restrictions	3(a)	See Attachment 1, Annexure A: Acceptable Use Policy
68.	Primary and Secondary Data Centres	4.3(a) 4.4(a)	Auth0 Private Cloud environment will be configured in the customer's preferred AWS region which will be the ap-southeast-2 availability zone, which is hosted in Australia. No Customer Data will be transferred outside of this AWS zone without prior written consent of the Customer. Auth0 personnel may access Customer Data from any location to the extent necessary for purposes of providing the Support Services and subject to compliance with the Data Location Conditions.
69.	Remote access to Customer Data	4.3(b)	<p>Most Auth0 employees have no access to the customer data storage system. However, as with any service provider, Auth0 has an engineering team that is responsible for the administration and maintenance of this data storage system, and as a result, require administrative privileges to all aspects of the database to ensure the reliability of the service.</p> <p>Auth0 does not take these responsibilities lightly and has put numerous security controls in place to ensure that administrators are only acting within their job role and responsibilities with proper authorization. All access requests to the customer data store are submitted through our internal access management and provisioning system, which requires approval from the employee's manager and the security organization before being provisioned.</p> <p>These access grants are reviewed quarterly as part of our risk management framework to ensure that users have an ongoing business justification to maintain their account. Engineers must then use a VPN connection secured with SSO and MFA in order to establish connection to the database. To ensure customer data is further protected, Auth0 encrypts sensitive information within the database using AES-256-GCM or bcrypt with the per-tenant encryption key stored in a secure KMS where no Auth0 employee can extract the key.</p> <p>Auth0 engineers will not access customer data unless absolutely necessary to provide support to that customer. This is ensured by auditing access and operations performed on the database and logged to our SIEM tool, which is monitored 24x7x365 by an eyes-on-glass managed security service and on-call security team.</p> <p>Any access to customer data would be reviewed as part of standard operating procedures and verified to be in connection with a customer-initiated request. Inappropriate database access would be subject to Auth0's disciplinary process up to and including termination of employment.</p>



No	Item	Mod ref	Description or selection
70.	Notice of change to location of data centres	4.4(a)	6 months
71.	Excluded locations	4.4(b)	Outside Australia
72.	Media decommissioning	4.5(a)(ii)	Not Applicable
<b>SUPPORT AND TRAINING SERVICES</b>			
73.	Support Services	5.1 5.3	The 'Premier Support Services' will be provided by Auth0, the provider of the Cloud Services. Full details are set out in Annexure B of Attachment 1.
74.	Support Period	5.2 Annexure A	60 Months
75.	Help desk	5.4	Support hours are 7x24x365. Full details are set out in Annexure B of Attachment 1.
76.	Training Services	6.1	<b>Training (As Necessary)</b> At Customer request, up to 4 days of consulting services may be replaced with 4 Private Virtual Class for up to 8 staff. Each Private Virtual Class is delivered over 6 hours, remotely. The SA will assist with scheduling training. The description of Virtual Classes is available upon request.
77.	Training Reports	6.2	<b>Training (As Necessary)</b> At Customer request, up to 4 days of consulting services may be replaced with 4 Private Virtual Class for up to 8 staff. Each Private Virtual Class is delivered over 6 hours, remotely. The SA will assist with scheduling training. The description of Virtual Classes is available upon request.
<b>GENERAL</b>			
78.	Additional/ancillary Deliverables and Services	7.1	The following Optimisation Service is optional for the Customer and will only be provided upon request and written confirmation from the Customer in addition to the Agreement.  <b>Solista Monthly CIAM Optimisation Service (Recommended)</b>  The Auth0 Optimisation Service offering is designed to provide Customer with an ongoing health check, optimisation of the design and implementation of Auth0 in their environment.

No	Item	Mod ref	Description or selection
			<p>The service offering includes consulting services delivered either onsite or remotely. The actual delivery logistics will be agreed upon with the Customer and will depend upon Solista and Customer resources availability and time frame.</p> <p>A Solista Senior Consulting Engineer will deliver the consulting engagement upon mutual agreement that the pre-requisites for project initiation have been met. Activities typically include the following, as time allows:</p>
79.	Records	8	Not Applicable
80.	Operating procedures	9(a)(iv)	<p>As referenced in the User Documentation:</p> <p><a href="https://auth0.com/docs/">https://auth0.com/docs/</a></p>

### Annexure A to Order Form – Supplier's Documents

	<p><b>Guidance note:</b> Any documents which the parties agree to incorporate as Supplier's Documents pursuant to the process set out in clause 1.5 should be set out here. For clarity, they should not be characterised as Additional Conditions.</p>
---	---

## 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).

## Schedule 3 - Statement of Work Template

### 1. Statement of Work Details

- (a) Statement of Work Name: CIAM Deployment.
- (b) Statement of Work Number: CIAM001
- (c) Purchase Order Number and Agreement reference (where available): [Insert].

### 2. Revision History

Version	Status	Date	Prepared By	Comments
██████	██████████	██████████	██████████	██████████
██████	██████		██████	██████████
██████	██████			
██████				
██████				
██████				
█	██████	██████████	██████	██████████
█	██████	██████████	██████████	██████████
█	██████████	██████████	██████████	██████████ accepted or rejected.

### 3. Introduction and overview of the Supplier's Activities

The services offered are designed to provide Auth0 customers with a simple, pragmatic, and cost-effective approach to architecting, implementing, and using Auth0 in their environment in the most effective way in the shortest period of time.

The service offering includes consulting services delivered remotely. The actual delivery logistics will be agreed upon with the Customer and will depend upon Auth0 and Customer resources availability and time frame.

### 4. Services and Deliverables

The following activities are included in the scope of works.

#### Consulting

The assigned Solutions Architect (SA) will deliver consulting engagements upon mutual agreement that the pre-requisites for project initiation have been met. Activities typically include some of the following, as time allows:

#### Architecture Discovery and Planning Session

This discovery and planning session is typically delivered remotely prior to the onsite engagement. The Solutions Architect will meet with Customer Executive Stakeholder to:

- Validate Customer Business Objectives with respect to Identity and Access Management.

The Solutions Architect will further meet with Customer Application Owner, Customer Application Architect and Customer Security Architect to:

- Gather information about Customer environment, as well as Customer security and identity requirements (Discovery Checklist will be provided ahead of time)
- Plan architecture design, deployment and configuration roll-out
- Determine key architectural design decisions that may affect other implementation details
- Plan adoption phases and milestones, including post-implementation Healthcheck sessions
- Plan training sessions delivery

### **Architecture Design and Implementation Assistance**

Once the Architecture Discovery and Planning Session is completed and upon mutual agreement that the pre-requisites for the implementation phase have been met, the Solutions Architect will deliver the following, as time allows:

- Provide identity management scenario guidance
- Provide a pair programming session to initiate the identity implementation solution
- Assist with the implementation solution as needed
- Provide a list of recommendations to take Auth0 deployment to the next level
- Provide knowledge transfer on
  - Security Principles and Practices
  - Identity and Access Management
  - Architecture and Design Best Practices
  - Automation and Controls
- Provide knowledge transfer on all aspects of product deployment, configuration, and usage
- Provide knowledge transfer on organizational alignment best practices.

### **Remote Healthcheck Consulting Engagements**

Additionally, the Solutions Architect will deliver five (5) Healthcheck engagements approximately every two months after the completion of the activities listed above, for one or more Application teams. The Healthcheck activities typically include some of the following:

- Review the progress of deployment and configuration roll-out
- Review the adoption phases and milestones achieved
- Review Application configurations and API configurations
- Review Rules and their completeness and consistency
- Review performance of the managed applications
- Review the Dashboard and reports, as needed
- Review Password Policy, Anomaly Detection, and other security-related requirements, as needed
- Review regulatory and compliance requirements, as needed
- Review third-party services, as needed
- Provide a list of recommendations to take Auth0 deployment to the next level
- Provide knowledge transfer on all aspects of product deployment, configuration, and usage.

**Milestone 1 - At the end of 30 days** from the beginning of the engagement, the following outcomes are expected to be achieved, provided that all Pre-requisites and Assumptions listed below are met:

- Architecture Discovery and Planning Session were completed
- Identity solution is implemented for the primary target applications and is deployed to PreProduction environment
- Basic Rules are defined
- Product training has been attended by Customer teams involved in the implementation and maintenance of the Auth0 platform
- At least one Auth0 Subject Matter Expert (SME) has been trained and enabled to own relevant

- Identity and Access Management design decisions for the Customer
- Training materials have been made available to all users at a Customer organization.

**Milestone 2 - At the end of 60 days** from the beginning of the engagement, the following outcomes are expected to be achieved, provided that all Pre-requisites and Assumptions listed below are met:

- Identity solution implemented for the majority of target applications and is deployed to Production environment
- Basic and advanced Rules meeting Customer Identity and Access requirements are defined
- Configuration of Dashboards is completed
- Customer made recordings of the Auth0 training session available to users within their organization for self-study
- All users are trained on deploying and configuring Auth0 to solve Customer Identity and Access requirements.

**Milestone 3 - At the end of 90 days** from the beginning of the engagement, the following outcomes are expected to be achieved, provided that all Pre-requisites and Assumptions listed below are met:

- Business goals agreed upon with Customer's executive stakeholders during the Architecture Discovery and Planning Session are achieved.

#### **Milestone 4 – target timeframe of March 2022**

1. Auth0 to provide clarity on the solution for both features with a target timeframe of March 2022. This should include, but not be limited to, a detailed specification of the solution for sub generation and PPID provision.

#### **Milestone 5 – target timeframe of June 2022**

1. Auth0 to allow the sub to be populated by Service NSW (i.e. "sub generation"). The sub should therefore no longer be a reserved claim anymore.
2. Auth0 to comply with OIDC specification for PPID, as outlined in section 8 and 8.1 (see for details [https://openid.net/specs/openid-connect-core-1\\_0.html#SubjectIDTypes](https://openid.net/specs/openid-connect-core-1_0.html#SubjectIDTypes)) to support the usage of pairwise subject identifiers (i.e. "PPID provision").

#### **Training (As Necessary)**

At Customer request, consulting services may be replaced with 4 Private Virtual Class for up to 8 staff. Each Private Virtual Class is delivered over 6 hours, remotely. The SA will assist with scheduling training. The description of Virtual Classes is available upon request.

---

## **5. Specifications**

*Not Applicable*

---

## **6. Customer Supplied Items (CSI)**

*Not Applicable*

---

## **7. Timeframes and Dates for Delivery**

The Supplier **must deliver the Services and Deliverables in accordance with the Dates for Delivery set out in the below table.**

Deliverable/Service	Timeframe and Date for Delivery
Milestone 1 (1/9/2021 start date)	At the end of 30 days 1/10/2021
Milestone 2 (1/9/2021 start date)	At the end of 60 days 31/10/2021
Milestone 3 (1/9/2021 start date)	At the end of 90 days 30/11/2021

## 8. Key Milestones

The following dates constitute Key Milestones:

Key Milestone ID	Key Milestone	Date (based on 1/9/2021 start date)
Milestone 1	At the end of 30 days	1/10/2021
Milestone 2	At the end of 60 days	31/10/2021
Milestone 3	At the end of 90 days	30/11/2021

---

## 9. Transition-In Services

The Auth0 account and service delivery team will liaise with the Customer to schedule the setup of the Auth0 private cloud after contract execution.

---

## 10. Transition-Out Services

Scheduling for decommissioning the Auth0 private cloud will be arranged after notification from the Customer.

All user data, with the exception of password hashes, can be accessed at any time by the Customer using the management APIs. Any requests related to password hashes must be submitted via a support ticket. Supplier agrees to provide an estimate of the time of delivery of a hashed password file request within 12 hours of receipt of the support ticket. Supplier will exercise commercially reasonable efforts to provide a requested hashed password file within 72 hours of receiving the support ticket request.

---

## 11. Roles and responsibilities

Please see no.18 Nominated Personnel

---

## 12. Business Contingency Plan

Auth0 Business Continuity Plan is available upon request.

---

## 13. Project Plan and management

During the initial stages of the "Architecture Discovery and Planning Session" phase of the project, a high level project plan using the agile project methodology will be developed in conjunction with Service NSW. Samples are available upon request.

---

## 14. Stages and methodology

During the initial stages of the “Architecture Discovery and Planning Session” phase of the project in conjunction with the development of a project plan (See Schedule 3 Section 13 – Project Plan and Management) the remaining stages or phases will be developed and agreed upon between Solista and Service NSW. It is assumed that an agile project methodology will be used as the nature of the technology stack, resources including developers and system integration and technology touch points will lend itself to an agile or CI/CD delivery approach. Samples are available upon request.

---

## 15. Acceptance Testing

During the “Architecture Discovery and Planning Session” phase of the project, an acceptance test plan will be developed in conjunction with Service NSW. The test plan will cover off a number of use cases and functional or non-functional requirements that will be developed and relevant to Service NSW. Samples are available upon request.

