



FRAMEWORK CONTRACT FOR SUPPLIES

Production and supply of branded promotional material

CONTRACT NUMBER – ENISA F-EDO-20-Cxx

1. The European Union ('the Union'), represented by the European Union Agency for Cybersecurity ('the contracting authority'), represented for the purposes of signing this contract by [name], [position],

on the one part, and

2. [Full official name]

[Official legal form]

[Statutory registration number or ID or passport number]

[Full official address]

[VAT registration number]

[appointed as the leader of the group by the members of the group that submitted the joint tender]

[For joint tenders, repeat these data as many times as there are contractors and continue numbering]

([collectively] 'the contractor'), represented for the purposes of the signature of this contract by [forename, surname, function of legal representative and name of company in the case of a joint tender],

on the other part,

HAVE AGREED

to the **special conditions**, the **general conditions for framework contracts** for supplies and the following annexes:

- Annex I -** Tender specifications (reference No [complete] of [insert date])
- Annex II -** Contractor's tender (reference No [complete] of [insert date])
- Annex III -** Model for order forms and for specific contracts
- Annex IV -** e-Procurement Interchange Agreement

which form an integral part of this framework contract (the 'FWC').

This FWC sets out:

1. the procedure by which the contracting authority may order supplies from the contractor;
2. the provisions that apply to any specific contract which the contracting authority and the contractor may conclude under this FWC; and
3. the obligations of the parties during and after the duration of this FWC.

All documents issued by the contractor (end-user agreements, general terms and conditions, etc.) except its tender are held inapplicable, unless explicitly mentioned in the special conditions of this FWC. In all circumstances, in the event of contradiction between this FWC and documents issued by the contractor, this FWC prevails, regardless of any provision to the contrary in the contractor's documents.

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I. SPECIAL CONDITIONS

I.1. ORDER OF PRIORITY OF PROVISIONS

If there is any conflict between different provisions in this FWC, the following rules must be applied:

The provisions set out in the special conditions take precedence over those in the other parts of the FWC.

The provisions set out in the general conditions take precedence over those in the *order form* and specific contract (Annex III)

The provisions set out in the *order form* and specific contract (Annex III) take precedence over those in the other annexes.

The provisions set out in the tender specifications (Annex I) take precedence over those in the tender (Annex II).

The provisions set out in the FWC take precedence over those in the specific contracts.

The provisions set out in the specific contracts take precedence over those in the *requests for supplies*.

The provisions set out in the *requests for supplies* take precedence over those in the specific tenders.¹

Any reference to specific contracts applies also to *order forms*.

I.2. SUBJECT MATTER

The subject matter of the FWC is the production and supply of branded promotional material.

I.3. ENTRY INTO FORCE AND DURATION OF THE FWC

I.3.1 The FWC enters into force [on the date on which the last party signs it] [on [insert date] if both parties have already signed it].

I.3.2 The *implementation of the FWC* cannot start before its entry into force.

I.3.3 The FWC is concluded for a period of 12 months with effect from the date of its entry into force.

I.3.4 The parties must sign any specific contract before the FWC expires.

The FWC continues to apply to such specific contracts after its expiry. The supplies relating to such specific contracts must be delivered no later than [six] months after its expiry.

¹ For framework contract with re-opening of competition.

I.3.5 Renewal of the FWC

The FWC is renewed automatically 3 times for 12 months each, unless one of the parties receives *formal notification* to the contrary at least **three** months before the end of the ongoing duration. Renewal does not change or postpone any existing obligations.

I.4. APPOINTMENT OF THE CONTRACTOR AND IMPLEMENTATION OF THE FWC

I.4.1. Appointment of the contractor

The contracting authority appoints the contractor for a single FWC.

I.4.2. Period of provision of the supplies

The period for the provision of the supplies starts to run from the date [on which the specific contract is signed by the last party] [indicated in the specific contract].

I.4.3. Implementation of single FWC

The contracting authority orders supplies by sending the contractor a specific contract in paper format] [by e-mail].

Within [complete] working days, the contractor must either:

- send back to the contracting authority the specific contract duly signed and dated in paper format; or
- send an explanation of why it cannot accept the order.

If the contractor repeatedly refuses to sign the specific contracts or repeatedly fails to send them back on time, the contractor may be considered in breach of its obligations under this FWC as set out in Article II.17.1 (c).

I.4.4. Delivery

The supplies must be delivered at [specify place].

[The contractor must notify the contracting authority of the exact date of delivery at least [complete] days in advance. Deliveries may be made on any working day during normal working hours, at the agreed place of delivery.

I.5. PRICES

I.5.1. Maximum amount of the FWC and maximum prices

The maximum amount covering all purchases under this FWC, including all renewals is EUR €200.000,00 (two hundred thousand Euro). However, this does not bind the contracting authority to purchase for the maximum amount.

The maximum prices of the supplies are as listed in Annex II.

I.5.2. Price revision index

Price revision is determined by the formula set out in Article II.19 and using the trend in the harmonised indices of consumer prices (HICP) ‘Monetary union index of consumer prices’ (MUICP) published for the first time in Eurostat’s monthly ‘Data in Focus’ publication available on the website: <http://www.ec.europa.eu/eurostat/>

I.6. PAYMENT ARRANGEMENTS

I.6.1. Pre-financing

Pre-financing is not applicable to this FWC.

I.6.2. Interim payment

Interim payment is not applicable to this FWC.

I.6.3. Payment of the balance

1. The contractor (or leader in the case of a joint tender) may claim the payment of the balance in accordance with Article II.20.6.

The contractor (or leader in the case of a joint tender) must send an invoice via *e-PRIOR* for payment of the balance due under a specific contract, as provided for in the tender specifications and accompanied by the following:

- *[insert relevant progress report or certificate of conformity of supplies or insert reference to tender specifications or specific contract]*

2. The contracting authority must approve any submitted documents or supplies and pay within 60 days from receipt of the invoice.

3. The contracting authority may suspend the time limit for payment specified in point (2.) in accordance with Article II.20.7.

Once the suspension is lifted, the contracting authority.

shall give its approval and pay within the remainder of the time-limit indicated in point (2.) unless it rejects partially or fully the submitted documents or supplies.

I.6.4. Performance guarantee

Performance guarantee is not applicable to this FWC.

I.6.5. Retention money guarantee

Retention money guarantee is not applicable to this FWC.

I.7. BANK ACCOUNT

Payments must be made to the contractor’s (or leader’s in the case of a joint tender) bank account denominated in [euro] *[insert local currency where the receiving country does not allow transactions in EUR]*, identified as follows:

Name of bank:

Full address of branch:

Exact denomination of account holder:

Full account number including bank codes:

[IBAN code:]

I.8. COMMUNICATION DETAILS

For the purpose of this FWC, communications must be sent to the following addresses:

Contracting authority:

ENISA

Project Manager

[Unit [complete]]

[Postcode and city]

E-mail: [insert functional mailbox]

Contractor (or leader in the case of a joint tender):

[Full name]

[Function]

[Company name]

[Full official address]

E-mail: [complete]

By derogation from this Article, different contact details for the contracting authority or the contractor may be provided in specific contracts.

I.9. PROCESSING OF PERSONAL DATA

I.9.1 Processing of personal data by the contracting authority

For the purpose of Article II.9.1,

- (a) the data controller is the Executive Director of ENISA;
- (b) the data protection notice is available at:

<https://www.enisa.europa.eu/procurement/repository-of-files/privacy-statement-enisa-procurement-procedures>

I.9.2 Processing of personal data by the contractor

For the purpose of Article II.9.2,

- (a) the subject matter and purpose of the processing of personal data by the contractor are [provide a short and concise description of the subject matter and purpose];

(b) The localisation of and access to the personal data processed by the contractor shall comply with the following:

- i. the personal data shall only be processed within the territory of [the European Union and the European Economic Area][...] and will not leave that territory;
- ii. the data shall only be held in data centres located with the territory of [the European Union and the European Economic Area][...];
- iii. [no access shall be given to such data outside of [the European Union and the European Economic Area][...]] [access to data may be given on a need to know basis only to authorised persons established in a country which has been recognised by the European Commission as providing adequate protection to personal data];
- iv. the contractor may not change the location of data processing without the prior written authorisation of the contracting authority;
- v. any transfer of personal data under the FWC to third countries or international organisations shall fully comply with the requirements laid down in Chapter V of Regulation (EU)2018/1725².

I.10. TERMINATION BY EITHER PARTY

Either party may terminate the FWC and/or the FWC and specific contracts by sending *formal notification* to the other party with one month written notice.

If the FWC or a specific contract is terminated:

- (a) neither party is entitled to compensation;
- (b) the contractor is entitled to payment only for the supplies delivered before termination takes effect.

The second, third and fourth paragraphs of Article II.17.4 apply.

I.11. APPLICABLE LAW AND SETTLEMENT OF DISPUTES

I.11.1 The FWC is governed by Union law, complemented, where necessary, by the law of Greece

I.11.2 The courts of Athens have exclusive jurisdiction over any dispute regarding the interpretation, application or validity of the FWC.

² Regulation (EU) 2018/1725 of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, OJ L 295/39, 21.11.2018, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32018R1725&from=EN>

I.12. OTHER SPECIAL CONDITIONS

I.12.1 – Use of e-Invoicing

The submission of invoices by the Contractor to the Contracting Authority will be carried out via electronic means only. As per Article II.18.2 and Annex IV – Interchange Agreement, the contractor shall submit invoices to the Contracting Authority electronically via the e-Prior platform and specifically by using the *e-Invoicing Suppliers Web Portal*.

I.12.2 - Other electronic applications

The ordering procedure between the contracting authority and the contractors may be automated by the use of one or more of the following applications: e-Catalogue, e-Ordering. At the request of the contracting authority, these or other applications currently under development may be implemented on a voluntary basis during the contract execution.

SIGNATURES

For the contractor,

[Company name/forename/surname/position]

Signature[s]: _____

Done at [place], [date]

For the contracting authority,

[forename/surname/position]

Signature[s]: _____

Done at [place], [date]

In duplicate in English.

