
SUPPLY OF GOODS AND SERVICES TO GOVERNMENT OF BERMUDA

THIS CONTRACT FOR SUPPLY OF GOODS AND SERVICES is made the ____ day of _____
20____, (the “**Effective Date**”)

BY AND BETWEEN:

- (1) The Government of Bermuda as described in Schedule 1 (hereinafter referred to as the “**Government**”)
- (2) The supplier of services under this Agreement (whose name and contact details are set out in Schedule 1 to this Agreement and is hereinafter referred to as “**Supplier**” or “**you**”).

The Government and the Supplier are collectively referred to herein the “**Parties**” and each individually as a “**Party**”.

WHEREAS, the Supplier specializes in and provides certain goods and related services in Bermuda;

WHEREAS, the Government wishes to procure the services of the Supplier to supply certain goods and related services to the Government in accordance with the requirements and such other terms and conditions as are provided in this Agreement.

NOW THEREFORE, in consideration of the mutual agreements below and intending to be legally bound, the Parties hereby agree as follows:

1. DEFINITIONS

“**Appendix 1**” contains the SOW for the Goods and related Services being provided;

“**Agreement**” means this Agreement for the Supply of Goods and Services and includes Schedule 1, Schedule 2 and Appendix 1 attached in accordance with the obligations or deliverables under this Agreement;

“**Business Days**” means Monday to Friday, when not a public holiday, between 9am – 5pm in Bermuda;

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

“**Confidential Information**” means the terms of this Agreement as well as any information or data disclosed by one party to the other party which (i) if in tangible form, is marked clearly as proprietary or confidential, (ii) if oral, is identified as proprietary, confidential, or private on disclosure or (iii) any other information relating to proprietary information, business and operational affairs (including Ministerial and Departmental affairs), whether tangible or oral,



which upon receipt by the non-disclosing party should reasonably be understood to be confidential and any personal data for which the Government is the data controller, provided, however, that such information or data is provided under or in contemplation of this Agreement;

“Default” means any breach of the obligations of the Supplier (including but not limited to abandonment of this Agreement) or any other default (including material Default), act, omission, negligence or willful misconduct of the Supplier or any Representative;

“Delivery” means the date and time that the Goods are actually received by the Government as set out in Schedule 1;

“Delivery Date” means the date that the Goods are due to be delivered to the Government;

“Delivery Location” means the address for delivery of the Goods, as set out in the Contract Details;

“Documents” means written advice, project specifications, designs, drawings, plans, reports, tenders, proposals, technical specifications or other information or materials related to the Goods, Software or Services provided by the Supplier or the Representative;

“Fee” means any fee(s) or charge(s) to be paid to the Supplier for the supply and/or installation of Goods and Services provided in accordance with Schedule 1;

“Goods” means the goods as set out in Schedule 1 that will be provided by the Supplier or a Representative in accordance with Schedule 2 and Appendix 1;

“Good Industry Practice” means the exercise of that degree of skill, care, prudence, efficiency, foresight and timeliness as would be expected from a leading company within the relevant industry or business sector that provides such Goods or Services in Bermuda;

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

“Insurance Policies” means an amount of not less than the minimum level of insurance required by law or regulatory body or that is required to cover for similar goods or services as are provided in this Agreement or the amount as set out in Schedule 1, whichever is greater, covering the Supplier, or its directors, officers, employees, agents, or subcontractors with insurance coverage which shall be on an “occurrence” basis. “The Government of Bermuda” shall be endorsed as an additional insured on the required policy or policies and the insurances afforded to the Government of Bermuda shall be the primary insurance;

“Loss” means all losses, Claims, damages, costs, fees, charges, Expenses, disbursements, costs of investigation, litigation, settlement, judgment and interest, lost revenue, loss of opportunity to make money, loss of contracts or for the inability to fulfill customer contracts, lost or damaged data or other commercial or economic loss, whether based in contract, tort (including negligence)



or any other theory of liability or other loss not limited to those contemplated at the time of entering into this Agreement and whether such loss or liabilities are direct, indirect, incidental, special, consequential whether foreseen, foreseeable, unforeseen or unforeseeable;

“Order” means the order for the Goods submitted by the Government;

“Order Form” means the order form containing details of the Order;

“Representative(s)” means, the person(s) providing the Goods or Services on Supplier’s behalf and includes any person engaged by the Supplier;

“Services” means the provision of services in support of the delivery, installation and use of the Goods according to the Standards;

“Schedule 1” means the schedule which forms a part of this Agreement and contains details of the Supplier, Goods being ordered, Warranty Period, Services, Fees, Insurance and contact details of the Government;

“Schedule 2” means the schedule which forms a part of this Agreement and contains special instructions related to the Goods and Services;

“Software” means all Supplier provided software including third-party software, configured software or any parts thereof, provided or licensed to Government in machine readable object code form and any subsequent updates, upgrades, releases or enhancements in-bedded in the Goods;

“SOW” means the statement of work provided by the Supplier and set out in Appendix 1;

“Specifications” means the specification for the Goods, including any related plans and drawings or other technical data that is agreed in writing between the Government and the Supplier as set out in this Agreement;

“Standards” means any:

- (a) standards published by BSI British Standards, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with;
- (b) standards detailed by the Government in the Order Form or agreed between the Parties from time to time; and
- (c) relevant Government codes of practice and guidance applicable from time to time.