---

## 16. Governance arrangements

Not Applicable

---

## 17. Assumptions and dependencies

- Customer will have Pre-Production environment replicating Production, with the ability to generate load representative of the load in Production.
- Customer agrees to commit Application Architects and Application Security Architects responsible for the Applications to be managed to work with Auth0 Solutions Architect for the duration of the engagement.
- Customer agrees to commit the appropriate technical resources for the duration of the delivery engagement, including the technical resources with login access to all servers and systems to be configured.
- Customer agrees to assign a Technical Project Manager to be the point person to work with Auth0 Solutions Architect and help coordinate the delivery of Activities.
- Customer agrees to attend regular status review meetings with Auth0 Solutions Architect, as needed.
- Up to 10% of consulting time (20 hours) may be utilized towards Project Management with this Services Offering. Additional consulting hours may be utilized towards project management, as needed.
- Travel and expenses for onsite Activities are included in the price of this offering and will not be billed separately. Remote Activities will be delivered using Zoom.
- The recommendation regarding onsite vs remote services delivery comes from best practices in the field and is of advisory nature only. The actual delivery logistics will be agreed upon with the customer and will depend upon Auth0 and customer resources availability.
- The engagement must be scheduled at least twenty one (21) days in advance.
- Days not used within one hundred and eighty days (180) following the date of the full execution of the ordering document with which this services offering description is associated will expire without right of refund.

---

## 18. Service Level agreement

This “**Service Level Description**” contains Auth0’s Service Levels for the Cloud Services provided by Auth0 to Customer pursuant to the ICTA between the Customer and the Supplier (the “**Agreement**”).



## 1. Definitions

Except as otherwise expressly defined in this Service Level Description, capitalized terms have the meaning ascribed to them in the Agreement. For the purposes of this Service Level Description, the following capitalized words and phrases are ascribed the following meanings:

“**Available**” means that the Core Services of the Auth0 Platform, in the form provided by Auth0, respond to Customer API Calls in such a manner that results in a Successful Minute; “**Availability**” has the corresponding meaning.

“**Core Services**” means the Auth0 User Authentication and Machine to Machine Authentication Services of the Auth0 Platform.

“**Customer API Call**” means a call by Customer or Customer’s End Users to an Auth0 Core Service API in a Customer Tenant.

“**Downtime**” means any period of time in which the Core Services are not Available. “Downtime” specifically excludes any time in which the Auth0 Platform is not Available because of: (a) emergency maintenance, (b) Force Majeure Events, (c) load or penetration testing by Customer, or (d) usage of alpha, beta, or other non-generally available features or services.

“**Failed API Call**” means a Customer API Call that (a) returns an error, or (b) is received by Auth0 but results in an unreturned call. “Failed API Calls” exclude: (i) failed Customer API Calls due to client-side application errors outside of Auth0’s control, such as calls to: (1) a custom database, (2) third-party IdPs, (3) Rules, Hooks or Actions, (4) non-Core Service Auth0 extensibility points, and (5) features not strictly required for a Customer API Call, and (ii) Customer API Calls that do not reach Auth0 Core Services (e.g., due to government firewalls or IP blocking).

“**Machine to Machine Service**” means that part of the Auth0 Platform used to authenticate and authorize applications, rather than End Users.

“**Monthly Subscription Fees**” means the annual subscription Fees specified in the applicable Sales Order, pro-rated on a monthly basis.

“**Successful Minute**” means a minute in which Auth0 is not repeatedly returning Failed API Calls and includes minutes in which no Customer API Calls were made.

“**User Authentication Service**” means that part of the Auth0 Platform used to manage all aspects of Customer’s End User identity authentication, such as when an End User logs in to the Customer applications, signs up, logs out, and accesses APIs.

## 2. Service Levels

**2.1. Service Level Standards.** During the Subscription Term, Auth0 will maintain in each month the average Availability for the Core Services of at least 99.99% (“**Availability Service Level %**”).

**2.1.1. Determination of Availability Service Level Percentage (%).** The average Availability in Customer’s Tenants in each month will be measured and monitored from Auth0’s facilities and calculated using the following formula:

**Availability Service Level % = (total minutes per month – Downtime (in minutes)) / (total minutes per month).**

**2.2. Service Level Credits.** If Auth0 fails to meet the Availability Service Level %, Customer will be eligible to request a credit, calculated as follows (the “**Service Level Credits**”):

**2.2.1. Credits for Service Availability Level % Failure.** If Auth0 fails to meet the Availability Service Level % during any given month, and Customer requests a Service Level Credit per Section 2.5 below, then Supplier will provide Customer with a Service Level Credit equal to the percentage of the Monthly Subscription Fees for the month in which the service level failure occurred, corresponding to the Availability Level specified in the “Service Level Credits” table below. Each Service Level Credit will be paid by Supplier to Customer by way of a credit on the next invoice submitted by Supplier to Customer.

<b>Availability Level</b>	<b>Service Level Credit</b>
< 99.99% - >= 99.9%	5.0% of the Monthly Subscription Fee applicable to month in which failure occurred
< 99.9% - >= 99.0%	10.0% of the Monthly Subscription Fee applicable to month in which failure occurred
< 99.0% - >= 95.0%	20.0% of the Monthly Subscription Fee applicable to month in which failure occurred
< 95%	50.0% of the Monthly Subscription Fee applicable to month in which failure occurred

**2.3. Termination Rights.** If the Availability of the Auth0 Core Services is less than 99.00% in any three calendar months over any consecutive six calendar month period, then Customer may terminate the Cloud Services procured under this ICTA, by delivery of notice to Supplier to that effect within 30 days of the last of such failures. If Customer terminates in accordance with the foregoing, then Supplier will refund to Customer a pro-rata amount of any affected Cloud Services fees prepaid to Supplier and applicable to the unutilized portion of the Initial Term for terminated Cloud Services.

**2.4. Limited Remedy.** The maximum total credit for failure to meet the Availability Service Level % for any given month will not exceed 50% of the Monthly Cloud Services Fees. Service Level Credits that would be available but for these limitations will not be carried forward to future months.

**2.5. Scope.** The Service Level commitments apply only to production use of the Auth0 Platform, and do not apply to any non-production Tenants or environments, such as staging and testing Tenants and environments. The Service Levels apply only if Customer's utilization of the Auth0 Platform is within the entitlements specified in the applicable ICTA. Customer is not entitled to any Service Level Credit if it is in breach of the ICTA, including Attachment 1. To request a Service Level Credit, Customer must contact Auth0 in writing within ten (10) days of the occurrence of the event giving rise to the credit. If Customer makes a request for a report on their Availability pursuant to such a Service Level Credit inquiry, Auth0 will provide a report of Customer's Availability in that impacted month

---

## 19. Pricing

See pricing in 'Schedule 4 – Payment Schedule'

---

## 20. Interpretation

(a) In this Statement of Work, unless the contrary intention appears:

***[Not Applicable]***

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

## Schedule 4 - Payment Schedule

### Licencing & Professional Services –

All pricing in Australian Dollars / AUD-

All pricing based off of the AUD/USD rate of 0.7353, as quoted by the RBA on the 26<sup>th</sup> July 2021. Should that RBA rate differ by 5% or more on the date of any invoice issued under this agreement, then the price will be adjusted accordingly to reflect that difference.

Service (reoccurring)	Description	Price (ex. GST) Per Annum	GST Amount	Price (inc. GST) Per Annum
<b>Private Performance Deployment, Qty: 3,000,000 MAU</b>	A single deployment of a Private Performance Environment. A high availability cluster hosted in a single region of the <b>Auth0 dedicated cloud service</b> with input over upgrade timing/cadence. Allows traffic up to 500rps and a <b>standard SLA of 99.99%</b> . Includes one development environment that provides a low capacity non-production environment hosted within a single region in the Auth0 dedicated cloud service, intended for development or testing environments only. No uptime SLA included, No control over updates, No guaranteed requests per second (RPS). Quantity refers to External users. External Users means usage with Enterprise, Social, Database, Passwordless and Custom connection types; excludes employee users. Active User quantity means each user that has authenticated at least once within a calendar month.	\$1,002,758	\$100,276	\$1,103,033
<b>Enterprise - Enterprise Connections Qty: 5</b>	Defined as the unique relationship between the Customer account and an enterprise identity provider (IdP).	\$0	\$0	\$0
<b>Premier Support</b>	Includes 24x7x365 email support, 24x7x365 phone support. Team is made up of designated engineers for Premier.	\$115,698	\$11,570	\$127,268
<b>MFA Security Bundle Qty: 3,000,000</b>	MFA Security Bundle consists of <b>Breached PW detection, Bot Detection and Enterprise MFA</b> . SMS for MFA is charged separately by carriers supported by Auth0.	\$308,528	\$30,853	\$339,381
<b>Private Performance Additional Deployments</b>	A single deployment of a Replicated Private Performance Environment. An additional high availability cluster hosted	\$295,857 <i>(A bundle discount of \$58,572 Ex GST per</i>	\$29,585	\$325,444

Service (reoccurring)	Description	Price (ex. GST) Per Annum	GST Amount	Price (inc. GST) Per Annum
<b>Upgrade for both Performance Deployments to Performance Plus</b>	<p>in a single region of the Auth0 dedicated cloud service with influence over upgrade timing/cadence. Allows traffic up to 500rps and a standard SLA of 99.99%</p> <p><i>Upgrade of Private Performance Plus Environment and Replicated Private Performance Environment to Private Performance Plus (x2). Each with a high availability cluster hosted in a single region of the Auth0 dedicated cloud service with influence over upgrade timing/cadence. Allows traffic up to 1500rps and a standard SLA of 99.99%. A bundle discount of \$58,572 Ex GST per annum has been applied. <u>For the sake of clarity this item may not be later removed or downgraded</u></i></p>			
	<b>Total Cloud Service License Cost Per Year</b>	<b><u>\$1,722,841</u></b>	<b><u>\$172,284</u></b>	<b><u>\$1,895,125</u></b>
Service (One off – Year 1)	Description	Price (ex. GST)	GST Amount	Price (inc. GST)
<b>Professional Services:</b>	Auth0 Engineered Implementation Service	\$90,900	\$9,090	\$99,990
<b>Rapid Adoption Bundle (One off price – Year 1)</b>	<p>Solista Implementation Consulting and Engineering</p> <p>Solista Project Management - As built documentation – Handover</p> <p>Consulting Director</p>			
	<b>Total Professional Services</b>	<b><u>\$90,900</u></b>	<b><u>\$9,090</u></b>	<b><u>\$99,990</u></b>
Total Cost for Year 1	Description	Price (ex. GST)	GST Amount	Price (inc. GST)
	<b>Total Initial Cost Due at the Commencement of the Agreement (before further reduce licensing cost applied to first year)</b>	<b><u>\$1,813,741</u></b>	<b><u>\$181,374</u></b>	<b><u>\$1,995,115</u></b>

**Price Model (exception)**

By signing this Order Form the customer is agreeing to the minimum 3Million User License Configuration and for a Term of 60 Months as outlined in the Order Form.

Customer will be required to upgrade their entitlements in Per Million User Tiers as soon as they exceed their current license entitlements.

Customer will be notified of the Minimum Per Million Upgrade Tier they are required to upgrade to and will be issued with an Upgrade Order Form to be executed and commence the following month. Customer will be required to upgrade entitlements in accordance with the Upgrade Tier Pricing Table below and the Customer will need to purchase the previous Tier before being eligible to purchase the following tiers, skipping tiers is not an option.

1: 3M - 4M = \$204,472 AUD (excl. GST) Per Annum

2: 4M - 5M = \$173,660 AUD (excl. GST) Per Annum

3: 5M - 6M = \$77,936 AUD (excl. GST) Per Annum

4: 6M - 7M = \$53,695 AUD (excl. GST) Per Annum

The Supplier will be entitled to submit a Correctly Rendered Invoice to the customer the month following the executed Upgrade Order Form.

Customer will be able to reset annually to the minimum 3Million User Floor or a higher Tier in alignment with the Upgrade Pricing Tier Schedule.