II. GENERAL CONDITIONS FOR THE FRAMEWORK CONTRACT FOR SUPPLIES

II.1. DEFINITIONS

For the purpose of this FWC, the following definitions (indicated in *italics* in the text) apply:

‘Back office’: the internal system(s) used by the parties to process electronic invoices;

‘Breach of obligations’: failure by the contractor to fulfil one or more of its contractual obligations.

‘Confidential information or document’: any information or document received by either party from the other or accessed by either party in the context of the *implementation of the FWC*, that any of the parties has identified in writing as confidential. It may not include information that is publicly available;

‘Conflict of interest’: a situation where the impartial and objective *implementation of the FWC* by the contractor is compromised for reasons involving family, emotional life, political or national affinity, economic interest, any other direct or indirect personal interest, or any other shared interest with the contracting authority or any third party related to the subject matter of the FWC;

‘EDI message’ (electronic data interchange): a message created and exchanged through the electronic transfer, from computer to computer, of commercial and administrative data using an agreed standard;

‘e-PRIOR’: the service-oriented communication platform that provides a series of web services and allows the exchange of standardised electronic messages and documents between the parties. This is done either through web services, with a machine-to-machine connection between the parties’ *back office* systems (*EDI messages*), or through a web application (the *supplier portal*). The Platform may be used to exchange electronic documents (e-documents) such as electronic *requests for supplies*, electronic specific contracts, and electronic delivery of the certificate of conformity or electronic invoices between the parties.

‘Force majeure’: any unforeseeable, exceptional situation or event beyond the control of the parties that prevents either of them from fulfilling any of their obligations under the FWC. The situation or event must not be attributable to error or negligence on the part of the parties or on the part of the subcontractors and must prove to be inevitable despite their exercising due diligence. Defaults, defects in equipment or material or delays in making them available, labour disputes, strikes and financial difficulties may not be invoked as *force majeure*, unless they stem directly from a relevant case of *force majeure*;

‘Formal notification’ (or ‘formally notify’): form of communication between the parties made in writing by mail or email, which provides the sender with compelling evidence that the message was delivered to the specified recipient;

‘Fraud’: an act or omission committed in order to make an unlawful gain for the perpetrator or another by causing a loss to the Union's financial interests, and relating to: i) the use or presentation of false, incorrect or incomplete statements or documents, which has as its effect the misappropriation or wrongful retention of funds or assets from the Union budget, ii) the non-disclosure of information in violation of a specific obligation, with the same effect or iii)

the misapplication of such funds or assets for purposes other than those for which they were originally granted, which damages the Union's financial interests;

'Grave professional misconduct': a violation of applicable laws or regulations or ethical standards of the profession to which a contractor or a related person belongs, including any conduct leading to sexual or other exploitation or abuse, or any wrongful conduct of the contractor or a related person which has an impact on its professional credibility where such conduct denotes wrongful intent or gross negligence.

'Implementation of the FWC': the purchase of supplies envisaged in the FWC through the signature and *performance of specific contracts*;

'Interface control document': the guideline document which lays down the technical specifications, message standards, security standards, checks of syntax and semantics, etc. to facilitate machine-to-machine connection. This document is updated on a regular basis;

'Irregularity': any infringement of a provision of Union law resulting from an act or omission by an economic operator, which has, or would have, the effect of prejudicing the Union's budget.

'Notification' (or 'notify'): form of communication between the parties made in writing including by electronic means;

'Order form': a simplified form of specific contract by which the contracting authority orders supplies under this FWC;

'Performance of a specific contract': the execution of tasks and delivery of the purchased supplies by the contractor to the contracting authority;

'Personnel': persons employed directly or indirectly or contracted by the contractor to implement the FWC;

'Professional conflicting interest': a situation in which the contractor's previous or ongoing professional activities affect its capacity to implement the FWC or to perform a specific contract to an appropriate quality standard.

'Related person': any natural or legal person who is a member of the administrative, management or supervisory body of the contractor, or who has powers of representation, decision or control with regard to the contractor;

'Request for supplies': a document from the contracting authority requesting that the contractors in a multiple FWC with re-opening of competition provide a specific tender for supplies whose terms are not entirely defined under the FWC;

'Specific contract': a contract implementing the FWC and specifying details of a supply to be provided;

'Supplier portal': the *e-PRIOR* portal, which allows the contractor to exchange electronic business documents, such as invoices, through a graphical user interface.

II.2. ROLES AND RESPONSIBILITIES IN THE EVENT OF A JOINT TENDER

In the event of a joint tender submitted by a group of economic operators and where the group does not have legal personality or legal capacity, one member of the group is appointed as leader of the group.

II.3. SEVERABILITY

Each provision of this FWC is severable and distinct from the others. If a provision is or becomes illegal, invalid or unenforceable to any extent, it must be severed from the remainder of the FWC. This does not affect the legality, validity or enforceability of any other provisions of the FWC, which continue in full force and effect. The illegal, invalid or unenforceable provision must be replaced by a legal, valid and enforceable substitute provision which corresponds as closely as possible with the actual intent of the parties under the illegal, invalid or unenforceable provision. The replacement of such a provision must be made in accordance with Article II.11. The FWC must be interpreted as if it had contained the substitute provision as from its entry into force.

II.4. DELIVERY OF SUPPLIES

II.4.1 Signature of the FWC does not guarantee any actual purchase. The contracting authority is bound only by specific contracts implementing the FWC.

II.4.2 The contractor must comply with the minimum requirements provided for in the tender specifications. This includes compliance with applicable obligations under environmental, social and labour law established by Union law, national law and collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU³, compliance with data protection obligations resulting from Regulation (EU) 2016/679⁴ and Regulation (EU) 2018/1725⁵.

II.4.3 All periods specified in the FWC are calculated in calendar days, unless otherwise specified.

II.4.4 The contractor must not present itself as a representative of the contracting authority and must inform third parties that it is not part of the European public service.

³ OJ L 94 of 28.03.2014, p. 65

⁴ Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC, OJ L 119, 4.5.2016, p. 1, https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2016.119.01.0001.01.ENG

⁵ Regulation (EU) 2018/1725 of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, OJ L 295/39, 21.11.2018, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32018R1725&from=EN>

II.4.5 The contractor is responsible for the *personnel* who perform the contract and exercises its authority over its *personnel* without interference by the contracting authority. The contractor must inform its *personnel* that:

- (a) they may not accept any direct instructions from the contracting authority; and
- (b) their participation in providing the supplies does not result in any employment or contractual relationship with the contracting authority.

II.4.6 The contractor must ensure that the *personnel* implementing the FWC and any future replacement personnel possess the professional qualifications and experience required to provide the supplies, as the case may be on the basis of the selection criteria set out in the tender specifications.

II.4.7 At the contracting authority's reasoned request, the contractor must replace any member of *personnel* who:

- (a) does not have the expertise required to provide the supplies; or
- (b) has caused disruption at the premises of the contracting authority.

The contractor bears the cost of replacing its *personnel* and is responsible for any delay in providing the supplies resulting from the replacement of *personnel*.

II.4.8 The contractor must record and report to the contracting authority any problem that affects its ability to deliver the supplies. The report must describe the problem, state when it started and what action the contractor is taking to resolve it.

II.4.9 Delivery

- (a) Time allowed for delivery

The time allowed for delivery is calculated in accordance with Article I.4.

- (b) Date, time and place of delivery

The Commission must be notified in writing of the exact date of delivery within the period indicated in Article I.4. All deliveries must be made at the agreed place of delivery during the hours indicated in Article I.4.

The contractor must bear all costs and risks involved in delivering the supplies to the place of delivery.

- (c) Consignment note

Each delivery must be accompanied by a consignment note in duplicate, duly signed and dated by the contractor or its carrier, giving the specific contract number and particulars of the supplies delivered. One copy of the consignment note must be countersigned by the contracting authority and returned to the contractor or to its carrier.

II.4.10 Certificate of conformity

Signature of the consignment note by the contracting authority, as provided for in point (c) of Article II.4.11 is simply an acknowledgment of the fact that the delivery took place and in no way implies conformity of the supplies with the specific contract.

Conformity of the supplies delivered must be evidenced by the signature of a certificate to this effect by the contracting authority no later than one month after the date of delivery, unless otherwise specified in the special conditions or in the tender specifications.

Conformity must be declared only where the conditions laid down in the FWC and in the specific contract are satisfied and the supplies conform to the tender specifications.

If, for reasons attributable to the contractor, the contracting authority is unable to accept the supplies, the contractor must be notified in writing at the latest by the deadline for conformity.

II.4.11 Conformity of the supplies delivered with the FWC

The supplies delivered by the contractor to the contracting authority must be in conformity in quantity, quality, price and packaging with the FWC and the relevant specific contract.

The supplies delivered must:

- (a) correspond to the description given in the tender specifications and possess the characteristics of the supplies provided by the contractor to the contracting authority as a sample or model;
- (b) be fit for any specific purpose required of them by the contracting authority and made known to the contractor at the time of conclusion of this FWC and accepted by the contractor;
- (c) be fit for the purposes for which supplies of the same type are normally used;
- (d) demonstrate the high quality standards and performance which are normal in supplies of the same type and which the contracting authority can reasonably expect, given the nature of the supplies and taking into account any public statements on the specific characteristics of the supplies made by the contractor, the producer or its representative, particularly in advertising or on labelling; in accordance with the state of the art in the industry and the provisions of this FWC, in particular the tender specifications and the terms of its tender.
- (e) be packaged according to the usual method for supplies of the same type or, failing this, in a way designed to preserve and protect them.

II.4.12 Remedy

The contractor must be liable to the contracting authority for any lack of conformity which exists at the time the supplies are verified.

In case of lack of conformity, without prejudice to Article II.14 on liquidated damages applicable to the total price of the supplies concerned, the contracting authority is entitled:

- (a) either to have the supplies brought into conformity, free of charge, by repair or replacement;
- (b) or to have an appropriate reduction made in the price.