“Termination Date” means the date that this Agreement terminates as set out in Schedule 1;



“**Term**” means the period of this Agreement commencing from the Effective Date and ending on the Completion Date as set out in Schedule 1 and includes any Warranty Period or extensions; and

“**Warranty Period**” means the warranty period in relation to any Goods received by the Government which begins when the Goods have been accepted by the Government.

2. INTERPRETATION AND CONSTRUCTION

- 2.1 A reference to a statute or statutory provision is a reference to such statute or provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted.
- 2.2 Any phrase introduced by the terms including, include, in particular or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- 2.3 Any reference to currency is to Bermuda currency.
- 2.4 Every right or remedy conferred by this Agreement upon or reserved to the Parties shall be cumulative and shall be in addition to every right or remedy now or hereafter existing at law or in equity, and the pursuit of any right or remedy shall not be construed as an election.
- 2.5 The failure of a Party to insist upon the performance of any provision of this Agreement or an attachment hereto, or to exercise any right or privilege granted hereunder, shall not be construed as waiving any such provision and the same shall continue in force.
- 2.6 The rights and obligations of this Agreement which be their nature extend beyond its expiration or termination shall remain in full force and effect and shall bind the Parties and their legal representatives, successors, heirs, and assigns.

3. COMMENCEMENT AND TERM

This Agreement shall commence on the Effective Date and shall continue during the Term, unless terminated earlier in accordance with its terms, subject to the sections which continue beyond the termination or expiry of this Agreement.

4. ORDERS AND SCOPE OF SERVICES

- 4.1 The Government may submit an Order for Goods at any time.
- 4.2 The Supplier shall use its best efforts to supply Goods and Services in accordance with the Good Industry Practice, the Standard's, an Order, Order Form, Schedule 1, Schedule 2 and Appendix 1, during the Term, or, if none is specified, within Twenty (20) Business Days of submitting an Order or an Order Form.
- 4.3 The Government may amend or cancel an Order or Order Form in whole or in part at any time before Delivery by giving the Supplier written notice. The Government shall pay the Supplier



fair and reasonable compensation for any work in progress on the Goods and Services at the time of termination, but such compensation shall not include any Claims or Loss.

4.4 The Supplier and any Representative shall perform all duties hereunder in accordance with Good Industry Practice and in accordance with the terms and conditions provided herein.

5. REPRESENTATIONS AND WARRANTY

5.1 Each Party represents and warrants that:

- (a) it has full capacity and authority to enter into and to perform this Agreement;
- (b) this Agreement is executed by its duly authorised Representative;
- (c) there are no actions, claims or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, threatened against it (or, in the case of the Supplier, any of its Affiliates) that might affect its ability to perform its obligations under this Agreement;
- (d) its obligations under this Agreement constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable (as the case may be for each Party) bankruptcy, reorganisation, insolvency, moratorium or similar laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of general application (regardless of whether enforcement is sought in a proceeding in equity or law); and
- (e) it will remain compliant with the *Bribery Act 2016* and will not, and will not attempt to, bribe, corrupt or offer any improper inducement or bribe to any person at any time.

5.2 The Supplier represents and warrants that:

- (a) the Goods and Services shall comply with the Documents and Specifications;
- (b) it is validly incorporated, organised and subsisting in accordance with the laws of its place of incorporation;
- (c) it and its Representatives, have all necessary consents (including, where its procedures so require, the consent of its parent company) and regulatory approvals to enter into this Agreement;
- (d) its execution, delivery and performance of its obligations under this Agreement does not and will not constitute a breach of any law or obligation applicable to it;
- (e) as at the Effective Date, all written statements and representations in any written submissions made by the Supplier as part of the procurement process, its tender, its response to a request for proposal and any other documents submitted remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Agreement;