**Milestone Payments**

The Supplier will be entitled to submit a Correctly Rendered Invoice to the Customer upon the completion of each of the following milestones:

Scheduled Payment Number	Description	Price (ex. GST)	GST Amount	Price (inc. GST)
Scheduled Payment 1	<p>Commencement Date</p> <p>Total License Cost per year = \$1,722,841excl. GST</p> <p>Year 1: Reduced cost applied to the first year (Equal to 4 weeks - \$84,299)</p> <p>Milestone 1 – includes cost for Rapid Adoption Bundle PS - \$90,900</p>	\$1,729,442	\$172,944	\$1,902,386
Scheduled Payment 2	First Anniversary of Commencement Date	<u>\$1,722,841</u>	<u>\$172,284</u>	\$1,895,125
Scheduled Payment 3	Second Anniversary of Commencement Date	<u>\$1,722,841</u>	<u>\$172,284</u>	\$1,895,125
Scheduled Payment 4	Third Anniversary of Commencement Date	<u>\$1,722,841</u>	<u>\$172,284</u>	\$1,895,125

Scheduled Payment Number	Description	Price (ex. GST)	GST Amount	Price (inc. GST)
Scheduled Payment 5	Fourth Anniversary of Commencement Date	<u>\$1,722,841</u>	<u>\$172,284</u>	\$1,895,125
	<b>Total</b>	<b>\$8,620,806</b>	<b>\$862,080</b>	<b>\$9,482,886</b>

**Professional Services Rate Card for Time and Materials engagements outside of scope**

Staff Category	Price per hour (excl. GST)	Price per day (excl. GST) One day = 8hrs	GST Amount	Price per day (incl. GST)
Project Manager	n/a	\$1,400	\$140	\$1,540
Senior Solutions & Consulting Engineer	n/a	\$1,800	\$180	\$1,980
Senior CIAM Consulting	n/a	\$2,567	\$257	\$2,824
Consulting Director	n/a	\$2,200	\$220	\$2,420

**Recommended: Ongoing CIAM Optimisation Services:**

**Solista understood that Service NSW would like an ongoing service to ensure the health and knowledge of the platform is maintained and optimised.**


**This service is optional and only will be effectuated upon request and written confirmation from ServiceNSW in addition to the contract.**

Service	Description	Price (ex. GST)	GST Amount	Price (inc. GST)
Solista Monthly CIAM Optimisation Services 5 year Term – RECOMMENDED ADD ON	An ongoing service to help maintain the quality assurance, onboard new departments, onboard new features, training staff and liaising between Service NSW and Auth0:  The CIAM Optimisation Service offering is designed to provide Auth0 customers with an ongoing health check, optimisation of the design and implementation of Auth0 in their environment.  The service offering includes consulting services delivered either onsite or remotely. The actual delivery logistics will be agreed upon with the customer and will depend upon Solista and customer resources availability and time frame. Please refer to Other Professional Service – Section 104	\$9,000 p/m  (\$108,000 p/a)	\$900	\$9,900 p/m

**Schedule 5 - Change Request Form**

<b>Change Request number</b>	<i>[Number the Change Request to assist with tracking Change Requests and administrating the Agreement.]</i>
<b>Purchase Order Number and Agreement reference</b>	<i>[Where available, insert a reference to the applicable Purchase Order number and the Agreement reference number to which the Change Request relates.]</i>
<b>Effective date for Change Request</b>	<i>[Insert the date on which the parties agree the Change Request will become effective.]</i>
<b>Details of Change Request</b>	<i>[Insert a sufficiently detailed description of the Change Request, including which sections of the Statement of Work will be changed by the Change Request. Please attach a more detailed scope document to this Change Request, if required.]</i>
<b>Specifications</b>	<i>[Insert any changes to the Specifications, including any additional Specifications.]</i>
<b>Plans</b>	<i>[If applicable, outline the effect the Change Request will have on any Plans, such as the Project Plan. To the extent that it is appropriate to replace any Plans with new Plans, please attach those to this Change Request.]</i>
<b>Date for Delivery and Key Milestones</b>	<i>[List any new or amended Dates for Delivery and identify whether any of these dates constitute Key Milestones.]</i>
<b>Effect on Price</b>	<i>[If applicable, specify how the Change Request will affect the Price.]</i>
<b>Nominated Personnel</b>	<i>[Specify any changes to the Nominated Personnel.]</i>
<b>Implementation</b>	<i>[Outline in sufficient detail how the Change Request will be implemented.]</i>
<b>Effect on Customer Users</b>	<i>[Outline the effect, if any, of the change to the Customer Users.]</i>
<b>Other matters</b>	<i>[List any other matters that are relevant to the Change Request or that the Customer has requested are covered by this Change Request.]</i>
<b>List documents that form part of this Change Request</b>	<i>[Insert list.]</i>

<b>Customer</b>	<b>Supplier</b>
Name (Print):	Name (Print):
Signature:	Signature:
Date:	Date:

	<b>Guidance note:</b> Only persons with the necessary authorisation or delegation may execute Change Request Forms.
---	---

## Schedule 6 - Deed of Confidentiality and Privacy

**Given by:** **[Insert full name of Recipient (insert ABN, if applicable)] of [Insert address of Recipient] (Recipient)**

**In favour of:** **[Insert full name of Customer (insert ABN)] (Customer)**

**Made:** on the date the Recipient executes this Deed (**Date of this Deed**).

### Background

- A The [Insert name of the Supplier] and the Customer have entered into an ICT Agreement dated on or about the date of this Deed (**Agreement**) pursuant to which the Supplier must carry out certain activities (**Supplier's Activities**).
- B The Recipient has been engaged, contracted or may provide works or services in connection with the Agreement.
- C The Customer has agreed that the Recipient may access or receive certain Confidential Information and/or Personal Information on the terms and conditions of this Deed and for the Permitted Use.

---

## 1. Definitions and Interpretation

### 1.1 Definitions

In this Deed:

**Confidential Information** means information that:

- (a) is by its nature confidential;
- (b) is communicated by the Customer as being confidential;
- (c) the Recipient knows or ought to know is confidential; or
- (d) relates to or comprises the:
  - (i) financial, corporate and commercial information of the Customer;
  - (ii) affairs of a third party; or
  - (iii) strategies, practices and procedures of the State of New South Wales and any information in the Recipient'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.

**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.

**Deed** means this deed poll.

**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).

**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.

**Permitted Use** has the meaning given to that term in clause 3(a) of this Deed.

**Personal Information** means 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:

- (a) true or not; and
- (b) recorded in a material form or not.

**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, the Recipient or the Supplier) 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 or the Recipient is subject to the laws of that jurisdiction),

affecting privacy or Personal Information, provided that the Recipient ensures that it complies at all times with the Privacy Laws applicable in New South Wales to the extent relevant to the Recipient's activities; 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.

## 1.2 Interpretation

In this Deed:

- (a) headings are for convenience only and do not affect interpretation;
- (b) an obligation or liability assumed by, or a right conferred on, two or more persons binds or benefits them jointly and severally;
- (c) a reference to a "person" includes an individual, the estate of an individual, a corporation, an authority, an association or a joint venture (whether incorporated or unincorporated), a partnership and a trust;
- (d) a reference to a party includes that party's executors, administrators, successors and permitted assigns, including persons taking by way of novation and, in the case of a trustee, includes a substituted or an additional trustee;
- (e) a reference to a document (including this Deed) is to that document as varied, novated, ratified or replaced from time to time;
- (f) a reference to a statute or statutory provision includes a statutory modification or re-enactment of it or a statutory provision substituted for it, and each ordinance, by-law, regulation, rule and statutory instrument (however described) issued under it;
- (g) a word importing the singular includes the plural (and vice versa), and a word indicating a gender includes every other gender;
- (h) a reference to a clause is a reference to a clause of this Deed;
- (i) if a word or phrase is given a defined meaning, any other part of speech or grammatical form of that word or phrase has a corresponding meaning; and
- (j) "including", "in particular" and words of equivalent expression are not words of limitation.

---

## 2. Access and non-disclosure

- (a) The Recipient acknowledges and agrees that:
  - (i) in the course of performing duties under the Agreement, it may receive or have access to Confidential Information and/or Personal Information;
  - (ii) compliance with this Deed and the protection of Confidential Information and Personal Information are of paramount importance to the Customer; and
  - (iii) the obligations in this Deed are for the benefit of the Customer and the Customer may enforce the obligations under this Deed.
- (b) The Recipient must not disclose any Confidential Information or Personal Information that it receives or obtains in connection with the Agreement or the

Supplier's Activities except with the consent of the Customer or as otherwise authorised under the Agreement or this Deed.

- (c) If the Customer grants its consent for the Recipient to disclose Confidential Information or Personal Information, it may impose conditions on that consent. In particular, the Customer may require that the Recipient obtain the execution of a deed in these terms by the person to whom the Recipient proposes to disclose the Personal Information or Confidential Information.
- (d) The Recipient's obligations under this Deed will not be taken to have been breached to the extent it is required by law to disclose the Confidential Information or Personal Information. However, if the Recipient is required by law to disclose any Confidential Information or Personal Information, the Recipient must, before doing so, immediately notify the Customer and comply with any reasonable directions or requirements given by the Customer.

---

### 3. Recipient's obligations

- (a) The Recipient must only use Confidential Information and Personal Information that it receives or obtains in connection with the Agreement or the Supplier's Activities for the sole purpose of carrying out duties under the Agreement (**Permitted Use**).
- (b) The Recipient must:
  - (i) safeguard and protect all Confidential Information and Personal Information;
  - (ii) not copy or reproduce Confidential Information or Personal Information for purposes other than the Permitted Use;
  - (iii) not sell, let for hire, assign rights in or otherwise commercially dispose of any Confidential Information or Personal Information;
  - (iv) not commercialise or otherwise exploit any Confidential Information or Personal Information; and
  - (v) take all necessary precautions to prevent the loss; unauthorised use, disclosure or other misuse of Confidential Information and Personal Information in its possession or control.

#### 3.2 Comply with Privacy Laws

Where the Recipient receives or obtains access to any Personal Information in connection with the Agreement or the Supplier's Activities, the Recipient must comply with all applicable Privacy Laws, including the *Personal Information Protection Act 1998* (NSW) in respect of that Personal Information, regardless of whether the Recipient is legally bound to comply with those Privacy Laws.

#### 3.3 Security measures

Without limiting any other obligation under this Deed or at law, the Recipient must ensure that any Confidential Information or Personal Information in its possession or control is kept secure at all times, including by:

- (a) where the Recipient has access to Confidential Information or Personal Information by password or other secure means, not disclosing that password or means of access to any other person unless it has been authorised in writing to do so by the Customer; and

- (b) complying with the security requirements under the Agreement or as notified by the Customer to the Recipient.

### **3.4 Breach of obligations**

If the Recipient becomes aware of any actual, threatened or suspected breach of this Deed, including by any of the Recipient's personnel, the Recipient must:

- (a) immediately notify the Customer in writing and take all steps necessary to remedy, prevent or stop the actual, threatened or suspected breach of this Deed and comply with any reasonable directions issued by the Customer regarding any unauthorised use or disclosure of the Confidential Information or Personal Information; and
- (b) provide such other assistance as may be reasonably required by the Customer, including in relation to any claim or proceedings that the Customer may bring against any third party for unauthorised use or disclosure of the Confidential Information or Personal Information.

### **3.5 Return of Confidential Information and Personal Information**

If requested by the Customer, the Recipient must:

- (a) promptly and securely return to the Customer all documents and other physical records of Confidential Information or Personal Information in its or its personnel's possession, custody or control;
- (b) securely delete the Confidential Information and Personal Information from any computer system or other device operated or controlled by, or which may be accessed by, the Recipient;
- (c) where applicable, comply with any Customer policies and procedures in respect of the destruction or return of any Confidential Information and Personal Information; and
- (d) comply with any reasonable directions issued by the Customer in respect of the Confidential Information and Personal Information.

---

## **4. Remedies**

The Recipient acknowledges that:

- (a) damages may not be an adequate remedy for the Customer for any breach of this Deed by the Recipient; and
- (b) the Customer is entitled to seek injunctive relief as a remedy for any breach or threatened breach of this Deed by the Recipient, in addition to any other remedies available at law or in equity under, or independently of, this Deed.

---

## **5. General**

### **5.1 No exclusion of law or equity**

This Deed must not be construed to exclude the operation of any principle of law or equity, including in relation to the protection and preservation of the confidentiality of Confidential Information.

**5.2 Waiver**

The Recipient acknowledges and agrees that:

- (a) no waiver by the Customer of one breach of any obligation or provision under this Deed will operate as a waiver of another breach of the same or of any other obligation or provision; and
- (b) none of the provisions under this Deed will be taken either at law or in equity to have been varied, waived, discharged or released by the Customer unless by its express consent in writing.

**5.3 Governing Law**

This Deed will be governed by, and construed in accordance with, the laws in force in the State of New South Wales, Australia. The Recipient submits to the exclusive jurisdiction of the courts of New South Wales, Australia and the courts competent to determine appeals from those courts.

**5.4 Continuing obligations**

The obligations of the Recipient under this Deed continue after the completion or termination of any employment, engagement or assignment in respect of the Permitted Use.

**5.5 Revocation or amendment**

This Deed may not be revoked or otherwise modified or amended without the prior written consent of the Customer.