Any repair or replacement must be completed within a reasonable time and without any significant inconvenience to the contracting authority, taking account of the nature of the supplies and the purpose for which they are required by the contracting authority.

The term 'free of charge' in paragraph (a) refers to the costs incurred to bring the supplies into conformity, particularly the cost of postage, labour and materials.

II.4.13 Assembly

If required by the tender specifications (Annex I), the contractor must assemble the supplies delivered within a period of one month unless otherwise specified in the special conditions.

Any lack of conformity resulting from incorrect installation of the supplies must be deemed to be equivalent to lack of conformity of the supplies if installation forms part of the FWC and the supplies were installed by the contractor or under its responsibility. This applies equally if the product was to be installed by the contracting authority and was incorrectly installed owing to a shortcoming in the installation instructions.

II.4.14 Services provided to supplies

If required by the tender specifications, services to supplies must be provided accordingly.

II.4.15 General provisions concerning supplies

(a) Packaging

The supplies must be packaged in strong boxes or crates or in any other way that ensures that the contents remain intact and prevents damage or deterioration. Packaging, pallets, etc., including contents, must not weigh more than 500 kg.

Unless otherwise specified in the special conditions or in the tender specifications (Annex I), pallets must be considered as one-way packaging and must not be returned. Each box must be clearly labelled with the following information:

- Name of contracting authority and address for delivery;
- name of contractor;
- description of contents;
- date of delivery;
- number and date of specific contract;
- EC code number of article.

(b) Guarantee

The supplies must be guaranteed against all defects in manufacture or materials for two years from the date of delivery, unless provision is made for a longer period in the tender specifications.

The contractor must guarantee that any permits and licences required for manufacturing and selling the supplies have been obtained.

The contractor must replace at its own expense, within a reasonable time limit to be determined by agreement between the parties, any items which become damaged or defective in the course of normal use during the guarantee period.

The contractor is responsible for any conformity defect which exists at the time of delivery, even if this defect does not appear until a later date.

The contractor is also responsible for any conformity defect which occurs after delivery and is ascribable to non-compliance with its obligations, including failure to provide a guarantee that, for a certain period, supplies used for the purposes for which they are normally used or for a specific purpose will preserve their qualities or characteristics as specified.

If part of an item is replaced, the replacement part must be guaranteed under the same terms and conditions for a further period of the same duration as that specified above.

If a defect is found to originate in a systematic flaw in design, the contractor must replace or modify all identical parts incorporated in the other supplies that are part of the order, even though they may not have been the cause of any incident. In this case, the guarantee period must be extended as stated above.

II.4.16 The contractor must immediately inform the Contracting authority of any changes in the exclusion situations as declared, according to Article 137(1) of Regulation (EU) 2018/1046

II.5. COMMUNICATION BETWEEN THE PARTIES

II.5.1. Form and means of communication

Any communication of information, notices or documents under the FWC must:

- (a) be made in writing in paper or electronic format in the language of the contract;
- (b) bear the FWC number and, if applicable, the specific contract number;
- (c) be made using the relevant communication details set out in Article I.8; and
- (d) be sent by mail, email or, for the documents specified in the special conditions, via *e-PRIOR*.

If a party requests written confirmation of an e-mail within a reasonable time, the other party must provide an original signed paper version of the communication as soon as possible.

The parties agree that any communication made by email has full legal effect and is admissible as evidence in judicial proceedings.

II.5.2. Date of communications by mail and email

Any communication is deemed to have been made when the receiving party receives it, unless this FWC contract refers to the date when the communication was sent.

E-mail is deemed to have been received by the receiving party on the day of dispatch of that e-mail, provided that it is sent to the e-mail address indicated in Article I.8. The sending party must be able to prove the date of dispatch. In the event that the sending party receives a non-delivery report, it must make every effort to ensure that the other party actually receives the communication by email or mail. In such a case, the sending party is not held in breach of its obligation to send such communication within a specified deadline.

Mail sent to the contracting authority is deemed to have been received by the contracting authority on the date on which the department responsible referred to in Article I.8 registers it.

Formal notifications are considered to have been received by the receiving party on the date of receipt indicated in the proof received by the sending party that the message was delivered to the specified recipient.

II.5.3. Submission of e-documents via e-PRIOR

If provided for in the special conditions, the exchange of electronic documents (e-documents) such as specific contracts and invoices between the parties is automated through the use of the *e-PRIOR* platform. This platform provides two possibilities for such exchanges: either through web services (machine-to-machine connection) or through a web application (the *supplier portal*).

The contracting authority takes the necessary measures to implement and maintain electronic systems that enable the *supplier portal* to be used effectively.

In the case of machine-to-machine connection, a direct connection is established between the parties' *back offices*. In this case, the parties take the measures necessary on their side to implement and maintain electronic systems that enable the machine-to-machine connection to be used effectively. The electronic systems are specified in the *interface control document*. The contractor (or leader in the case of a joint tender) must take the necessary technical measures to set up a machine-to-machine connection and at its own cost.

If communication via the *supplier portal* or via the web services (machine-to-machine connection) is hindered by factors beyond the control of one party, it must *notify* the other immediately and the parties must take the necessary measures to restore this communication.

If it is impossible to restore the communication within two working days, one party must *notify* the other that alternative means of communication specified in Article II.5.1 will be used until the *supplier portal* or the machine-to-machine connection is restored.

When a change in the *interface control document* requires adaptations, the contractor (or leader in the case of a joint tender) has up to six months from receipt of the *notification* to implement this change. This period can be shortened by mutual agreement of the parties. This period does not apply to urgent measures required by the security policy of the contracting authority to ensure integrity, confidentiality and non-repudiation of information and the availability of *e-PRIOR*, which must be applied immediately.

II.5.4. Validity and date of e-documents

The parties agree that any e-document, including related attachments exchanged via *e-PRIOR*:

- (a) is considered as equivalent to a paper document;
- (b) is deemed to be the original of the document;
- (c) is legally binding on the parties once an *e-PRIOR* authorised person has performed the 'sign' action in *e-PRIOR* and has full legal effect; and
- (d) constitutes evidence of the information contained in it and is admissible as evidence in judicial proceedings.

The parties expressly waive any rights to contest the validity of such a document solely on the grounds that communications between the parties occurred through *e-PRIOR* or that the document has been signed through *e-PRIOR*. If a direct connection is established between the

parties' *back offices* to allow electronic transfer of documents, the parties agree that an e-document, sent as mentioned in the *interface control document*, qualifies as an *EDI message*.

If the e-document is dispatched through the *supplier portal*, it is deemed to have been legally issued or sent when the contractor (or leader in the case of a joint tender) is able to successfully submit the e-document without any error messages. The generated PDF and XML document for the e-document are considered as a proof of receipt by the contracting authority.

In the event that an e-document is dispatched using a direct connection established between the parties' *back offices*, the e-document is deemed to have been legally issued or sent when its status is 'received' as defined in the *interface control document*.

When using the *supplier portal*, the contractor (or leader in the case of a joint tender) can download the PDF or XML message for each e-document for one year after submission. After this period, copies of the e-documents are no longer available for automatic download from the *supplier portal*.

II.5.5. Authorised persons in e-PRIOR

The contractor submits a request for each person who needs to be assigned the role of 'user' in *e-PRIOR*. These persons are identified by means of the European Communication Authentication Service (ECAS) and authorised to access and perform actions in *e-PRIOR* within the permissions of the user roles that the contracting authority has assigned to them.

User roles enabling these *e-PRIOR* authorised persons to sign legally binding documents such as specific tenders or specific contracts are granted only upon submission of supporting documents proving that the authorised person is empowered to act as a legal representative of the contractor.

II.6. LIABILITY

II.6.1 The contracting authority is not liable for any damage or loss caused by the contractor, including any damage or loss to third parties during or as a consequence of implementation of the FWC.

II.6.2 If required by the relevant applicable legislation, the contractor must take out an insurance policy against risks and damage or loss relating to the implementation of the FWC. It must also take out supplementary insurance as reasonably required by standard practice in the industry. Upon request, the contractor must provide evidence of insurance coverage to the contracting authority.

II.6.3 The contractor is liable for any loss or damage caused to the contracting authority during or as a consequence of implementation of the FWC, including in the event of subcontracting, but only to an amount not exceeding three times the total amount of the relevant specific contract. However, if the damage or loss is caused by the gross negligence or wilful misconduct of the contractor or of its *personnel* or subcontractors, as well as in the case of an action brought against the contracting authority by a third party for breach of its intellectual property rights, the contractor is liable for the whole amount of the damage or loss.

II.6.4 If a third party brings any action against the contracting authority in connection with the *implementation of the FWC*, the contractor must assist the contracting authority in the

legal proceedings, including by intervening in support of the contracting authority upon request.

If the contracting authority's liability towards the third party is established and that such liability is caused by the contractor during or as a consequence of the *implementation of the FWC*, Article II.6.3 applies.

II.6.5 If the contractor is composed of two or more economic operators (i.e. who submitted a joint tender), they are all jointly and severally liable to the contracting authority for the *implementation of the FWC*.

II.6.6 The contracting authority is not liable for any loss or damage caused to the contractor during or as a consequence of *implementation of the FWC*, unless the loss or damage was caused by wilful misconduct or gross negligence of the contracting authority.

II.7. CONFLICT OF INTEREST AND PROFESSIONAL CONFLICTING INTERESTS

II.7.1 The contractor must take all the necessary measures to prevent any situation of *conflict of interest or professional conflicting interest*.

II.7.2 The contractor must *notify* the contracting authority in writing as soon as possible of any situation that could constitute a *conflict of interest* or a *professional conflicting interest* during the *implementation of the FWC*. The contractor must immediately take action to rectify the situation.

The contracting authority may do any of the following:

- (a) verify that the contractor's action is appropriate;
- (b) require the contractor to take further action within a specified deadline;
- (c) decide not to award a specific contract to the contractor.