**Executed** as a deed poll:

**[Note: Delete the execution block that is not applicable.]**

**[If the Recipient is an individual]**

Signed, sealed and delivered by **[insert full legal name of Recipient]** in the presence of:

\_\_\_\_\_  
Signature of witness

\_\_\_\_\_  
Signature of Recipient

\_\_\_\_\_  
Full name and position of witness

\_\_\_\_\_  
Full name and position of Recipient

\_\_\_\_\_

\_\_\_\_\_  
Date

**[If the Recipient is a company]**

Executed by **[Insert] ABN [Insert ABN]** in accordance with section 127 of the *Corporations Act 2001* (Cth):

\_\_\_\_\_  
Signature of director

\_\_\_\_\_  
Signature of director/company secretary

\_\_\_\_\_  
Full name of director

\_\_\_\_\_  
Full name of director/company secretary

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Schedule 7 - Escrow Deed**

Not Applicable

**Schedule 8 - Performance Guarantee**

**Not applicable**





**Schedule 9 - Financial Security**

Not Applicable

## ATTACHMENT 1

### ADDITIONAL CONDITIONS

The following Additional Conditions form part of the ICTA and apply only to the provision and use of the Auth0 Services that Supplier resells to the Customer from Auth0 Inc (**Auth0**). These terms are passed through as a mandatory requirement of the Supplier's resale arrangement with Auth0.

#### **Terms and Conditions**

##### **1. Definitions and Construction**

**1.1. Definitions.** For the purposes of these Auth0 Identity Platform Subscription Terms, the following initially capitalized words have the following meanings:

**"Acceptable Use Policy"** means the Auth0 policy described in Section 12.

**"Administrative User"** means any individual who is an employee or independent contractor of Customer, its Affiliates, or its or their Customer Service Providers, and who is authorized by Customer to use the administrative features and functions of the Auth0 Platform to administer access to and use of Customer Applications.

**"Affiliate"** means any person, partnership, joint venture, corporation or other form of venture or enterprise, domestic or foreign, including subsidiaries, which directly or indirectly Control, are Controlled by, or are under common Control with a party. **"Control"** means the possession, directly or indirectly, of the power to direct or cause the direction of the management and operating policies of the entity in respect of which the determination is being made, through the ownership of more than fifty percent (50%) of its voting or equity securities, contract, voting trust or otherwise.

**"Auth0 Identity Platform Subscription Terms"** means these Additional Conditions contained in this Attachment 1 to the ICTA.

**"Auth0 Platform"** means the computer software applications, tools, application programming interfaces (APIs), and connectors provided by Auth0 as its online identity management platform as a service offering, together with the programs, networks and equipment that Auth0 uses to make such platform available to its customers.

**"Auth0 Services"** means the Auth0 Identity Management Cloud Service offerings to which Customer subscribes, together with the applicable Support Program and any Auth0 Professional Services, each as specified in the applicable ICTA, and the Documentation.

**"Confidential Information"** has the meaning ascribed to it in Section 6.1.

**"Customer"** means the entity identified as such in the applicable ICTA.

**"Customer Application"** means an application or web-based service developed or used by Customer or its Affiliates (including its APIs), and which utilizes the Auth0 Platform to identify or authenticate users. Customer Applications are provided by Customer or its Affiliates, and not by Auth0; "Customer Application" does not include the Auth0 Platform.

**"Customer Data"** means any data that Customer or its Users input into the Auth0 Platform for Processing as part of the Services, including any Personal Data forming part of such data.

**"Customer Service Provider"** means a third party, to the extent the third party is providing services to Customer.

**"Documentation"** means the software user and administrator manuals published by Auth0 at <https://www.auth0.com/docs>, regarding use of the Auth0 Platform, including additional, updated or revised documentation.

**“End User”** means any individual who has been authorized by Customer to use the end user features and functionality of the Auth0 Platform as part of its obtaining access to and use of Customer Applications.

**“Entitlements”** means the license metrics and other scope limitations applicable to Customer’s license rights to access and use the Auth0 Services, as specified in the applicable ICTA.

**“Free Trial”** means use of the Auth0 Services for trial purposes pursuant to a ICTA that specifies that Customer’s use is for a Free Trial.

**“ICTA”** means the Digital NSW ICT Purchasing Framework ICT Agreement between Supplier and Customer

**“Identity Provider”** or **“IdP”** means a compatible third-party online service or website that authenticates users on the Internet by means of publicly available API’s, such as Google, LinkedIn or Facebook. Customer may configure the Auth0 Platform to enable certain IdPs, so that Users can use their IdP authentication credentials to authenticate into Customer Applications via the Auth0 Platform.

**“Intellectual Property Rights”** means all trade secrets, patents and patent applications, trademarks (whether registered or unregistered and including any goodwill acquired in such trademarks), service marks, trade names, copyrights, moral rights, database rights, design rights, rights in know-how, rights in Confidential Information, rights in inventions (whether patentable or not) and all other intellectual property and proprietary rights (whether registered or unregistered, any application for the foregoing, and all rights to enforce the foregoing), and all other equivalent or similar rights which may subsist anywhere in the world.

**“Personal Data”** means any information deemed “personal data” or “personal information” (or analogous variations of such terms) under applicable privacy or data protection laws and regulations, including any information relating to an identified or identifiable natural person.

**“Private Cloud”** or **“Private SaaS”** means a version of the Auth0 Platform deployed as a private instance for Customer. The version of the Auth0 Platform deployed as a Private Cloud / Private SaaS is referred to as a **“PSaaS Appliance.”** Customer will be using a Private Cloud / Private SaaS version only if so specified in the applicable ICTA.

**“Process”** or **“Processing”** means any operation or set of operations which is performed on Customer Data or on sets of Customer Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**“Renewal Term”** has the meaning ascribed to it in Section 8.

**“Subscription Start Date”** means, the Commencement Date specified in the applicable ICTA. For Renewal Terms, the Subscription Start Date will be the day immediately following the date on which the preceding term expired, unless otherwise specified in the applicable ICTA

**“Subscription Term”** has the meaning ascribed to it in Section 8.

**“Supplemental Materials”** means sample code and sample programs made available by Auth0 or by third parties for use with the Auth0 Platform. Supplemental Materials are not required for use of the Auth0 Services and may be accessed and used by Customer in its sole discretion.

**“Supplier”** means Solista Pty Ltd, acting in the role of reseller of the Auth0 Services.

**“Support Program”** means the “Enterprise” Auth0 support and maintenance services program, or if specified in the applicable ICTA, the Preferred Support Program or the Premier Support Program. Terms governing the Support Program are specified in the ‘Additional Terms of Service – Support Program’ referenced in Section 12.

**“Tenant”** means a logical isolation unit, or dedicated share of a particular Auth0 Platform instance; the dedicated share may be configured to reflect the needs of the specific Customer business unit using the share.

**“User”** means any Administrative User or End User.

The following words will be interpreted as designated: (i) “or” connotes any combination of all or any of the items listed; (ii) where “including” is used to refer to an example or begins a list of items, such example or items will not

be exclusive; (iii) “specified” requires that an express statement is contained in the relevant document; (iv) “will” is, unless the context requires otherwise, an expression of command, not merely an expression of future intent or expectation; and (v) “may” is, unless the context requires otherwise, an expression of permission, but not an obligation.

**1.2. Construction.** These Auth0 Identity Platform Subscription Terms apply to the provision the Auth0 Identity Management Platform Services (the Auth0 Platform).

## **2. Provision and Use of Services; Operational Issues**

**2.1. Provision of Auth0 Services.** During the Subscription Term, Customer may access and use the Auth0 Platform in accordance with these Auth0 Identity Platform Subscription Terms. If Customer chooses to use them, Auth0 makes Supplemental Materials available on or via the Auth0 Marketplace (located [marketplace.auth0.com](https://marketplace.auth0.com)), [auth0.com](https://auth0.com) website, and from within the Auth0 Platform.

**2.2. Customer’s General Responsibilities.** Customer and its Users are solely responsible for obtaining and maintaining their Internet access to the Auth0 Services. Customer is solely responsible for the accuracy, quality and integrity of Customer Data that Customer or its Users input into the Auth0 Platform. Customer must comply, and will ensure that its Administrative Users comply with the Acceptable Use Policy referenced in Section 12 below. Customer is responsible for acts and omissions of its Administrative Users as though they were Customer’s own.

**2.3. Identity Provider Services.** The Auth0 Platform includes functionality that enables Customer, at Customer’s option, to connect with certain IdP services or sites, via public facing APIs provided and controlled by the IdP. Any authentication information transmitted to or accessed by the Auth0 Platform from an IdP is considered Customer Data and, to the extent within Auth0’s possession or under Auth0’s control, is subject to the data protection provisions of Section 7. If an IdP modifies its APIs or equivalents so that they no longer interoperate with the Auth0 Platform or imposes requirements on interoperability that are unreasonable for Auth0, and if after applying reasonable efforts Auth0 is unable to overcome such modifications or requirements then, upon reasonable notice to Customer, Auth0 may cease or suspend its provision of interoperability between the Auth0 Platform and the affected IdP services or sites, without liability to Customer. Except for Auth0’s obligations to protect authentication credentials obtained by the Auth0 Platform from an IdP, Auth0 has no responsibility for the acquisition, development, implementation, operation, support, maintenance or security of any IdP.

**2.4. Customer Load Testing or Penetration Testing.** Customer may conduct load testing or penetration testing on Customer infrastructure that interoperates with the Auth0 Platform as Customer determines necessary or advisable. To the extent any such testing affects or may reasonably be expected to affect the Auth0 Platform, Customer must comply with applicable testing policies located at [auth0.com/docs/policies](https://auth0.com/docs/policies). Customer may not conduct any penetration testing or load testing on the Auth0 Platform without Auth0’s prior written consent in each instance, and then only subject to such conditions as Auth0 reasonably requires. Auth0 may terminate any testing of the Auth0 Platform at any time, as Auth0 determines necessary or advisable to protect the Auth0 Platform’s operation or integrity. With respect to Customer’s Replicated Private Performance Environment, Customer is not required to seek advanced consent.

**2.5. Backup.** Auth0 will perform backups of Customer Data stored on the Auth0 Platform every six hours.

**2.6. Technology Improvement.** The parties acknowledge that (a) the Auth0 Platform is a development platform designed to be extensible to multiple third-party technologies and standards, and to address identity management security requirements, all of which will evolve over time, and (b) Customer will need to write its own computer software code to enable interoperability between Customer Applications and the Auth0 Platform. Auth0 may modify the Auth0 Services and Auth0 Supplemental Materials as it determines necessary to reflect changes in technology and information security practices and the remedies available to the Customer under Service Level Agreement (clause 18, Schedule 3) and Performance Remedy (clause 5.2 Auth0 Additional Conditions) are preserved in relation to such modifications unless expressly stated otherwise in this clause. If Auth0 or Supplier proposes to introduce any “Breaking Change” (defined below) into the Auth0 Platform, then Auth0 or Supplier will provide Customer at least six months’ notice prior to Auth0’s implementation of the Breaking Change, except in cases of emergency, such as critical vulnerability remediation, in which case Auth0 or Supplier will provide as much prior notice as is reasonable in the circumstances. If a modification (including a Breaking Change) made by Auth0 materially reduces the features or functionality of the Auth0 Services then, unless Auth0 has provided a substantially equivalent replacement, Customer may, at any time within the 30-day period following Auth0’s implementation of

the modification, terminate any affected ICTA by delivery of written notice to Supplier to that effect. Within 30 days of such termination, Supplier will refund to Customer a pro-rata amount of any affected pre-paid Auth0 Services fees and applicable to the unutilized portion of the Subscription Term for terminated Subscription Services. Notwithstanding the foregoing, Supplier will not be obligated to provide Customer with any refund for modifications made by Auth0 to address (i) changes in applicable law, (ii) changes in its third party certification standards (such as ISO 27001, ISO 27018 or PCI-DSS), or (iii) a security vulnerability, unless, in the case of items (ii) and (iii), the modification is a Breaking Change, and the Breaking Change makes it impossible for Customer to continue to use the Auth0 Platform. Upon any modification to the Subscription Services or Supplemental Materials, Auth0 may require Customer to utilize updates to Auth0 software, or updates to third party software utilized by Customer in order to continue using some or all of the Auth0 Services (but at no additional charge with respect to any Auth0 updates or third-party updates that are provided by Auth0). A “**Breaking Change**” means a change to the Auth0 Platform that, to Auth0’s knowledge, will cause failures in the interoperation of the Auth0 Platform and Customer Applications.

### 3. License Grants and Proprietary Rights

**3.1. License by Auth0.** Subject to the terms and conditions of these Auth0 Identity Platform Subscription Terms, the Customer has a non-exclusive, non-transferable (except in accordance with Section 14.13 – Assignment), royalty-free, worldwide license, without right to sub-license, for the Subscription Term, to (a) access and use, and to permit its Users to access and use, the Auth0 Platform, in accordance with the Documentation, subject to the Entitlements, and (b) reproduce, modify, and distribute and display the Documentation, in each case solely for Customer’s operations in its ordinary course of business. Auth0 reserves all other rights not expressly granted herein.

**3.2. License by Customer.** Customer hereby grants to Auth0 a non-exclusive, non-transferable (except in accordance with Section 14.13 – Assignment), royalty-free license, without right to sub-license (except to its sub-processors, as required for the provision of the Auth0 Services), to use Customer Data, solely as necessary to perform the Services and as otherwise may be agreed in writing by Customer. Customer reserves all other rights not expressly granted herein.

#### **3.3. Ownership of Intellectual Property Rights.**

**3.3.1. Ownership and Use of Customer Data.** Customer retains all of its rights, title and interest and Intellectual Property Rights in and to Customer Data and Customer Confidential Information. No ownership interest in Customer Data or Customer Confidential Information is transferred or conveyed to Auth0 by virtue of these Auth0 Identity Platform Subscription Terms. Auth0 will use Customer Data and Customer Confidential Information only for purposes of providing the Services, unless otherwise authorized in writing by Customer.

**3.3.2. Auth0’s Intellectual Property and Ownership Rights.** As between Customer and Auth0, Auth0 and Auth0’s licensors retain and own all right, title and interest and all Intellectual Property Rights in and to the Auth0 Services, Auth0’s Confidential Information, and Auth0’s Supplemental Materials, and all enhancements or improvements to, or derivative works of any of the foregoing created or developed by or on behalf of Auth0 (collectively, “Auth0 Intellectual Property”). Nothing in these Auth0 Identity Platform Subscription Terms transfers or conveys to Customer any ownership interest in or to the Auth0 Intellectual Property.

**3.4. Restrictions.** Customer will not: (i) except to the extent, if any, permitted by applicable law or required by Auth0’s licensors, reverse assemble, reverse engineer, decompile or otherwise attempt to derive source code from any of the Auth0 Platform; (ii) reproduce, modify, or prepare derivative works of the Auth0 Platform; or (iii) share, rent or lease the Auth0 Services, or use the Auth0 Services to operate any timesharing, service bureau or similar business or to provide the Auth0 Platform as a standalone offering.

### 4. [Not used]

### 5. Customer Warranties

#### **5.1. Warranties.** Supplier warrants to Customer that:

**5.1.1. Performance Warranty.** *During the Subscription Term, the Auth0 Platform, in the form provided by Auth0, will conform in all material respects to its applicable specifications set forth in the Documentation.*

**5.1.2. Viruses.** *Auth0 will use commercially reasonable efforts, using applicable current industry practices, to ensure that the Auth0 Platform, in the form provided by Auth0 to Customer under the ICTA, contains no computer virus, Trojan horse, worm or other similar malicious code.*

5.1.3. *Support Program.* Auth0 will provide the Support Program in a good, professional and workmanlike manner, consistent with applicable industry standards.

5.1.4. *Infringement.* Auth0's provision to Customer of the Auth0 Services does not infringe any third-party patent existing under the laws of the United States, Canada, any member state of the European Economic Area, the United Kingdom, Australia, New Zealand, Singapore, Brazil, South Korea, India or Japan, or infringe any third-party copyright, trademark or service mark, or result from misappropriation by Auth0 of any third party's trade secrets (collectively, an "**Auth0 Infringement**").

5.1.5. *Compliance with Law.* The Auth0 Services, in the form provided or made available by Auth0, will comply with all applicable laws.

**5.2. Performance Remedy.** If the Auth0 Platform fails to conform to the warranty set forth in Section 5.1.1 and Customer provides written notice of the non-conformance to Supplier within the applicable Subscription Term then, as Customer's exclusive remedy and Suppliers sole obligation: Supplier will either repair or, at its option, replace the non-conforming Auth0 Platform or if, Auth0 is unable to correct the non-conformance within 30 days the Customer may terminate the applicable Sales Order by providing written notice to Supplier and Supplier will refund to Customer a pro-rata amount of any Auth0 Services fees prepaid to Supplier and applicable to the unutilized portion of the Initial Term for the terminated Auth0 Services.

**5.3. Infringement Remedy.** Customer's sole and exclusive remedy for any non-conformance with the warranty in Section 5.1.4 above will be Customer's defense and indemnification rights under Section 9.1 below, and Customer's termination rights under Section 8.2 below.

**5.4. Bugs and Abatement; Scope.** Without limiting the express warranties in this Section 5 or any express warranties specified in the Additional Terms of Service, Supplier does not warrant that the Auth0 Platform or Services are completely free from all bugs, errors, or omissions, or will ensure complete security. The warranties in Sections 5.1.1 and 5.1.3 do not apply to any Free Trial, or to any Auth0 Supplemental Materials. Supplemental Materials developed, created or provided by third parties are made available AS IS, without warranty of any kind. The warranties in these Auth0 Identity Platform Subscription Terms are for the sole benefit of Customer and may not be extended to any other person or entity.

**5.5. Disclaimer Of Implied Warranties.** Neither party makes any representation or warranty in connection with the Services, except as expressly warranted in these Auth0 Identity Platform Subscription Terms. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EXCEPT AS SPECIFICALLY WARRANTED IN THIS SECTION 5 OR THE ADDITIONAL TERMS OF SERVICE, EACH PARTY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY OF NON-INFRINGEMENT OR IMPLIED OBLIGATION TO INDEMNIFY FOR INFRINGEMENT, ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE, AND ANY STATUTORY REMEDY.

## 6. Confidential Information

**6.1. Restrictions on use and Disclosure.** Neither Auth0, Supplier, nor Customer will disclose to any third party any information provided by the other parties pursuant to or in connection with the ICTA that the disclosing party identifies as being proprietary or confidential or that, by the nature of the circumstances surrounding the disclosure, ought in good faith to be treated as proprietary or confidential (such information, "**Confidential Information**"), and will make no use of such Confidential Information, except under and in accordance with the ICTA. The receiving party will take reasonable precautions (using no less than a reasonable standard of care) to protect the disclosing party's Confidential Information from unauthorized access or use. Each party may disclose Confidential Information to its Affiliates and service providers, and its Affiliates and service providers may use such information, in each case solely for purposes of the ICTA. Each party will be liable for any breach of its obligations under this Section 6 that is caused by an act, error or omission of any such Affiliate or service provider. Confidential Information includes information disclosed by the disclosing party with permission from a third party, and combinations of or with publicly known information where the nature of the combination is not publicly known. Auth0's Confidential Information includes information regarding Auth0 Platform, Auth0's processes, methods, techniques and know-how relating to identity management, user authentication or user authorization, Documentation, road-maps, pricing, marketing and business plans, financial information, information security information, Auth0's ISMS Standards (defined in Section 7.4 below) certifications, and Personal Data of Auth0 personnel. Customer's Confidential Information includes its proprietary workflows and processes, systems architecture, marketing and business plans, financial information, information security information, information pertaining to Customer's other suppliers, and Personal Data of Customer's personnel. This Section 6 does not apply

to Auth0's obligations regarding use and protection of Customer Data; those obligations are specified in Section 7 (Data Protection).

**6.2. Exclusions.** Except with respect to Personal Data, Confidential Information does not include information that the receiving party can establish: (i) has entered the public domain without the receiving party's breach of any obligation owed to the disclosing party; (ii) has been rightfully received by the receiving party from a third party without confidentiality restrictions; (iii) is known to the receiving party without any restriction as to use or disclosure prior to first receipt by the receiving party from the disclosing party; or (iv) has been independently developed by the receiving party without use of or reference to the disclosing party's Confidential Information.

**6.3. Disclosure Required By Law.** If any applicable law, regulation or judicial or administrative order requires the receiving party to disclose any of the disclosing party's Confidential Information (a "Disclosure Order") then, unless otherwise required by the Disclosure Order, the receiving party will promptly notify the disclosing party in writing prior to making any such disclosure, in order to facilitate the disclosing party's efforts to protect its Confidential Information. Following such notification, the receiving party will cooperate with the disclosing party, at the disclosing party's reasonable expense, in seeking and obtaining protection for the disclosing party's Confidential Information. The receiving party will disclose only that portion of the Confidential Information that is legally required.

**6.4. Independent Development.** The terms of confidentiality under these Auth0 Identity Platform Subscription Terms will not limit either party's right to independently develop or acquire products, software or services without use of or reference to the other party's Confidential Information.

## 7. Data Protection

### 7.1. Regulatory Issues.

7.1.1. *Personal Data – Compliance with Applicable Law.* Customer may select the Personal Data it elects to input into and Process using the Auth0 Platform in its sole discretion; Auth0, or Supplier, have no control over the nature, scope, or origin of, or the means by which Customer acquires, Personal Data Processed by the Auth0 Services. Subject to the Customer Legal Basis Assurance (defined in Section 7.1.3 below), Supplier will comply, and will ensure that its personnel comply, with the requirements of state, provincial, regional, federal and national privacy laws and regulations governing Customer Personal Data in Auth0's possession or under its control and applicable to Auth0's provision of Services. Customer is solely responsible for ensuring that it complies with any legal, regulatory or similar restrictions applicable to the types of data Customer elects to Process with the Auth0 Platform.

7.1.2. *Regulator Inquiries and Court Orders.* If any regulator, or any subpoena, warrant or other court or administrative order, requires Auth0 or Supplier to disclose or provide Customer Data to a regulator or to any third party, or to respond to inquiries concerning the Processing of Customer Data, Supplier or Auth0 will promptly notify Customer, unless prohibited by applicable law. Following such notification, Auth0 and Supplier will reasonably cooperate with Customer in its response, except to the extent otherwise required by applicable law.

7.1.3. *Data Consents.* Customer is solely responsible for obtaining and represents and covenants that it has obtained or will obtain prior to Processing by Auth0, all necessary consents, licenses and approvals for the Processing, or otherwise has a valid legal basis under applicable laws for the Processing of, any Personal Data provided by Customer or its Users as part of the Services (the "**Customer Legal Basis Assurance**").

**7.2. Instructions.** Auth0 will Process Customer Data only as necessary to provide the Services, and in accordance with Customer's written instructions. The ICTA, and Customer's use of the Auth0 Platform's features and functionality, are Customer's instructions to Auth0 and Supplier in relation to the Processing of Customer Data. Auth0 or Supplier will immediately inform Customer if, an instruction violates applicable data protection laws. Auth0, or Supplier, will not disclose Customer Data to third parties except (a) to its sub-processors, as required to perform the Services and in accordance with Section 7.6 below, and (b) as otherwise expressly agreed in writing between Customer and Supplier.

7.2.1. **Restrictions.** The restrictions in this Section 7.2.1 apply for purposes of Customer Data that is Personal Data

7.2.1.1. Neither Supplier or Auth0 will retain, use, or disclose Personal Data for any purpose other than as required for the specific purpose of performing the Services, and to detect security incidents and protect against illegal activity, as more particularly described in Section 13.4 below;



7.2.1.2. Auth0 will not “sell” Personal Data to any third party.

**7.3. Information Security.** Auth0 will implement and maintain commercially reasonable technical and organizational security measures to comply with the ICTA and that are designed to meet the following objectives: (i) ensure the security and confidentiality of Customer Data in the custody and under the control of Auth0; (ii) protect against any anticipated threats or hazards to the security or integrity of such Customer Data; (iii) protect against unauthorized access to or use of such Customer Data; and (iv) ensure that Auth0’s return or disposal of such Customer Data is performed in a manner consistent with Auth0’s obligations under items (i)-(iii) above. Customer is solely responsible for consequences of Customer’s decision not to adopt updates or best practices that Auth0 or Supplier makes available to Customer.

**7.4. Audits and Security Assessments.** Auth0 is and will remain in compliance with (a) its SOC-2 statement, (b) the ISO 27001 and ISO 27018 standards and (c) if and to the extent Customer is using a Private Cloud version of the Auth0 Platform, PCI-DSS standards applicable to the Auth0 Platform, in the form provided by Auth0 (collectively, “ISMS Standards”), throughout the Subscription Term. Auth0 will cause its independent ISMS Standards certification auditors to verify the adequacy of the controls that Auth0 applies to the Auth0 Services at least annually. Auth0 will provide Customer with copies of its ISMS Standards certifications applicable to Auth0’s provision of Auth0 Services, upon request by Customer. Auth0 will in addition provide such information regarding its information security systems, policies and procedures as Customer may reasonably request relating to Customer’s due diligence and oversight obligations under applicable laws and regulations.

**7.5. Data Export, Retention, Deletion and Return.** Customer may export Customer Data from the Auth0 Platform at any time during the Initial Term, using the Auth0 Platform’s then existing features and functionality, at no additional charge. Customer is solely responsible for its data retention obligations with respect to Customer Data. Customer may delete Customer Data on its Tenants at any time. Auth0 will delete Customer’s Tenants (and any data remaining on such Tenants) within 30 days of termination or expiration of the Subscription Term, and other Customer Data retained by Auth0 (if any). Neither Auth0 or Supplier are obligated to delete copies of Customer Data retained in automated backup copies generated by Auth0, which Auth0 will retain for up to 14 months from their creation. Such backup copies will remain subject to the ICTA until the copy, or Customer Data in the copy, is destroyed. Supplier and Auth0’s obligations to return Customer Data upon termination of a Subscription Term may be fulfilled by permitting Customer to export Customer Data as specified above.