II.7.3 The contractor must pass on all the relevant obligations in writing to:

- (a) its personnel;
- (b) any natural person with the power to represent it or take decisions on its behalf;
- (c) third parties involved in the *implementation of the FWC*, including subcontractors.

The contractor must also ensure that the persons referred to above are not placed in a situation which could give rise to conflicts of interest.

II.8. CONFIDENTIALITY

II.8.1. The contracting authority and the contractor must treat with confidentiality any information or documents, in any format, disclosed in writing or orally relating to the *implementation of the FWC* and identified in writing as confidential.

II.8.2. Each party must:

- (a) not use *confidential information or documents* for any purpose other than to perform its obligations under the FWC or a specific contract without the prior written agreement of the other party;
- (b) ensure the protection of such *confidential information or documents* with the same level of protection as its own *confidential information or documents*, and in any case with due diligence;
- (c) not disclose directly or indirectly, *confidential information or documents* to third parties without the prior written agreement of the other party.

II.8.3 The confidentiality obligation set out in this Article are binding on the contracting authority and the contractor during the *implementation of the FWC* and for as long as the information or documents remain confidential unless:

- (a) the disclosing party agrees to release the receiving party from the confidentiality obligation earlier;
- (b) the *confidential information or documents* become public through other means than a breach of the confidentiality obligation,
- (c) the applicable law requires the disclosure of the *confidential information or documents*.

II.8.4 The contractor must obtain from any natural person with the power to represent it or take decisions on its behalf, as well as from third parties involved in the *implementation of the FWC* a commitment that they will comply with this Article. At the request of the contracting authority, the contractor must provide a document providing evidence of this commitment.

II.9. PROCESSING OF PERSONAL DATA

II.9.1 Processing of personal data by the contracting authority

Any personal data included in or relating to the FWC, including its implementation, shall be processed in accordance with Regulation (EU) No 2018/1725. Such data shall be processed solely for the purposes of the implementation, management and monitoring of the FWC by the data controller.

The contractor or any other person whose personal data is processed by the data controller in relation to this FWC has specific rights as a data subject under Chapter III (Articles 14-25) of Regulation (EU) No 2018/1725, in particular the right to access, rectify or erase their personal data and the right to restrict or, where applicable, the right to object to processing or the right to data portability.

Should the contractor or any other person whose personal data is processed in relation to this FWC have any queries concerning the processing of its personal data, it shall address itself to the data controller. They may also address themselves to the Data Protection Officer of the data controller. They have the right to lodge a complaint at any time to the European Data Protection Supervisor.

Details concerning the processing of personal data are available in the data protection notice referred to in Article I.9.

II.9.2 Processing of personal data by the contractor

The processing of personal data by the contractor shall meet the requirements of Regulation (EU) No 2018/1725 and be processed solely for the purposes set out by the controller.

The contractor shall assist the controller for the fulfilment of the controller's obligation to respond to requests for exercising rights of person whose personal data is processed in relation to this FWC as laid down in Chapter III (Articles 14-25) of Regulation (EU) No 2018/1725. The contractor shall inform without delay the controller about such requests.

The contractor may act only on documented written instructions and under the supervision of the controller, in particular with regard to the purposes of the processing, the categories of data that may be processed, the recipients of the data and the means by which the data subject may exercise its rights.

The contractor shall grant personnel access to the data to the extent strictly necessary for the implementation, management and monitoring of the FWC. The contractor must ensure that personnel authorised to process personal data has committed itself to confidentiality or is under appropriate statutory obligation of confidentiality in accordance with the provisions of Article II.8.

The contractor shall adopt appropriate technical and organisational security measures, giving due regard to the risks inherent in the processing and to the nature, scope, context and purposes of processing, in order to ensure, in particular, as appropriate:

- (a) the pseudonymisation and encryption of personal data;
- (b) the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;
- (c) the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident;
- (d) a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing;
- (e) measures to protect personal data from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of or access to personal data transmitted, stored or otherwise processed.

The contractor shall notify relevant personal data breaches to the controller without undue delay and at the latest within 48 hours after the contractor becomes aware of the breach. In such cases, the contractor shall provide the controller with at least the following information:

- (a) nature of the personal data breach including where possible, the categories and approximate number of data subjects concerned and the categories and approximate number of personal data records concerned;
- (b) likely consequences of the breach;
- (c) measures taken or proposed to be taken to address the breach, including, where appropriate, measures to mitigate its possible adverse effects.

The contractor shall immediately inform the data controller if, in its opinion, an instruction infringes Regulation (EU) 2018/1725, Regulation (EU) 2016/679, or other Union or Member State data protection provisions as referred to in the tender specifications.

The contractor shall assist the controller for the fulfilment of its obligations pursuant to Article 33 to 41 under Regulation (EU) 2018/1725 to:

- (a) ensure compliance with its data protection obligations regarding the security of the processing, and the confidentiality of electronic communications and directories of users;
- (b) notify a personal data breach to the European Data Protection Supervisor;
- (c) communicate a personal data breach without undue delay to the data subject, where applicable;
- (d) carry out data protection impact assessments and prior consultations as necessary.

The contractor shall maintain a record of all data processing operations carried on behalf of the controller, transfers of personal data, security breaches, responses to requests for exercising rights of people whose personal data is processed and requests for access to personal data by third parties.

The contracting authority is subject to Protocol 7 of the Treaty on the Functioning of the European Union on the privileges and immunities of the European Union, particularly as regards the inviolability of archives (including the physical location of data and services as set out in Article I.9.2) and data security, which includes personal data held on behalf of the contracting authority in the premises of the contractor or subcontractor.

The contractor shall notify the contracting authority without delay of any legally binding request for disclosure of the personal data processed on behalf of the contracting authority made by any national public authority, including an authority from a third country. The contractor may not give such access without the prior written authorisation of the contracting authority.

The duration of processing of personal data by the contractor will not exceed the period referred to in Article II.22.2. Upon expiry of this period, the contractor shall, at the choice of the controller, return, without any undue delay in a commonly agreed format, all personal data processed on behalf of the controller and the copies thereof or shall effectively delete all personal data unless Union or national law requires a longer storage of personal data.

For the purpose of Article II.10, if part or all of the processing of personal data is subcontracted to a third party, the contractor shall pass on the obligations referred to in Articles I.9.2 and II.9.2 in writing to those parties, including subcontractors. At the request of the contracting authority, the contractor shall provide a document providing evidence of this commitment.

II.10. SUBCONTRACTING

- II.10.1** The contractor must not subcontract and have the FWC implemented by third parties beyond the third parties already mentioned in its tender without prior written authorisation from the contracting authority.
- II.10.2** Even if the contracting authority authorises subcontracting, the contractor remains bound by its contractual obligations and is solely responsible for the *implementation of the FWC*.
- II.10.3** The contractor must ensure that the subcontract does not affect the rights of the contracting authority under this FWC, particularly those under Articles II.8 and II.22.
- II.10.4** The contracting authority may request the contractor to replace a subcontractor found to be in a situation provided for in points (d) and (e) of Article II.17.1.

II.11. AMENDMENTS

- II.11.1** Any amendment to the FWC or a specific contract must be made in writing before all contractual obligations have been fulfilled. A specific contract does not constitute an amendment to the FWC.
- II.11.2** Any amendment must not make changes to the FWC or a specific contract that might alter the initial conditions of the procurement procedure or result in unequal treatment of tenderers or contractors.

II.12. ASSIGNMENT

- II.12.1** The contractor must not assign any of the rights and obligations arising from the FWC, including claims for payments or factoring, without prior written authorisation from the contracting authority. In such cases, the contractor must provide the contracting authority with the identity of the intended assignee.
- II.12.2** Any right or obligation assigned by the contractor without authorisation is not enforceable against the contracting authority.

II.13. FORCE MAJEURE

- II.13.1** If a party is affected by *force majeure*, it must immediately *notify* the other party, stating the nature of the circumstances, their likely duration and foreseeable effects.
- II.13.2** A party is not liable for any delay or failure to perform its obligations under the FWC if that delay or failure is a result of *force majeure*. If the contractor is unable to fulfil its contractual obligations owing to *force majeure*, it has the right to remuneration only for the supplies actually delivered and which obtain a certificate of conformity.
- II.13.3** The parties must take all necessary measures to limit any damage due to *force majeure*.

II.14. LIQUIDATED DAMAGES

II.14.1. Delay in delivery

If the contractor fails to perform its contractual obligations within the applicable time limits set out in this FWC, the contracting authority may claim liquidated damages for each day of delay using the following formula:

$$0.3 \times (V/d)$$

where:

V is the price of the relevant purchase or supply;

d is the duration specified in the relevant specific contract for delivery of the relevant purchase or supply or, failing that, the period between the date specified in Article I.4.2 and the date of delivery or performance specified in the relevant specific contract, expressed in days.

Liquidated damages may be imposed together with a reduction in price under the conditions laid down in Article II.15.

II.14.2. Procedure

The contracting authority must *formally notify* the contractor of its intention to apply liquidated damages and the corresponding calculated amount.

The contractor has 30 days following the date of receipt to submit observations. Failing that, the decision becomes enforceable the day after the time limit for submitting observations has elapsed.

If the contractor submits observations, the contracting authority, taking into account the relevant observations, must *notify* the contractor:

- (a) of the withdrawal of its intention to apply liquidated damages; or
- (b) of its final decision to apply liquidated damages and the corresponding amount.

II.14.3. Nature of liquidated damages

The parties expressly acknowledge and agree that any amount payable under this Article is not a penalty and represents a reasonable estimate of fair compensation for the damage incurred due to failure to provide the supplies within the applicable time limits set out in this FWC.

II.14.4. Claims and liability

Any claim for liquidated damages does not affect the contractor's actual or potential liability or the contracting authority's rights under Article II.17.