**7.6. Sub-Processors.** Customer consents to Auth0’s use of sub-processors to provide aspects of the Auth0 Services, and to Auth0’s disclosure and provision of Customer Data to those sub-processors. Auth0 publishes a list of its then-current sub-processors at <https://auth0.com/legal> (“Sub-Processor List”). Supplier will require Auth0’s sub-processors to comply with terms that are no less protective of Customer Data than those imposed on Supplier in these Auth0 Identity Platform Subscription Terms (to the extent applicable to the services provided by the sub-processor). Supplier will be liable for any breach of its obligations under these Auth0 Identity Platform Subscription Terms that is caused by an act, error or omission of a sub-processor. Supplier may authorize new sub-processors by provision of not less than 30 days’ prior written notice to Customer, and by Auth0’s updating their Sub-Processor List. If Customer objects to the authorization of any future sub-processor on reasonable data protection grounds within 30 days of notification of the proposed authorization, and if Auth0 is unable to provide an alternative or workaround to avoid Processing of Customer Data by the objected to sub-processor within a reasonable period of time, not to exceed 30 days from receipt of the objection, then, at any time within 30 days of expiration of such 30 days period, Customer may elect to terminate the affected ICTA without penalty, by notice to Supplier to that effect. If Customer terminates an ICTA in accordance with the foregoing, then Supplier will refund to Customer a pro-rata amount of any affected pre-paid fees for Auth0 Services, applicable to the unutilized portion of the Initial Term for terminated Auth0 Services.

**7.7. End User Requests.** If any End User requests Auth0 to provide them with information relating to Processing of their Personal Data, or to make changes to their Personal Data, then either Auth0 or the Supplier will promptly notify Customer of the request, unless otherwise required by applicable law. Customer may make changes to User data using the features and functionality of the Auth0 Platform. Neither Auth0 or Supplier will make changes to User data except as agreed in writing with Customer.

**7.8. Breach Notification.** Supplier or Auth0 will notify Customer of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Customer Data in Auth0’s possession or under its control (a “Security Breach”) without undue delay within a goal of 24 hours but no more than 48 hours of Auth0’s confirmation of the Security Breach or when required by applicable law, whichever is earlier. The parties will reasonably cooperate with the other with respect to the investigation and resolution of any Security Breach including, in the case of Auth0, prompt provision of the following, to the extent then known to

Auth0: (i) the possible cause and consequences of the Security Breach; (ii) the categories of Personal Data involved; (iii) a summary of the possible consequences for the relevant Users; (iv) a summary of the unauthorized recipients of Customer Data; and (v) the measures taken by Auth0 to mitigate any damage. Upon confirmation of any vulnerability or breach of Auth0's security affecting Customer Data in Auth0's custody and control, Auth0 will modify its processes and security program as necessary to mitigate the effects of the vulnerability or breach upon such Customer Data. Insofar as the Security Breach relates to Customer, and except to the extent required otherwise by applicable law, Customer will have approval rights on notifying its Users and any third-party regulatory authority of the Security Breach. All security breach or security compromise notifications will be via the Auth0 Platform dashboard or account center, and via email to the persons designated by Customer to receive notices in the Auth0 Platform dashboard or account center.

**7.9. Territorial Restrictions.** Auth0 will Process Customer Data only within the infrastructure provider regions detailed in Item 39, Schedule 2 of the ICTA which must be selected by the Customer upon creation of the applicable Tenant. Auth0 personnel may access Customer Data from any location for purposes of providing the Support Program subject to compliance with the Data Location Conditions in the ICTA.

## **8. Term; Termination**

**8.1. General.** These Auth0 Identity Platform Subscription Terms will be effective on the Commencement Date and will continue in effect until terminated in accordance with Section 8.2 or 8.3 below.

**8.2. Termination On Breach.** In the event of a material breach of these Auth0 Identity Platform Subscription Terms by either party, the non-breaching party may terminate these Auth0 Identity Platform Subscription Terms or any ICTA affected by the breach by giving the breaching party written notice of the breach and the non-breaching party's intention to terminate. If the breach has not been cured within the period ending 30 days after such notice or sooner if the other party has confirmed the breach is not capable of remedy, and if the non-breaching party provides written notice of termination to the breaching party ("**Termination Notice**"), then these Auth0 Identity Platform Subscription Terms or any such ICTA will terminate within the time period specified in the Termination Notice. Notwithstanding the foregoing, Customer's failure to pay any overdue fees and expenses within 30 days of Supplier notifying Customer of the overdue payment will constitute a material breach of these Auth0 Identity Platform Subscription Terms. If Customer has not cured a material breach within the applicable cure period, then Auth0 may, on not less than 5 business days' prior written notice to Customer, in its sole discretion, and without prejudice to its other rights following material breach and failure to cure, until such breach has been cured in full, suspend performance of some or all of Suppliers obligations to provide Auth0 Services under the ICTA. If Customer terminates the Auth0 Services for breach in accordance with this Section 8.2, then Supplier will refund to Customer a pro-rata amount of any affected Auth0 Services fees prepaid to Supplier and applicable to the unutilized portion of the Subscription Term for terminated Auth0 Services fees prepaid to Supplier.

**8.3. Post Termination Obligations.** Following any termination of an applicable ICTA, each party will, within 30 days of such termination, (i) immediately cease use of any Confidential Information of the other communicated for the purposes of such ICTA, and (ii) return or destroy (and certify destruction of) all copies of any Confidential Information of the other party disclosed within 30 days of such termination, subject to each party's customary backup and archival processes.

**8.4. Suspension – Critical Threats.** If Auth0, acting reasonably in the circumstances then known to Auth0, determines that Customer's or any of its Users' use of the Auth0 Services or of any Identity Provider poses an imminent threat to (i) the security or integrity of any Customer Data or the data of any other Auth0 customer, or (ii) the availability of the Auth0 Platform to Customer or any other Auth0 customer (collectively, a "**Critical Threat**"), then Auth0 or Supplier will immediately attempt to contact Customer to resolve the Critical Threat. If Auth0 or Supplier is unable to immediately contact Customer, or if Auth0 or Supplier contacts Customer but Customer is unable to immediately remediate the Critical Threat, then Supplier may suspend Customer's and its Users' use of the Auth0 Platform until the Critical Threat is resolved and Supplier is able to restore the Auth0 Services for Customer.

**8.5. Survival.** The provisions of Sections 1, 3.3-3.4, 6, 7, 8.3-8.5, 9-11 and 13 of these Auth0 Identity Platform Subscription Terms will survive any termination or expiration of these Auth0 Identity Platform Subscription Terms.

## 9. Indemnification

### 9.1. Auth0's Infringement Indemnification.

9.1.1. *Defense and Indemnity.* If any third party makes any claim against Customer that alleges an Auth0 Infringement (defined in Section 5.1.4) then, upon notification of such claim, Auth0 will, at its sole cost and expense, defend Customer against such claim and any related proceeding brought by such third party against Customer, and indemnify Customer from and against all damages, fines and penalties finally awarded against Customer or agreed to be paid by Customer in a written settlement approved in writing by Auth0, and resulting from the Auth0 Infringement. Auth0's obligations under this Section 9.1.1 are subject to Customer's compliance with the "Indemnification Conditions" (defined below).

"**Indemnification Conditions**" means the following conditions with which a party must comply in order to be entitled to defence or indemnification under these Auth0 Identity Platform Subscription Terms by the other party: (i) the indemnified party notifies the indemnifying party in writing of any claim that might be the subject of indemnification promptly after any executive officer of the indemnified party or member of the indemnified party's legal department first knows of the claim, provided, however, that no failure to so notify an indemnifying party will relieve the indemnifying party of its obligations under these Auth0 Identity Platform Subscription Terms except to the extent that such failure materially prejudices defence of the claim, and except to the extent of damages incurred by the indemnifying party as a result of the delay; (ii) the indemnifying party is given primary control over the defence and settlement of the claim (subject to the foregoing, the indemnified party may nonetheless participate in the defence at its sole cost and expense); (iii) the indemnified party makes no admission of liability (except as required by applicable law) nor enters into any settlement without the indemnifying party's prior written agreement (not to be unreasonably withheld); (iv) the indemnified party provides such assistance in defence of the proceeding as the indemnifying party may reasonably request, at the indemnifying party's reasonable expense; and (v) the indemnified party uses all commercially reasonable efforts to mitigate its losses.

9.1.2. *Auth0's Mitigation Rights.* If any Auth0 Services become (or in Auth0's opinion are likely to become) the subject of any infringement or misappropriation claim, Auth0 may, and if Customer's use of the Auth0 Services is enjoined, Auth0 must, at its sole expense, either: (i) procure for Customer the right to continue using the relevant Auth0 Services; (ii) replace or modify the relevant Auth0 Services in a functionally equivalent manner so that they no longer infringe; or (iii) terminate the applicable ICTA or Customer's rights to use affected Auth0 Services, and refund to Customer a pro-rata amount of any subscription fees prepaid to Auth0 and applicable to the unutilized portion of the Subscription Term for the terminated Auth0 Services.

9.1.3. *Exclusions.* Notwithstanding the foregoing, Auth0 will have no obligation with respect to any infringement or misappropriation claim to the extent based upon (i) any use of the Auth0 Services not in accordance with their applicable license rights, (ii) the combination of the Auth0 Services with other products, equipment, software, services or data not supplied by Auth0 where the infringement would not have occurred but for such combination, or (iii) any Customer Data.

### 9.2. Customer's Consent Indemnification.

9.2.1. *Defense and Indemnity.* If any third party makes any claim against Auth0 that alleges a non-conformance with Customer Legal Basis Assurance (defined in Section 7.1.3) then, upon notification of such claim, Customer will, at its sole cost and expense, defend Auth0 against such claim and any related proceeding or investigation brought by such third party against Auth0, and Customer will indemnify Auth0 from and against all damages, fines and penalties finally awarded against Auth0 or agreed to be paid by Auth0 in a written settlement approved in writing by Customer, and resulting from the non-conformance. Customer's obligations under this Section 9.2.1 are subject to Auth0's compliance with the Indemnification Conditions.

9.2.2. *Mitigation Rights.* If Customer Data is, or in Customer's reasonable opinion is likely to become, the subject of a claim of non-conformance with the Customer Legal Basis Assurance, then Customer will have the right to: (i) procure the rights necessary for Customer and Auth0 to continue to Process the affected Customer Data; (ii) modify Customer Data so that there is no longer a non-conformance; or (iii) delete or otherwise remove the non-conforming Customer Data from the Auth0 Platform.

9.2.3. *Exclusions.* Notwithstanding the foregoing, Customer will have no obligation under this Section 9.2 or otherwise with respect to any claim of non-conformance with the Customer Legal Basis Assurance to the extent based upon Auth0's Processing of the affected Customer Data other than in accordance with these Auth0 Identity Platform Subscription Terms.

## 10. Limitations and Exclusions of Liability

**10.1. Exclusion of Certain Claims.** SUBJECT TO SECTION 10.3, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY OR TO ANY THIRD PARTY FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE OR EXEMPLARY DAMAGES, WHETHER FORESEEABLE OR UNFORESEEABLE, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, ARISING OUT OF (i) THE PERFORMANCE OR NON-PERFORMANCE OF THESE Auth0 Identity Platform Subscription Terms OR ANY RELATED AGREEMENT, OR ANY SOFTWARE, PRODUCTS OR SERVICES PROVIDED HEREUNDER, OR (ii) ANY CLAIM, CAUSE OF ACTION, BREACH OF CONTRACT OR ANY EXPRESS OR IMPLIED WARRANTY, UNDER THESE Auth0 Identity Platform Subscription Terms, ANY RELATED AGREEMENT OR OTHERWISE, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY, OR OTHER TORT.

**10.2. Limitation of Liability.** Subject to Section 10.3, a party's maximum aggregate liability arising out of provision of the Auth0 Services will in any event not exceed the fees paid to Supplier under the ICTA giving rise to the claim during the 12-month period immediately preceding the aggrieved party's first assertion of any claim against the other, regardless of whether any action or claim is based in contract, misrepresentation, warranty, indemnity, negligence, strict liability or other tort or otherwise.

### 10.3. Exceptions.

10.3.1. Sections 10.1 and 10.2 do not apply to either party's (a) willful misconduct or gross negligence, (b) infringement or misappropriation of any of the other's Intellectual Property Rights, or (c) liability or loss which may not be limited by applicable law.

10.3.2. Notwithstanding Section 10.1, the following will be deemed direct damages for purposes of these Auth0 Identity Platform Subscription Terms: (a) any amounts payable by an indemnified party to a third party pursuant to a judgment or to a settlement agreement approved in writing by an indemnifying party, liability for which falls within the indemnifying party's indemnification obligations, and (b) all fees payable by Customer under an applicable ICTA

10.3.3. Section 10.2 does not apply to (i) each party's defense and indemnification obligations, (ii) Customer's obligations to pay fees and expenses when due and payable, nor (iii) either party's obligations under Section 6 (Confidential Information) or Section 7 (Data Protection), provided, however, that except to the extent of willful misconduct or gross negligence of Auth0, Auth0's maximum aggregate liability under Section 7 will not exceed five times (5X) the fees paid by Customer to Supplier under the affected ICTA in the 12 month period immediately preceding Customer's first assertion of its claim.

**10.4. General.** Each party agrees that these exclusions and limitations apply even if the remedies are insufficient to cover all of the losses or damages of such party or fail of their essential purpose and that without these limitations the fees for the Services would be significantly higher. Neither party may commence any action or proceeding under these Auth0 Identity Platform Subscription Terms more than two years after the occurrence of the applicable cause of action.

## 11. Dispute Resolution

**11.1. Governing Law and Venue.** These Auth0 Identity Platform Subscription Terms will be governed by the laws of NSW, Australia.

**11.2. Legal Expenses.** If any proceeding is brought by either party to enforce or interpret any term or provision of these Auth0 Identity Platform Subscription Terms, the substantially prevailing party in such proceeding will be entitled to recover, in addition to all other relief arising out of these Auth0 Identity Platform Subscription Terms, its reasonable attorneys' and other experts' (including without limitation accountants) fees and expenses.

## 12. Additional Terms of Service

The following additional terms and conditions ("**Additional Terms of Service**") apply to Customer's use of the Services, and are incorporated into these Auth0 Identity Platform Subscription Terms:

- Acceptable Use Policy (Annexure A)
- Support Program (does not apply to Free Trials) (Annexure B)
- Private Cloud Terms (Annexure C).

### 13. Miscellaneous Provisions

**13.1. Equitable Relief.** Each of Customer and Auth0 acknowledges that damages will be an inadequate remedy if the other violates the terms of these Auth0 Identity Platform Subscription Terms pertaining to protection of a party's Intellectual Property Rights, Confidential Information or Personal Data. Accordingly, each of them will have the right, in addition to any other rights each of them may have, to seek in any court of competent jurisdiction, temporary, preliminary and permanent injunctive relief to restrain any breach, threatened breach, or otherwise to specifically enforce any of the obligations in these Auth0 Identity Platform Subscription Terms.

**13.2. Business Continuity / Disaster Recovery.** During any period in which Customer is subscribed to the Auth0 Services, Auth0 will comply with its then current applicable Business Continuity and Disaster Recovery Plans. Auth0 will test such plans at least once a year. Auth0 will provide Customer with summaries of such plans and test results upon written request. Auth0 may not modify such plans to provide materially less protection to Customer without Customer's prior written consent, which may not be unreasonably conditioned or withheld.

**13.3. Force Majeure.** If the performance of these Auth0 Identity Platform Subscription Terms is adversely restricted or if either party is unable to conform to any warranty or obligation by reason of any Force Majeure Event then, except with respect to obligations to pay any fees or expenses and to obligations under Section 13.2 above (Business Continuity / Disaster Recovery), the party affected, upon giving prompt written notice to the other party, will be excused from such performance on a day-to-day basis to the extent of such restriction (and the other party will likewise be excused from performance of its obligations on a day-to-day basis to the extent such party's obligations relate to the performance so restricted); provided, however, that the party so affected will use all commercially reasonable efforts to avoid or remove such causes of non-performance and both parties will proceed whenever such causes are removed or cease. "**Force Majeure Event**" means any failure or delay caused by or the result of causes beyond the reasonable control of a party or its service providers that could not have been avoided or corrected through the exercise of reasonable diligence, including natural catastrophe, internet access or related problems beyond the demarcation point of the party's or its applicable infrastructure provider's facilities, state-sponsored malware or state-sponsored cyber-attacks, terrorist actions, laws, orders, regulations, directions or actions of governmental authorities having jurisdiction over the subject matter hereof, or any civil or military authority, national emergency, insurrection, riot or war, or other similar occurrence. If a party fails to perform its obligations as a result of such restriction for a period of more than 30 days, then the other party may terminate the affected Services without liability.

**13.4. Fraudulent Activity: Aggregated Information Derived from Usage.** Auth0 may use Personal Data obtained from Users' use of the Auth0 Platform to detect security incidents and to protect against fraudulent or illegal activity. Auth0 may create aggregated and de-identified data that is derived from Users' use of the Auth0 Services ("**Aggregated Usage Data**"). Auth0 may use Aggregated Usage Data for Auth0's internal and business operations, including conducting aggregate analysis of the Auth0 Services' performance and use. Auth0 may disclose the results of its analysis of Aggregated Usage Data to third parties as Auth0 reasonably considers necessary, provided that such results do not contain any Personal Data of Customer's Users, identify either Customer or any of its Users, or enable a third party to determine that either Customer or any of its Users were the source of such information. For the sake of clarity, neither Aggregated Usage Data nor the results of its analysis are Confidential Information of Customer.

**13.5. Discriminatory Practices.** Neither party will adopt or pursue a policy or mission that promotes or results in discrimination in hiring, compensation, promotion, termination, retirement, training, programs, and/or services, based on race, color, sex, national origin, religion, age, disability, gender identity or expression, marital status, pregnancy, sexual orientation, political affiliation, union membership, or veteran status.

**13.6. Captions and Headings.** The captions and headings are inserted in these Auth0 Identity Platform Subscription Terms for convenience only and will not be deemed to limit or describe the scope or intent of any provision of these Auth0 Identity Platform Subscription Terms.

**13.7. Severability; Invalidity.** If any provision of these Auth0 Identity Platform Subscription Terms is held to be invalid, such invalidity will not render invalid the remainder of these Auth0 Identity Platform Subscription Terms or the remainder of which such invalid provision is a part. If any provision of these Auth0 Identity Platform Subscription Terms is so broad as to be held unenforceable, such provision will be interpreted to be only so broad as is enforceable.

**13.8. Waiver.** No waiver of or with respect to any provision of these Auth0 Identity Platform Subscription Terms, nor consent by a party to the breach of or departure from any provision of these Auth0 Identity Platform

Subscription Terms, will in any event be binding on or effective against such party unless it be in writing and signed by such party, and then such waiver will be effective only in the specific instance and for the purpose for which given.

**13.9. Assignment.** Neither party may assign any of its rights or obligations under these Auth0 Identity Platform Subscription Terms without the prior written consent of the other, which will not be unreasonably withheld, provided, however that, subject to any restrictions specified in any applicable ICTA, either party may assign all, but not some of its rights and obligations under these Auth0 Identity Platform Subscription Terms to any of its Affiliates, or to any entity into or with which it is merged, or that acquires all or substantially all of its assets, upon notice to the other party, but without requiring consent. Subject to the foregoing restriction on assignment, these Auth0 Identity Platform Subscription Terms will be binding upon, inure to the benefit of and be enforceable by the parties and their respective successors and assigns.

## **Annexure A: Acceptable Use Policy**

Customer may not:

- Interfere or attempt to interfere in any manner with the functionality or proper working of the Auth0 Services or Website;
- Upload to the Auth0 Services or Website, or use the Auth0 Services or Website to store or transmit material in violation of any third-party privacy or data protection rights;
- Upload to the Auth0 Services or Website, or use the Auth0 Services or Website to store or transmit any malware. Malware means programming (code, scripts, active content, and other software) that is designed to disrupt or deny operation, gather information that leads to loss of privacy or exploitation, or gain unauthorized access to system resources, or that otherwise exhibits abusive behavior. Malware includes computer viruses, worms, trojan horses, spyware, dishonest adware, scareware, crimeware, most rootkits, or other malicious or unwanted software or programs;
- Upload, transmit or otherwise process any Protected Health Information (PHI) or any other regulated data or information in violation of any applicable law or regulation.
- Upload, transmit or otherwise process any Payment Card Information (PCI) in violation of any applicable Payment Card Information Security Standards or other similar requirements.
- Interfere with or disrupt the integrity or performance of the Auth0 Services or Website or third-party data stored or processed with the Auth0 Services or Website or attempt to gain unauthorized access to the Auth0 Services or Website or their related systems or networks, including through denial of service, fuzzing or similar attacks;
- Attempt to probe, scan, penetrate or test the vulnerability of an Auth0 system or network, or to circumvent, avoid or breach Auth0's security or authentication measures, whether by passive or intrusive techniques, or by social engineering, except in accordance with the Auth0 policies published at <https://auth0.com/docs/policies/penetration-testing> and with Auth0's express prior written consent;
- Attempt to reverse engineer any of Auth0's services or technology (including the Auth0 Platform), including as a means to find vulnerabilities or avoid security measures;
- Use any domain name or URL with any Auth0 tenant you create that includes, or is confusingly similar with, in whole or in part, the trademarks, service marks or names of Auth0, any other Auth0 customer, or any third party (a "Domain Violation"). Auth0 may determine whether a Domain Violation exists in its sole and absolute discretion. Without limiting any of Auth0's other remedies, Auth0 may immediately suspend or delete any tenant that Auth0 determines constitutes a Domain Violation, at any time, with or without notice, without liability of any kind, in its sole and absolute discretion.

#### A. Shared Resources

Customer may not use Auth0 systems, networks or technology in a way that unnecessarily interferes with their normal operation, or that consumes a disproportionate share of their resources. (Customer's use of Auth0 Services will not be considered disproportionate if it is consistent with the usage) Customer agrees that Auth0 may quarantine or delete any data stored on Auth0's systems or networks if Auth0 reasonably believes that the data is infected with any malware, or is otherwise corrupted, and has the potential to infect or corrupt Auth0 systems, networks or technology or other customers' data that is stored or accessed via Auth0 systems, networks or technology.

#### B. Abuse

Customer may not use Auth0's network or services to engage in, foster, or promote illegal, abusive, or irresponsible behavior, including:

- Unauthorized access to or use of data, systems or networks, including any unauthorized attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures;
- Monitoring data or traffic on any network or system without the express authorization of the owner of the system or network;
- Interference with service to any user of the Auth0 Services or Website or other networks;
- Use of an Internet account or computer without the owner's authorization;
- Collecting or using email addresses, screen names or other identifiers without the consent of the person identified (including, phishing, Internet scamming, password robbery, spidering, and harvesting);
- Collecting or using information without the consent of the owner of the information;
- Use of the Auth0 Services or Website to distribute software that covertly gathers information about a user or covertly transmits information about the user;
- Use of the Auth0 Services or Website to commit fraud;
- Any conduct that is likely to result in retaliation against the Auth0 Auth0 Services or Website, or Auth0's employees, officers or other agents, including engaging in behavior that results in any server being the target of a denial of service attack (DoS); or
- Use of the Auth0 Services or Website to facilitate competition with Auth0, including through establishment of accounts that do not fairly represent their purpose, or for benchmarking purposes not authorized by Auth0.

#### C. Offensive Content

Customer may not publish, transmit or store on or via Auth0's networks or equipment, or use any Auth0 Services, networks or equipment to enable, control or provide access to, any content or links to any content that Auth0 reasonably believes:

- Is obscene;
- Contains harassing content or hate speech, or is violent, incites violence, or threatens violence;
- Is unfair or deceptive under the consumer protection laws of any jurisdiction;
- Is defamatory or violates a person's privacy;
- Creates a risk to a person's safety or health, creates a risk to public safety or health, is contrary to applicable law, or interferes with an investigation by law enforcement;
- Improperly exposes trade secrets or other confidential or proprietary information of another person;
- Is intended to assist others in defeating technical copyright protections;
- Infringes on another person's copyright, trade or service mark, patent, or other property right, or violates any privacy right;
- Is illegal or solicits conduct that is illegal under laws applicable to you or to Auth0; or
- Is otherwise malicious, fraudulent, or may result in retaliation against Auth0 by offended viewers or recipients.

D. Other

Customer will not be entitled to any credit or other compensation for any interruptions of service resulting from AUP violations.



## ANNEXURE B: Support Services

This document (the “**Support Program**”) contains Auth0’s Support Program description for the Auth0 provided by Auth0 to Customer pursuant to an applicable ICTA with the Supplier. This Support Program description is an “Additional Terms of Service” for purposes of the Auth0 Identity Platform Subscription Terms.

### 1. Definitions

Except as otherwise expressly defined in this Support Program description, capitalized terms have the meaning ascribed to them in the Auth0 Identity Platform Subscription Terms. For the purposes of this Support Program description, the following capitalized words and phrases are ascribed the following meanings:

“**Defect**” means a failure of the Auth0 Platform, in the form provided or modified by Auth0, to conform to its applicable specifications set forth in the Documentation. A Defect includes a failure of one or more components of the environment or infrastructure provided by Auth0 or the infrastructure provider specified in the applicable ICTA to perform in accordance with their applicable documentation or specifications.