II.15. REDUCTION IN PRICE

II.15.1. Quality standards

If the contractor fails to deliver the supply in accordance with the FWC or a specific contract ('unperformed obligations') or if it fails to deliver the supply in accordance with the expected quality levels specified in the tender specifications ('low quality delivery'), the contracting authority may reduce or recover payments proportionally to the seriousness of the unperformed obligations or low quality delivery. This includes in particular cases where the contracting authority cannot approve a document or deliver a certificate of conformity for supply as defined in Article I.6 after the contractor has submitted the required additional information, correction or new supply.

A reduction in price may be imposed together with liquidated damages under the conditions of Article II.14.

II.15.2. Procedure

The contracting authority must *formally notify* the contractor of its intention to reduce payment and the corresponding calculated amount.

The contractor has 30 days following the date of receipt to submit observations. Failing that, the decision becomes enforceable the day after the time limit for submitting observations has elapsed.

If the contractor submits observations, the contracting authority, taking into account the relevant observations, must *notify* the contractor:

- (a) of the withdrawal of its intention to reduce payment; or
- (b) of its final decision to reduce payment and the corresponding amount.

II.15.3. Claims and liability

Any reduction in price does not affect the contractor's actual or potential liability or the contracting authority's rights under Article II.17.

II.16. SUSPENSION OF THE IMPLEMENTATION OF THE FWC

II.16.1. Suspension by the contractor

If the contractor is affected by *force majeure*, it may suspend the performance of a specific contract.

The contractor must immediately *notify* the contracting authority of the suspension. The notification must include a description of the *force majeure* and state when the contractor expects to resume the performance of the contract.

The contractor must *notify* the contracting authority as soon as it is able to resume *performance of the specific contract*, unless the contracting authority has already terminated the FWC or the specific contract.

II.16.2. Suspension by the contracting authority

The contracting authority may suspend the *implementation of the FWC* or *performance of a specific contract* or any part of it:

- (a) if the procedure for awarding the FWC or a specific contract or the *implementation of the FWC* proves to have been subject to *irregularities, fraud or breach of obligations*;
- (b) in order to verify whether the presumed *irregularities, fraud* or breach of obligations have actually occurred.

The contracting authority must *formally notify* the contractor of the suspension and the reasons for it. Suspension takes effect on the date of *formal notification*, or at a later date if the *formal notification* so provides.

The contracting authority must *notify* the contractor as soon as the verification is completed whether:

- (a) it is lifting the suspension; or
- (b) it intends to terminate the FWC or a specific contract under Article II.17.1(f) or (j).

The contractor is not entitled to compensation for suspension of any part of the FWC or a specific contract.

The contracting authority may in addition suspend the time allowed for payments in accordance with Article II.20.7.

II.17. TERMINATION OF THE FWC

II.17.1. Grounds for termination by the contracting authority

The contracting authority may terminate the FWC or any on-going specific contract in the following circumstances:

- (a) if provision of the supplies under an on-going specific contract has not actually started within 15 days of the scheduled date and the contracting authority considers that the new date proposed, if any, is unacceptable, taking into account Article II.11.2;
- (b) if the contractor is unable, through its own fault, to obtain any permit or licence required for *implementation of the FWC*;
- (c) if the contractor does not implement the FWC or perform the specific contract in accordance with the tender specifications or *request for supplies* or is in breach of another substantial contractual obligation or repeatedly refuses to sign specific contracts. Termination of three or more specific contracts in these circumstances also constitutes grounds for termination of the FWC;
- (d) if the contractor or any person that assumes unlimited liability for the debts of the contractor is in one of the situations provided for in points (a) and (b) of Article 136(1) of the Financial Regulation⁶;
- (e) if the contractor or any *related person* is in one of the situations provided for in points (c) to (h) of Article 136(1) or to Article 136(2) of the Financial Regulation.
- (f) if the procedure for awarding the FWC or the *implementation of the FWC* prove to have been subject to *irregularities, fraud or breach of obligations*;
- (g) if the contractor does not comply with applicable obligations under environmental, social and labour law established by Union law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU;
- (h) if the contractor is in a situation that could constitute a *conflict of interest* or a *professional conflicting interest* as referred to in Article II.7;
- (i) if a change to the contractor's legal, financial, technical, organisational or ownership situation is likely to substantially affect the *implementation of the FWC* or substantially modify the conditions under which the FWC was initially awarded or a change regarding the exclusion situations listed in Art 136 of Regulation (EU) 2018/1046 that calls into question the decision to award the contract;
- (j) in the event of *force majeure*, where either resuming implementation is impossible or the necessary ensuing amendments to the FWC or a specific contract would mean that

⁶ Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union, amending Regulations (EU) No 1296/2013, (EU) No 1301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012, OJ L 193 of 30.7.2018, p.1 <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1544791836334&uri=CELEX:32018R1046>

the tender specifications are no longer fulfilled or result in unequal treatment of tenderers or contractors;

- (k) if the needs of the contracting authority change and it no longer requires new supplies under the FWC; in such cases ongoing specific contracts remain unaffected;
- (l) if the termination of the FWC with one or more of the contractors means that the multiple FWC with reopening of competition no longer has the minimum required level of competition.
- (m) if the contractor is in breach of the data protection obligations resulting from Article II.9.2;
- (n) if the contractor does not comply with the applicable data protection obligations resulting from Regulation (EU) 2016/679.

II.17.2. Grounds for termination by the contractor

The contractor may terminate the FWC or any on-going contract if

the contracting authority fails to comply with its obligations, in particular the obligation to provide the information needed for the contractor to implement the FWC or to perform a specific contract as provided for in the tender specifications.

II.17.3. Procedure for termination

A party must *formally notify* the other party of its intention to terminate the FWC or a specific contract and the grounds for termination.

The other party has 30 days following the date of receipt to submit observations, including the measures it has taken or will take to continue fulfilling its contractual obligations. Failing that, the decision to terminate becomes enforceable the day after the time limit for submitting observations has elapsed.

If the other party submits observations, the party intending to terminate must *formally notify* it either of the withdrawal of its intention to terminate or of its final decision to terminate.

In the cases referred to in points (a) to (d), (g) to (i), (k) to (n) of Article II.17.1 and in Article II.17.2, the date on which the termination takes effect must be specified in the *formal notification*.

In the cases referred to in points (e), (f) and (j) of Article II.17.1, the termination takes effect on the day following the date on which the contractor receives *notification* of termination.

In addition, at the request of the contracting authority and regardless of the grounds for termination, the contractor must provide all necessary assistance, including information, documents and files, to allow the contracting authority to complete, continue or transfer the delivery of the supplies to a new contractor or internally, without interruption or adverse effect on the quality or continuity of delivery of the supplies. The parties may agree to draw up a transition plan detailing the contractor's assistance unless such plan is already detailed in other contractual documents or in the tender specifications. The contractor must provide such assistance at no additional cost, except if it can demonstrate that it requires substantial

additional resources or means, in which case it must provide an estimate of the costs involved and the parties will negotiate an arrangement in good faith.

II.17.4. Effects of termination

The contractor is liable for damage incurred by the contracting authority as a result of the termination of the FWC or a specific contract, including the additional cost of appointing and contracting another contractor to provide or complete the supplies, except if the damage is a result of a termination in accordance with Article II.17.1(j), (k) or (l) or in Article II.17.2. The contracting authority may claim compensation for such damage.

The contractor is not entitled to compensation for any loss resulting from the termination of the FWC or a specific contract, including loss of anticipated profits, unless the loss was caused by the situation specified in Article II.17.2.

The contractor must take all appropriate measures to minimise costs, prevent damage and cancel or reduce its commitments.

Within 60 days of the date of termination, the contractor must submit any report and any invoice required for supplies that were provided before the date of termination.

In the case of joint tenders, the contracting authority may terminate the FWC or a specific contract with each member of the group separately on the basis of points (d), (e), (g), (m) and (n) of Article II.17.1, under the conditions set out in Article II.11.2.

II.18. INVOICES, VALUE ADDED TAX AND E-INVOICING

II.18.1. Invoices and value added tax

Invoices must contain the contractor's (or leader's in the case of a joint tender) identification data, the amount, the currency and the date, as well as the FWC reference and reference to the specific contract.

Invoices must indicate the place of taxation of the contractor (or leader in the case of a joint tender) for value added tax (VAT) purposes and must specify separately amounts not including VAT and amounts including VAT.

The contracting authority is exempt from all taxes and duties, including VAT, in accordance with Articles 3 and 4 of the Protocol 7 of the Treaty on the Functioning of the European Union on the privileges and immunities of the European Union.

The contractor (or leader in the case of a joint tender) must complete the necessary formalities with the relevant authorities to ensure that the supplies and services required for *implementation of the FWC* are exempt from taxes and duties, including VAT.

II.18.2. E-invoicing

If provided for in the special conditions, the contractor (or leader in the case of a joint tender) submits invoices in electronic format if the conditions regarding electronic signature specified by Directive 2006/112/EC on VAT are fulfilled, i.e. using a qualified electronic signature or through electronic data interchange.

Reception of invoices by standard format (pdf) or email is not accepted.

II.19. PRICE REVISION

If a price revision index is provided in Article I.5.2, this Article applies to it.

Prices are fixed and not subject to revision during the first year of the FWC.

At the beginning of the second and every following year of the FWC, each price may be revised upwards or downwards at the request of one of the parties.

A party may request a price revision in writing no later than three months before the anniversary date of entry into force of the FWC. The other party must acknowledge the request within 14 days of receipt.

At the anniversary date, the contracting authority must communicate the final index for the month in which the request was received, or failing that, the last provisional index available for that month. The contractor establishes the new price on this basis and communicates it as soon as possible to the contracting authority for verification.

The contracting authority purchases on the basis of the prices in force at the date on which the specific contract enters into force.

The price revision is calculated using the following formula:

$$Pr = Po \times \left(\frac{Ir}{Io} \right)$$

where:

- Pr = revised price;
- Po = price in the tender;
- Io = index for the month in which the FWC enters into force;
- Ir = index for the month in which the request to revise prices is received.

II.20. PAYMENTS AND GUARANTEES

II.20.1. Date of payment

The date of payment is deemed to be the date on which the contracting authority's account is debited.