“**Fix**” means a modification or an addition to the Auth0 Platform that overcomes a Defect when made or added to the Auth0 Platform. Auth0 may provide a Workaround in lieu of a Fix in Auth0’s sole discretion, but will provide a Fix to Customer as specified in Section 3.2 below.

“**Response Time**” means, for purposes of this Support Program description, the time between Auth0’s receipt of a Defect notification from Customer, and Auth0’s confirmation via one of its personnel that Auth0 is working on resolution of the Defect. (While Customer’s submission of a trouble ticket may trigger an automated response from Auth0, automated responses are disregarded for purposes of determining Response Times.)

“**Tenant**” means a logical isolation unit, or dedicated share of a particular Auth0 Platform instance; the dedicated share may be configured to reflect the needs of the specific Customer business unit using the share.

“**Update**” means a patch, correction, or other modification or addition to the Auth0 Platform that Auth0 makes generally available to its customers for maintenance fixes, Defect corrections, and minor improvements to the Auth0 Platform, including fixes, patches, updates and releases to address any security vulnerabilities. “Update” also includes significant enhancements and new features or functionalities to the Auth0 Platform components that Customer has ordered, and that Auth0 makes generally available to its customers at no additional charge.

“**Workaround**” means a set of procedures that Customer may follow to circumvent or mitigate the impact of a Defect, notwithstanding that the Defect still exists.

### 2. Program Features

**2.1. Production Instance.** The Support Program applies to production and replicated production environments only. If Customer requires support for non-production Tenant, then Auth0 may address such issues in accordance with Section 9 below.

**2.2. Standard and Enterprise Success Program Features.** The “Standard Support Program” applies to: (a) customers with a paid, but non-Enterprise subscription; (b) customers on the Auth0 OSS plan; and (c) customers in their initial trial period. The “Enterprise Support Program” applies to customers with an Enterprise subscription. The “Preferred Support Program” and “Premier Support Program” apply to customers with an Enterprise subscription, and whose ICTA specifies that they have subscribed for Auth0’s “Preferred Support Program” or “Premier Support Program,” respectively. The features of each program are described in the table below:

<i>Support Feature</i>	<i>Standard</i>	<i>Enterprise / Preferred</i>	<i>Premier</i>
Answer questions concerning usage issues related to Auth0 Platform specific features, options and configurations	Yes	Yes	Yes

<b>Support Feature</b>	<b>Standard</b>	<b>Enterprise / Preferred</b>	<b>Premier</b>
Provide initial and high-level suggestions regarding the appropriate usage, features, or solution configurations for the particular type of reporting, analysis, or functionality	Yes	Yes	Yes
Isolate, document, and find alternative solutions for reported Defects.	Yes	Yes	Yes
Work with Auth0 Operations, Product, Software Development, and QA staff to submit Change Requests, Enhancement Requests, and provide Fixes for the Auth0 Platform as necessary.	Yes	Yes	Yes
Address customer concerns with online or printed documentation, providing additional examples or explanation for concepts requiring clarification.	Yes	Yes	Yes
Access to online release notes for Updates.	Yes	Yes	Yes
Access to Auth0's online library of Support webinars and knowledgebase	Yes	Yes	Yes
Access to Auth0's Customer Community forums to collaborate with fellow Auth0 customers.	Yes	Yes	Yes
Enhanced Response Times	No	Yes	Yes
Enhanced Hours of Support	No	Yes	Yes
Phone Support (see Section 5.2 below)	No	No	Yes
Dedicated Team (see Section 7 below)	No	No	Yes
Ticket Reviews (see Section 7 below)	No	No	Yes

### 3. Defect Resolution Procedures

**3.1. Defect Severity Levels - Categorization.** Auth0 will assign all Defects one of four response priorities, dependent upon the problems caused by the Defect. Auth0 may re-assign prioritization levels assigned by Customer in Auth0's trouble ticketing system, to reflect the problem descriptions below. Auth0's assignment will be consistent with the problem descriptions described below. Priority categories are as follows:

<b>Severity Level</b>	<b>Description</b>
<b>1 (Urgent)</b>	<b>Emergency Issue</b>  Defect resulting in full or partial system outage or a condition that makes the Auth0 Platform unusable or unavailable in production for all of Customer's Users.
<b>2 (High)</b>	<b>Significant Business Impact</b>  Defect resulting in a condition where major functionality is impacted or significant performance degradation is experienced; issue is persistent and affects many Users and/or major functionality.

<b>3 (Normal)</b>	<p><b>Minor Feature / Function Issue / General Question</b></p> <p>Defect results in a component of the Auth0 Platform not performing as expected or documented.</p> <p>An inquiry by Customer representatives regarding general technical issues/questions</p>
<b>4 (Low)</b>	<p><b>Minor Problem / Enhancement Request</b></p> <p>Information requested on Auth0 Platform capabilities, navigation, installation, or configuration; enhancement request.</p>

**3.2. Defect Response.** The priority of a Defect will dictate the timing and nature of the response as specified in the table below:

<b>Defect Severity Level</b>	<b>Target Response Time (Standard)</b>	<b>Target Response Time (Enterprise)</b>	<b>Target Response Time (Preferred; Premier)</b>	<b>Solution Definition (one or more of the following)</b>
<b>1 (Urgent)</b>	1 business hour	30 min	30 min	<ul style="list-style-type: none"> <li>• Issue is resolved</li> <li>• Workaround is provided</li> <li>• Fix is provided</li> <li>• Fix incorporated into future release</li> </ul>
<b>2 (High)</b>	4 business hours	2 hours	1 hour	<ul style="list-style-type: none"> <li>• Issue is resolved</li> <li>• Workaround is provided</li> <li>• Fix is provided</li> <li>• Fix incorporated into future release</li> </ul>
<b>3 (Normal)</b>	1 business day	12 hours	8 hours	<ul style="list-style-type: none"> <li>• Issue is resolved</li> <li>• Workaround is provided</li> <li>• Fix incorporated into future release</li> <li>• Answer to question is provided</li> </ul>
<b>4 (Low)</b>	2 business days	24 hours	12 hours	<ul style="list-style-type: none"> <li>• Answer to question is provided</li> <li>• Enhancement request logged</li> </ul>

#### **4. Support Program Hours.**

Auth0 will provide support for Defects during the hours specified in the table below, as applicable to the specific Support Program that Customer has subscribed to:

<b>Standard Support</b>	<b>Enterprise / Preferred Support</b>	<b>Premier Support</b>
6AM to 6PM Customer local time Monday to Friday for all Severity Levels	7x24x365 for Severity Level 1 Defects; and  24 hours a day, Monday to Friday Customer local time, for all other Severity Levels	7x24x365 for all Severity Levels

## 5. Contact and Status

**5.1. Contact - Default.** Whenever Customer requires support, Customer should contact Auth0 Support via the Auth0 Support Portal: <https://support.auth0.com>.

**5.2. Contact - Premier Program.** Customers who have subscribed to the Premier Support Program may call Auth0's support team on a 24x7x365 basis, using an Auth0 provided support number. (Auth0 currently provides a toll-free number for Australian Premier Support customers at 1800 951 247.)

**5.3. Defect Status.** Customer may view the status of its issues using Auth0's online ticketing system, available via the Auth0 Support Portal: <https://support.auth0.com>.

**5.4. Auth0 Response.** All support delivered by Auth0 under the Support Program will be in the English language.

## 6. Updates

During the Subscription Term, Auth0 will provide or install Updates if and when they are made generally commercially available by Auth0 to its customers, at no additional cost to Customer.

## 7. Premier Support Program Details

**7.1. Designated Team.** Auth0 assigns a designated team of global senior developer support engineers in EMEA, APAC and the Americas for the benefit of Auth0's Premier Support Program customers generally. Use of a designated team can help reduce back-and-forth between Auth0 and Customer in resolving Defects. The Premier Support Program designated team currently consists of six developers, with backup from the wider support team where necessary, and on weekends.

**7.2. Ticket Reviews.** Ticket review sessions are available to Premier Support Program Customers upon request by the Customer or the Auth0 Customer Success Manager (CSM) assigned to Customer. During a review session, a member of Auth0's Premier Support Program team will run through tickets that have been raised by the Customer or its CSM to review ticket status and Defect resolution, advise on trends discerned by the Premier Support Program team, and provide insights regarding Customer's use of the Auth0 Platform.

## 8. Services Outside the Scope of the Support Program

Customer may from time to time request assistance from Auth0 for services that are outside the scope of the Support Program. Auth0 may make resources available for mutual agreeable time periods to provide such assistance under a Professional Services arrangement at Auth0's then-current rates, or such other rates as may be agreed in writing with Customer.

## 9. Scope

Auth0 has no obligation to correct Defects or support queries arising from use of the Auth0 Platform other than in accordance with the provisions of the Auth0 Identity Platform Subscription Terms (including the Acceptable Use Policy), or from Customer's use of incompatible data, or from Customer's incorrect configuration of, or integration with the Auth0 Platform. Auth0 is not required to provide the Support Program if Customer is in breach of its obligations under the Auth0 Identity Platform Subscription Terms.

## ANNEXURE C: AUTH0 Private Cloud Terms

If Auth0 is required to provide “Private Cloud” Services, then these Auth0 Private Terms Cloud (these “**Private Cloud Terms**”) apply to the Auth0 Services.

The Private Cloud Terms are as follows:

Auth0 will provide the services using a Private Cloud. (Details can be reviewed at <https://auth0.com/docs/deploy>.)

- **Virtual Machine:** Auth0 will install and manage the Private Cloud on a virtual machine (“**VM**”) provided by Auth0.
- **Root Access; Modification by Customer:** Customer may not utilize root access to the Private Cloud. Customer may not modify or maintain, nor attempt to modify or maintain the Private Cloud, except in accordance with Auth0 instructions.
- **Planning and Administration:** Customer must comply with the Private Cloud requirements specified in the Documentation (<https://auth0.com/docs/private-cloud>).
- **Backup:** Backup cycles for Private Cloud subscriptions will be at least the same as for Auth0 public cloud subscription services (currently every 6 hours), except as otherwise mutually agreed in writing between Customer and Auth0.
- **Updates and Patches:** Auth0 does not anticipate requiring any downtime for its installation of updates and patches in production environments.
  - **Private Cloud Basic:** Auth0 will install updates and patches and access the Private Cloud at times determined by Auth0.
  - **Private Cloud – Performance and Performance Plus:** Auth0 will coordinate its installation of updates and patches with Customer. Installation will occur on a regular, periodic basis (generally monthly, but in any event no less than quarterly, and sooner in the case of an emergency such as a required security or performance patch, as commercially reasonably ascertained by Auth0).
- **Update Cadence and Escalations – Private Cloud Performance and Performance Plus:**
  - Auth0 and Customer will work together in good faith to establish a regular update cadence, and will coordinate to determine how to address non-standard circumstances such as general Customer holds on updates across its networks and systems, and Auth0’s need to apply urgent patches. Prior to putting the services into production (or as soon as reasonably possible, if the services already are in production), Customer and Auth0 will establish an escalation process that enables either party to escalate update issues within the other party’s organization (“**Standard Escalation**”). If either party believes that Standard Escalation has been ineffective, then they may require that each party’s executive sponsors and legal representatives meet via video conference within 5 business days’ of such request (“**Executive Escalation**”).
  - If Customer fails to permit Auth0 to maintain and update their Private Cloud instances for 3 consecutive months or to apply emergency patches to address critical vulnerabilities within 10 days of notification, then Auth0 may escalate using the Standard Escalation procedure. If the issues have not been resolved to each party’s satisfaction within 5 business days of such escalation, then either party may require Executive Escalation. If the issues have not been resolved to each party’s satisfaction within 5 business days of such escalation then, in Auth0’s discretion, Auth0 may terminate the applicable services on not less than 30 days’ prior written notice to Customer, and Customer shall not be entitled to any refunds of prepaid amounts to Auth0. Auth0 will not be obligated to provide the Support Program during such 30 day period. Auth0 must withdraw its termination notice if Customer provides Auth0 with access to the Private Cloud for maintenance and update purposes as required by Auth0 within the 30 day period. Auth0 will have no liability for any security breach or service level non-conformance that occurs between expiration of any such 3 month period or 10 day period and Customer’s provision of access to Auth0 for Auth0’s maintenance purposes, nor for any non-conformance by Auth0 with its other obligations under

these terms that would not have occurred had Customer permitted Auth0 to access and maintain the Private Cloud as soon as reasonably possible following Auth0's request.

- Without limiting the paragraphs above, if Customer fails to permit Auth0 to maintain and update the Private Cloud instances for 3 consecutive months or to apply emergency patches to address critical vulnerabilities within 10 days of notification, and if, as a result, the Private Cloud version in use by Customer is more than two active releases behind Auth0's then-current active release, then Auth0 may charge two days' professional services fees, at its then current rates, for Auth0's installation of a current release, and Customer will pay such fees for the installation following receipt of invoice, under the payment terms.