II.20.2. Currency

Payments are made in euros, unless another currency is provided for in Article I.7.

II.20.3. Conversion

The contracting authority makes any conversion between the euro and another currency at the daily euro exchange rate published in the Official Journal of the European Union, or failing that, at the monthly accounting exchange rate, as established by the European Commission and published on the website indicated below, applicable on the day when it issues the payment order.

The contractor makes any conversion between the euro and another currency at the monthly accounting exchange rate, established by the Commission and published on the website indicated below, applicable on the date of the invoice.

http://ec.europa.eu/budget/contracts_grants/info_contracts/infoeuro/infoeuro_en.cfm

II.20.4. Costs of transfer

The costs of the transfer are borne as follows:

- (a) the contracting authority bears the costs of dispatch charged by its bank;
- (b) the contractor bears the costs of receipt charged by its bank;
- (c) the party causing repetition of the transfer bears the costs for repeated transfer.

II.20.5. Pre-financing, performance and money retention guarantees

If, as provided for in Article I.6, a financial guarantee is required for the payment of pre-financing, as performance guarantee or as money retention guarantee, it must fulfil the following conditions:

- (a) the financial guarantee is provided by a bank or a financial institution approved by the contracting authority or, at the request of the contractor and with the agreement of the contracting authority, by a third party;
- (b) the guarantee shall have the effect of making the bank or financial institution or the third party provide irrevocable collateral security, or stand as first-call guarantor of the contractor's obligations without requiring that the contracting authority has recourse against the principal debtor (the contractor).

The contractor bears the cost of providing such guarantee.

Pre-financing guarantees must remain in force until the pre-financing is cleared against interim payments or payment of the balance. Where the payment of the balance takes the form of a debit note, the pre-financing guarantee must remain in force for three months after the debit note is sent to the contractor. The contracting authority must release the guarantee within the following month.

Performance guarantees cover compliance with substantial contractual obligations until the contracting authority has given its final approval for the supply. The performance guarantee must not exceed 10 % of the total price of the specific contract. The contracting authority must release the guarantee fully after final certificate of conformity of the supply has been delivered, as provided for in the specific contract.

Retention money guarantees cover full delivery of the supplies in accordance with the specific contract including during the contract liability period and until their final certificate of conformity has been delivered by the contracting authority. The retention money guarantee must not exceed 10 % of the total price of the specific contract. The contracting authority must release the guarantee after the expiry of the contract liability period as provided for in the specific contract.

The contracting authority must not request a retention money guarantee for a specific contract where it has requested a performance guarantee.

II.20.6. Interim payments and payment of the balance

The contractor (or leader in the case of a joint tender) must send an invoice for interim payment, as provided for in Article I.6 or in the tender specifications or in the specific contract.

The contractor (or leader in the case of a joint tender) must send an invoice for payment of the balance within 60 days of the end of the period of provision of the supplies, as provided for in Article I.6, in the tender specifications or in the specific contract.

Payment of the invoice and approval of documents does not imply recognition of the regularity, authenticity, completeness and correctness of the declarations and information they contain.

Payment of the balance may take the form of recovery.

II.20.7. Suspension of the time allowed for payment

The contracting authority may suspend the payment periods specified in Article I.6 at any time by *notifying* the contractor (or leader in the case of a joint tender) that its invoice cannot be processed. The reasons the contracting authority may cite for not being able to process an invoice are:

- (a) because it does not comply with the FWC;
- (b) because the contractor has not produced the appropriate supplies or documents; or
- (c) because the contracting authority has observations on the supplies or documents submitted with the invoice.

The contracting authority must *notify* the contractor (or leader in the case of a joint tender) as soon as possible of any such suspension, giving the reasons for it. In cases b) and c) referred above, the contracting authority shall notify the contractor (or leader in case of a joint tender) the time limits to submit additional information or corrections or a new version of the documents or deliverables if the contracting authority requires it.

Suspension takes effect on the date the contracting authority sends the *notification*. The remaining payment period resumes from the date on which the requested information or revised documents are received or the necessary further verification, including on-the-spot checks, is carried out. Where the suspension period exceeds two months, the contractor (or leader in the case of a joint tender) may request the contracting authority to justify the continued suspension.

Where the payment periods have been suspended following rejection of a document referred to in the first paragraph of this Article and the new document produced is also rejected, the contracting authority reserves the right to terminate the specific contract in accordance with Article II.17.1(c).

II.20.8. Interest on late payment

On expiry of the payment periods specified in Article I.6, the contractor (or leader in the case of a joint tender) is entitled to interest on late payment at the rate applied by the European Central Bank for its main refinancing operations in euros (the reference rate) plus eight points. The reference rate is the rate in force, as published in the C series of the *Official Journal of the European Union*, on the first day of the month in which the payment period ends .

Suspension of the payment period as provided for in Article II.20.7 is not considered as giving rise to late payment.

Interest on late payment covers the period running from the day following the due date for payment up to and including the date of payment as defined in Article II.20.1.

However, when the calculated interest is EUR 200 or less, it must be paid to the contractor (or leader in the case of a joint tender) only if it requests it within two months of receiving late payment.

II.21. RECOVERY

II.21.1 If an amount is to be recovered under the terms of the FWC, the contractor must repay the contracting authority the amount in question.

II.21.2 Recovery procedure

Before recovery, the contracting authority must *formally notify* the contractor of its intention to recover the amount it claims, specifying the amount due and the reasons for recovery and inviting the contractor to make any observations within 30 days of receipt.

If no observations have been submitted or if, despite the observations submitted, the contracting authority decides to pursue the recovery procedure, it must confirm recovery by *formally notifying* a debit note to the contractor, specifying the date of payment. The contractor must pay in accordance with the provisions specified in the debit note.

If the contractor does not pay by the due date, the contracting authority may, after informing the contractor in writing, recover the amounts due:

- (a) by offsetting them against any amounts owed to the contractor by the Union or by the European Atomic Energy Community or by an executive agency when it implements the Union budget;
- (b) by calling in a financial guarantee if the contractor has submitted one to the contracting authority;
- (c) by taking legal action.

II.21.3 Interest on late payment

If the contractor does not honour the obligation to pay the amount due by the date set by the contracting authority in the debit note, the amount due bears interest at the rate indicated in Article II.20.8. Interest on late payments will cover the period starting on the day after the due date for payment and ending on the date when the contracting authority receives the full amount owed.

Any partial payment is first entered against charges and interest on late payment and then against the principal amount.

II.21.4 Recovery rules in the case of joint tender

If the contract is signed by a group (joint tender), the group is jointly and severally liable under the conditions set out in Article II.6 (liability). The contracting authority shall send the debit note first to the leader of the group.

If the leader does not pay by the due date the whole amount, and if the amount due cannot be offset or can only be offset partially in accordance with Article II.21.2 (a), then the contracting authority may claim the amount still due to any other member or members of the group by

respectively *notifying* them with a debit note in conformity with the provisions laid down in Article II.21.2.

II.22. CHECKS AND AUDITS

II.22.1 The contracting authority and the European Anti-Fraud Office may check or require an audit on the *implementation of the FWC*. This may be carried out either by OLAF's own staff or by any outside body authorised to do so on its behalf.

Such checks and audits may be initiated at any moment during the provision of the supplies and up to five years starting from the payment of the balance of the last specific contract issued under this FWC.

The audit procedure is initiated on the date of receipt of the relevant letter sent by the contracting authority. Audits are carried out on a confidential basis.

II.22.2 The contractor must keep all original documents stored on any appropriate medium, including digitised originals if authorised under national law, for a period of five years starting from the payment of the balance of the last specific contract issued under this FWC.

II.22.3 The contractor must grant the contracting authority's staff and outside personnel authorised by the contracting authority the appropriate right of access to sites and premises where the FWC is implemented and to all the information, including information in electronic format, needed to conduct such checks and audits. The contractor must ensure that the information is readily available at the moment of the check or audit and, if so requested, that information is handed over in an appropriate format.

II.22.4 On the basis of the findings made during the audit, a provisional report is drawn up. The contracting authority or its authorised representative must send it to the contractor, who has 30 days following the date of receipt to submit observations. The contractor must receive the final report within 60 days following the expiry of the deadline to submit observations.

On the basis of the final audit findings, the contracting authority may recover all or part of the payments made in accordance with Article II.21 and may take any other measures which it considers necessary.

II.22.5 In accordance with Council Regulation (Euratom, EC) No 2185/96 of 11 November 1996 concerning on-the-spot checks and inspection carried out by the Commission in order to protect the European Communities' financial interests against *fraud* and other *irregularities* and Regulation (EU, Euratom) No 883/2013 of the European Parliament and of the Council of 11 September 2013 concerning investigations conducted by the European Anti-Fraud Office, the European Anti-Fraud Office may carry out investigations, including on the spot checks and inspections, to establish whether there has been *fraud*, corruption or any other illegal activity under the contract affecting the financial interests of the Union. Findings arising from an investigation may lead to criminal prosecution under national law.

The investigations may be carried out at any moment during the performance of the contract and up to five years starting from the payment of the balance of the last specific contract issued under this FWC.

II.22.6 The Court of Auditors and the European Public Prosecutor's Office established by Council Regulation (EU) 2017/1939⁷ ('the EPPO') have the same rights as the contracting authority, particularly right of access, for the purpose of checks, audits and investigations.

DRAFT

⁷ Council Regulation (EU) 2017/1939 of 12 October 2017 implementing enhanced cooperation on the establishment of the European Public Prosecutor's Office

ANNEX III

- Model for specific contracts
- Model for order forms

DRAFT

SPECIFIC CONTRACT

No [complete]

implementing framework contract No [complete]

1. The European Union ('the Union'), represented by the [European Commission] ('the contracting authority'), represented for the purposes of signing this specific contract by [forename, surname, function, department of authorising officer],

and

2. [Full official name]

[Official legal form]

[Statutory registration number or ID or passport number]

[Full official address]

[VAT registration number]

[appointed as leader of the group by the members of the group that submitted the joint tender]

[repeat these data as many times as there are contractors in case of joint tender and continue numbering]

([collectively] "the contractor"), represented for the purposes of signing this specific contract by [forename, surname and function of legal representative,]

HAVE AGREED

ARTICLE 1. SUBJECT MATTER

- 1.1** This specific contract implements framework contract (FWC) No [complete], [lot [complete]] signed by the parties on [complete date].
- 1.2** In accordance with the provisions set out in the FWC and in this specific contract and [its][their] annex[es], which form an integral part of it, the contractor must provide the [following supplies:] [supplies specified in Annex [complete].]

ARTICLE 2. ENTRY INTO FORCE AND DURATION

- 2.1** This specific contract enters into force [on the date on which the last party signs it] [on [insert date] if both parties have already signed it].
- 2.2** The performance of the contract starts from [the date of entry into force of this specific contract] [insert date].
- 2.3** The performance of the contract must not exceed [complete] [days] [months]. The parties may extend the duration by written agreement before it elapses and before expiry of the FWC.

ARTICLE 3. PRICE

- 3.1** The price payable under this specific contract is EUR [amount in figures and in words].
- [The maximum amount covering all purchases under this specific contract and excluding price revision is EUR [amount in figures and in words]].

[Option: for contractors for which VAT is due in Belgium]

[In Belgium, use of this contract constitutes a request for VAT exemption No 450, Article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided the invoice includes the statement: 'Exonération de la TVA, Article 42, paragraphe 3.3 du code de la TVA (circulaire 2/1978)' or an equivalent statement in the Dutch or German language.]

[Option: for contractors for which VAT is due in Luxembourg]

[In Luxembourg, the contractor must include the following statement in the invoices: "Commande destinée à l'usage officiel de l'Union européenne. Exonération de la TVA Article 43 § 1 k 2ème tiret de la loi modifiée du 12.02.79. 'In the case of intra-Community purchases, the statement to be included in the invoices is: "For the official use of the European Union. VAT Exemption / European Union/ Article 151 of Council Directive 2006/112/EC.'"]

ARTICLE 4. COMMUNICATION DETAILS

For the purpose of this specific contract, communications must be sent to the following addresses:

Contracting authority:

ENISA

Project Manager

[Unit [complete]]

[Postcode and city]

E-mail: [insert functional mailbox]

Contractor (or leader in the case of a joint tender):

[Full name]

[Function]

[Company name]

[Full official address]

E-mail: [complete]

ARTICLE 5. PERFORMANCE GUARANTEE

Performance guarantee is not applicable to this specific contract.

ARTICLE 6 RETENTION MONEY GUARANTEE

Retention money guarantee is not applicable to this specific contract.

Annexes

Request for supply

Contractor's specific tender of [insert date]

Signatures

For the contractor,

[Company name/forename/surname/function]

signature:

Done at [place], [date]

In duplicate in English.


For the contracting authority,

[forename/surname/function]

signature:

Done at [place], [date]

ORDER FORM

 <p>enisa</p> <p><i>If not registered to e-Invoicing, please send your paper invoice to:</i></p> <p>ENISA - Finance Unit 1 Vasilissis Sofias Street 151 24 Maroussi, Attiki, Greece Tel:(+30) 2814 409711</p>		EUROPEAN UNION AGENCY FOR CYBERSECURITY									
		FRAMEWORK CONTRACT ORDER FORM									
		Order No: ENISA /					Page	of	Quote Ref & Date:		
		Country of origin:									
Currency of payment:											
ENISA VAT No: 999083483											
This order is governed by Framework Contract No: in force until:											
DESCRIPTION OF THE GOODS OR SERVICES					UNIT	QUANTITY	PRICE in Euro				
							Unit Price	Sub TOTAL			
					Pursuant to the provisions of Articles 3 & 4 of the Protocol on the Privileges & Immunities of the European Union, ENISA is exempt from all taxes and duties, including value added tax, on payments due in respect to this Contract. In Greece, use of this Contract constitutes a request for VAT exemption. The invoice must include the following statement: "An Order addressed to the official use of the European Union is exempted from VAT". Request for payment shall be admissible only if the Contractor returns the signed order form & invoice. This Contract is governed by Greek law & any disputes shall be brought before the courts of Athens, Greece.					Insurance	
					Packaging/Transport						
					Assembly						
					VAT:						
Electronic invoice submission: Contractors already registered with ENISA shall upload their invoice to the "e-Invoicing Web Portal" upon delivery and acceptance by ENISA.					TOTAL in EUR:						
Commitment No		BL		Activity		Place of delivery:					
Contractor's IBAN:						Delivery/performance dates:					
ENISA Authorising Officer						Payment terms:	as per framework contract				
Signature and date: (either by hand or using 'qualified electronic signature')					Contractor's signature, date & stamp						
					Name:						
					Position:						
					Date:						
					Signature:						
ENISA/AFU/CO-016											



Annex X

Framework contract: ENISA F-XXX-19-Cxx

E-REQUEST, E-ORDERING, E-FULFILMENT AND E-INVOICING INTERCHANGE AGREEMENT

(Web Services & Supplier Portal)

1. INTRODUCTION

1.1 The present agreement represents an annex to **Framework Contract ENISA F-XXX-19-Cxx** ('the contract'), allowing the use of the following post-award procurement and contracts modules:

- *e-Request* (quotation request for services or goods, supplier formal offers)
- *e-Ordering* (orders based on framework contracts and others)
- *e-Fulfilment* (dispatch and receiving advices)
- *e-Invoicing* (standard invoices, debit and credit notes)
- and any other module that are being developed or will be developed in the future such as e-Contracts, e-Signature, e-Catalogue

1.2. The present agreement shall be activated following a notification via e-mail from the *contracting authority* to the contractor (the contact persons indicated in the contract) of the start of use of one or several modules. This written notification, which will specify whether it concerns only services or goods or both, shall have full legal effect from the date specified therein.

1.3. Unless otherwise established, the present agreement is only applicable for the communications between the contractor and ENISA, for each module and type of purchase (service or goods) at the following e-PRIOR website: <https://webgate.ec.europa.eu/fpfis/wikis/x/8pBsAQ>. The list is regularly updated.

Other Directorates-General of the European Commission or other EUIs may join this agreement at any time by way of notification via e-mail from the *contracting authority* to the contractor. This written notification shall have full legal effect from the date specified therein.

1.4. All documentation related to the present agreement is available on the web at the following link: <https://webgate.ec.europa.eu/fpfis/wikis/x/8pBsAQ>

2. DEFINITIONS

Parties agree to apply the following definitions:

‘Authorised persons’: persons with access to the system (e-PRIOR), meeting the requirements laid down in Article 121 (8), (9) and (10) of the Commission Delegated Regulation (EU) No 1268/2012 of 29 October 2012 on the Rules of Application of Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union, and which must be identified by the system via established means (authenticated user in ECAS – European Commission Authentication System).

‘Back office’: the internal system(s) used by the parties to process electronic documents such as orders and invoices.

‘Contracting authority’: the contracting party ordering the goods or services from the *contractor* and exchanging the relevant electronic documents (listed below in the definition of e-PRIOR) involved in that process.

‘Dispatch advice’: electronic document that the *contractor* sends to the *contracting authority* when it dispatches the goods or delivers the services based on fixed price or quoted time and means. The document must include the *order* reference and, in case of dispatch of goods, the delivery information. Once it has been validated, the *contracting authority* issues a *receiving advice*.

‘Electronic Data Interchange (EDI)’: the electronic transfer, from computer to computer, of commercial and administrative data using an agreed standard to structure an EDI message.

‘EDI message’: an electronic document structured by using an agreed standard, prepared in a computer readable format and capable of being automatically and unambiguously processed.

‘Electronic system’: the set of electronic means used by the parties in order to send or receive electronic messages (*own system* and system not controlled by the parties).

e-PRIOR’: the service-oriented communication platform that provides a series of web services and allows the exchange of standardised electronic messages and documents between the parties. This is done either through web services, with a machine-to-machine connection between the parties’ *back office* systems (*EDI messages*), or through a web application (the *supplier portal*). The Platform may be used to exchange electronic documents (e-documents) such as electronic *requests for services/supplies* (*request for quotation*, final offer, etc.) electronic specific contracts and order forms, electronic transmission of timesheets, deliverables and its acceptance (*service receipt*, *dispatch advices* and *receipt advices*) or electronic invoices between the parties. Technical specifications (i.e. the *interface control document*), details on access and user manuals are available at the following website: <https://webgate.ec.europa.eu/fpfis/wikis/display/ePRIOR/Home>

‘e-Request’ is the module in *e-PRIOR* which aims to automate the exchange of *request for quotation* and offers between the *contracting authorities* and their *suppliers*. By covering the steps of the request management process as defined in the relevant contracts, *e-Request* establishes the basis under which *orders* will be concluded in *e-Ordering* with those *suppliers* who are providing services or goods related to the procurement procedures supported by the system.

‘e-Ordering’ is the module in *e-PRIOR* enabling the electronic exchange and signature of specific contracts or order forms for services or supplies in the context of framework contracts or direct contracts. This may not be applicable to certain categories of specific contracts (such as on-call services, services provided during extended working hours, etc.) which are not currently covered by *e-Ordering* and all these cases paper based procedures apply for the signature of the specific contracts. The *contracting authority* may include at a later stage those specific contracts in the scope of *e-Ordering* by means of written notification (e-mail or registered letter) to the contractor. This written notification shall have full legal effect from the date mentioned in the notification.

‘e-Fulfilment’ is the module in *e-PRIOR* enabling the electronic acceptance of services or goods through the exchange of *dispatch advices* (delivery note), *service receipts* and *receiving advices* (evidence of goods receipt or *service receipt* approval).

‘e-Invoicing’ is the module in *e-PRIOR* enabling *suppliers* to view all credit notes and cost claims and related supporting documents, sent to and received from the *contracting authority*. For *suppliers* authorised to do so, the *e-Invoicing* module also allows the creation of invoices, credit and debit notes, and their sending to *contracting authorities*.

‘Interface control document’: the guideline document which lays down the technical specifications, message standards, security standards, checks of syntax and semantics, etc. to facilitate machine-to-machine connection. This document is updated on a regular basis and is available on the *e-PRIOR* website.

‘Invoice’: electronic document issued by the *contractor* listing goods supplied and services rendered and the amount due for payment by the *contracting authority*.

‘Own system’: the information processing system (computer or network) that is predominantly controlled by the parties. Telecommunication connections leased from a network operator, for instance, do not fall within this scope.

‘Order’: electronic document equivalent to the specific contract, order form, direct contract or purchase order, by which the contracting authority requests by electronic means the provision of services or goods under the conditions and at the prices previously quoted by the contractor. The order, which is composed of a contract body and data appendix, must be signed electronically by the contractor and returned to the *contracting authority* for signature.

‘Receiving advice’ or ‘Receipt Advice’: electronic document issued by the *contracting authority* attesting the conformity of the goods or services received according to the terms of the contract, facilitating record accuracy and invoicing procedures.

‘Request for quotation’: electronic document by which the *contracting authority* invites the contractor to specify the quote details & the prices for a potential order.

‘Service receipt’: data reflecting the provision of "intramuros" services that is recorded by the contractor in the premises and on information systems of the *contracting authority* in the context of time and means service contracts. It enables the transmission of timesheets or any other supporting documentation that should be sent to the *contracting authority* for validation. Once it has been validated, the *contracting authority* issues a *receiving advice*.

‘Standards’: a set of codes, lists and guidelines accepted by the parties for the electronic interchange of *EDI messages*.

‘Supplier or contractor’: a legal or natural person providing goods or services to the contracting authority and exchanging the relevant electronic documents (listed in the definition of e-PRIOR) with the *contracting authority*.

‘Supplier portal’: the *e-PRIOR* portal, which allows the contractor to receive or exchange electronic documents, such as quotations, *orders*, *dispatch* and *receiving advices* or *invoices*, through a graphical user interface. When necessary, these documents can be signed electronically by the *authorised persons*.

‘Third-party service provider’: company enabling the exchange of financial and business documents electronically on behalf of the supplier to and from *e-PRIOR* via a machine-to-machine communication.

‘Web services’: machine-to-machine system allowing the *contractor* to receive or exchange electronic business documents such as quotations, *orders*, *dispatch* and *receiving advices* or *invoices*, either through a direct interface or a *third-party service provider*.

3. SUBJECT

3.1. The contracting parties (‘the parties’) undertake to take the necessary measures to mutually use electronic means for communication in the areas indicated in section 1. The electronic documents will be exchanged using the *e-PRIOR* platform, using the *web services* or the *supplier portal* system. Access to the *e-PRIOR* platform may also go through an access point of an interoperable network such as the Open PEPPOL network.

3.2. The *contractor* will agree with the *contracting authority* on which of the above-mentioned means will be used. The *contractor* shall communicate his choice not later than 10 working days after the activation referred to in Section 1.2 of the present agreement.

4. IMPLEMENTATION AND MAINTENANCE OF THE ELECTRONIC SYSTEMS

4.1. When using *web services*, the parties undertake to take the necessary measures to implement and maintain electronic systems that enable the effective use of electronic means to exchange electronic documents. The *electronic systems* are specified in the *interface control document*. The *contractor* must take the necessary technical measures to set it up at its own cost. The parties undertake the necessary measures to implement and maintain safety measures and procedures in order to adequately prevent messaging incurring any delays, messages being corrupted as to content or form, or messages being lost. Similarly, the parties shall strive to prevent third parties from obtaining unauthorised access to messages. The safety measures and procedures are defined in the *interface control document*.

If the use of safety measures and procedures leads to the rejection or detection of one or more errors in an *EDI message*, the receiver shall inform the sender thereof as soon as possible, but at the latest within 2 (two) working days.

When a change in the *interface control document* requires adaptations, the *contractor* has up to six (6) months from receipt of the notification to implement this change. This period can be shortened upon mutual agreement of the parties. This period does not apply to urgent measures required by the security policy of the *contracting authority* aimed at ensuring integrity, confidentiality and non-repudiation of information and availability of *e-PRIOR*, which must be applied immediately.

4.2 When using the *supplier portal* the *contracting authority* takes the necessary measures to implement and maintain electronic systems that enable the effective use of the *supplier portal*.

4.3. If electronic communication is hindered by factors beyond the control of the parties, these undertake to notify each other immediately and to make the necessary measures to restore this communication. If it is impossible to restore the electronic communication within a reasonable period of time, the *contracting authority* may notify the *contractor* that alternative means of communication may be used, until the electronic communication is restored.

4.4. In any event, for reasons linked to business continuity, the *contracting authority* reserves the right to use alternative means of communication at any moment.

5. AUTHORISED PERSONS IN E-PRIOR

5.1. The *contractor's* legal representative shall designate one or more *authorised person(s)* for each module, as defined in Article 2 of the present agreement. These persons are authorised to access to the system and, depending on the assigned roles, may sign or transmit documents through it.

5.2. The *contracting authority* shall grant access to the system to the *authorised person(s)* designated by the *contractor*. For this purpose, the latter must provide the *contracting authority* with a list of the *authorised person(s)* indicating their assigned roles for each module. The list must be drawn up using the access rights forms available on the Documentation Webpage indicated in Article I.3 of the present agreement.

The *contracting authority* may delegate the right to grant access to the system to the *contractor's* legal representative, who may subsequently sub-delegate it to *authorised persons*.

5.3. User roles enabling these *e-PRIOR authorised person(s)* to sign legally binding documents are granted only upon submission of supporting documents proving that the authorised person is empowered to act as a legal representative of the *contractor* from the date into force of the present agreement.

For the *e-Ordering* module, the contractor commits to appoint a single *authorised person* as a signatory.

5.4. The *contractor's* legal representative commits to take all necessary steps to notify the *contracting authority* in due time of any event affecting the list of *authorised person(s)*.

6. VALIDITY AND DATE OF ISSUANCE OF ELECTRONIC DOCUMENTS

6.1. Any electronic document and related attachments exchanged via *e-PRIOR* (or any other authorised platform) qualify as *EDI message*.

6.2. The parties agree that any document exchanged through such a system:

- (a) is considered equivalent to a paper document;
- (b) is deemed to be the original of the document;
- (c) is legally binding on the parties has full effect once an e-PRIOR authorised person has performed the "sign" action in e-PRIOR; and
- (d) constitutes evidence of the information contained in it and is admissible as evidence in judicial proceedings.

This is provided that it does not contain any dynamic features capable of automatically modifying it.

6.3. An *order* is only regarded as a valid transaction once the following steps have been completed:

- a) the *order* message has been successfully received by the *contractor* (contract body and data appendix sent by the *contracting authority* to the *contractor*);
- b) a positive and related order confirmation message has been successfully sent from the *contractor* to the *contracting authority* (equivalent to the *contractor's* signature); and
- c) a final message endorsing the order has been sent by the *contracting authority* to the *contractor* and successfully received by him (equivalent to the *contracting authority's* signature).

6.4. A *dispatch advice*, *invoice* or debit/credit note shall be deemed to have been legally issued or sent:

- a) In case of using *web services*, when its status is set to "received" as defined in the interface control document.
- b) In case of using the *supplier portal*, when the contractor is able to successfully submit the e-document without any error messages. The XML document related to the e-document is considered as a proof of receipt by the *contracting authority*.

6.5. A *request for quotation* or a *receipt advice* is deemed to have been legally sent by the *contracting authority* when the message has been successfully received by the *contractor*.

7. ADMISSIBILITY

To the extent permitted by the applicable law, the parties hereby agree that in the event of dispute, the electronic documents (including, in the case of using the *web services*, the records of the *EDI messages* maintained in accordance with the terms and conditions of this agreement) shall be admissible before the courts and shall constitute evidence of the facts contained therein unless evidence to the contrary is adduced.

8. STORAGE OF ELECTRONIC DOCUMENTS

8.1 When using *web services* all *EDI messages* exchanged by the parties shall be stored by each party, unaltered and securely, in accordance with the time limits and specifications prescribed by the applicable legislative requirements. The parties agree that *EDI messages* that have been stored may be reproduced on any type of data carrier whatsoever and may be made legible by means of said reproduction.

8.2 When using *the supplier portal*, the contractor shall download the PDF or XML message for each e-document within one year of submission, and store them securely. After this period, copies of the e-documents are no longer available for automatic download from the *supplier portal*.

9. ENTRY INTO FORCE

This agreement shall enter into force on the date of signature of the framework contract/direct contract by the last party and shall become applicable for each module from the date indicated in section 1.2 of this agreement.

10. AMENDMENTS

10.1. Any amendment to the agreement must be made in writing and agreed by both parties.

10.2. Amendments will be part of the present agreement from the time of their signature by the last party.

11. TERMINATION OF THE AGREEMENT

11.1. This agreement expires on the last day of performance of the contract. For framework contracts, this corresponds to the last day of performance of the latest possible specific contract related to it. For direct contracts, this corresponds to the last day of performance of the relevant tasks or deliverables.

11.2. The *contracting authority* may terminate the present agreement subject to a notice period of at least one (1) month. Notice shall be given by means of a registered letter and shall mention the date on which the agreement is terminated. The notice shall specify the reasons for termination.

11.3. The *contractor* may request the *contracting authority* to terminate this agreement by written communication, in which it shall indicate the reasons leading to this request. The *contracting*

authority will assess the situation and, if considered appropriate, it may terminate the present agreement.

11.4. Termination of the agreement shall exclusively concern transactions performed after the date of termination. Its termination shall not release the parties from the obligations that result from the present agreement.

12.SEVERABILITY

The parties intend that if one or more provisions of the present agreement are held to be illegal, invalid or unenforceable to any extent, the other provisions shall remain in force.

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