- (f) it shall take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or trojans, spyware or other malware) into systems, data, software or the Government's Confidential Information (held in electronic form) owned by or under the control of, or used by, the Government;
- (g) you have the right to license, assign and transfer all intellectual property rights in the Goods, Services and all related documents or technical specifications, to the Government;
- (h) the Software and Services will be compatible with existing equipment and software on Government systems and upon installation of the Goods, the Software and Services will meet all the Objectives and that when used, the Goods will perform substantially as described in the Documents and this Agreement;
- (i) it shall procure the benefit of any warranties or guarantees in respect of Goods and Services and provide copies of such warranties or guarantees to the Government;
- (j) it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under this Agreement;
- (k) that all payments to the Government, including but not limited to, taxes and social insurance, are current. In the event that any payments are delinquent, the Government may deduct, in part or in full, any payments made to it under this Agreement;
- (l) it will inform Government promptly of all known or anticipated material problems relevant to the delivery of Goods or Services;
- (m) it will notify the Government immediately if it has any actual or potential conflict of interest which might affect its ability to provide the Goods or Services;
- (n) it is not affected by an insolvency event and no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue; and
- (o) for the Term and for a period of twelve (12) months after the termination or expiry of this Agreement, the Supplier shall not employ or offer employment to any staff of the Government which have been associated with the provision of the Goods and delivery of purchased Goods without written approval or the prior written consent of the Government which shall not be unreasonably withheld.

5.3 Each of the representations and warranties set out in Sections 5.2 and 5.2 shall be construed as a separate representation and warranty and shall not be limited or restricted by reference to, or inference from, the terms of any other representation, warranty or any undertaking in this



Agreement.

- 5.4 If at any time a Party becomes aware that a representation or warranty given by it under Sections 5.2 and 5.2 has been breached, is untrue or is misleading, it shall immediately notify the other Party of the relevant occurrence in sufficient detail to enable the other Party to make an accurate assessment of the situation.
- 5.5 For the avoidance of doubt, the fact that any provision within this Agreement is expressed as a warranty shall not preclude any right of termination the Government may have in respect of breach of that provision by the Supplier which constitutes a material Default.
- 5.6 The Supplier acknowledges that:
- (a) the Government has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance of its obligations under this Agreement;
 - (b) it has undertaken all necessary due diligence and has entered into this Agreement in reliance on its own due diligence alone;
 - (c) it acknowledges and warrants that it is fully satisfied as to the scope and nature of the duties and obligations under this Agreement; and
 - (d) it shall not be excused from the performance of any of its obligations under this Agreement on the grounds of, nor shall the Supplier be entitled to recover any additional costs or charges, arising as a result of any:
 - (i) misinterpretation of the requirements of the Government in the Order Form or elsewhere in this Agreement;
 - (ii) failure by the Supplier to satisfy itself as to the accuracy and/or adequacy of the due diligence information; and/or
 - (iii) failure by the Supplier to undertake its own due diligence.

6. GOODS

- 6.1 The Supplier shall ensure that the Goods:
- (a) correspond with their description, Documents and any applicable Specifications;
 - (b) be of satisfactory quality (within the meaning of the *Sale of Goods Act 1978, Supply of Goods and Services (Implied Terms) Act 2003*, as amended) and fit for any purpose held out by the Supplier or made known to the Supplier by the Government expressly or by implication, and in this respect the Government relies on the Supplier's skill and judgement;
 - (c) where they are manufactured products, be free from defects in design, material and workmanship and remain so for twelve (12) months after Government receives the Goods;



and

(d) comply with all applicable statutory and regulatory requirements relating to the manufacture, labelling, packaging, storage, handling and delivery of the Goods.

6.2 The Government has the right to inspect and test the Goods at any time before receipt of the Goods.

6.3 If following such inspection or testing the Government considers that the Goods do not conform or are unlikely to comply with the Supplier's undertakings in this Section 6, the Government shall inform the Supplier and the Supplier shall immediately take such remedial action as is necessary to ensure compliance.

6.4 Notwithstanding any such inspection or testing, the Supplier shall remain fully responsible for the Goods and any such inspection or testing shall not reduce or otherwise affect the Supplier's obligations under this Agreement and the Government shall have the right to conduct further inspections and tests after the Supplier has carried out its remedial actions.

7. LICENSE GRANT

7.1 Supplier grants the Government a non-exclusive royalty free right to use the Software and Documents exclusively for the operation of the Goods intended or supplied therefore. In particular, the right to use the Software shall not include the right to translate, lease, lend, sublicense, distribute or publicly reproduce the Software or make it available online to third parties. Furthermore, the right to use the Software shall not include the right to reproduce the Software unless such reproduction is necessary for the operation of the Goods intended or supplied therefore or to produce a backup copy. Unless provided otherwise by mandatory law or written contractual regulations, the Government shall not be authorized to modify, decompile, disassemble or otherwise reverse-engineer the Software, whether in whole or in part, in order to acquire the source code.

7.2 In the event you are not able to support any Software update, upgrade, version or new release that changes major functionality and is not compatible with the Equipment or a Service, you shall use your best efforts to resolve such issues and to provide optimal functionality of the Goods or the Services.

7.3 The Government will not acquire title to any Software incorporated in, accompanying, or delivered with or without Goods.

7.4 Supplier grants the Government the right, which may be revoked in case of good cause, to transfer to third parties the right to use the Software granted to the Government. The Government may transfer the right to use the Software to third parties only together with the Goods which the Government acquired together with the Software from Supplier or for which



the Software of Supplier is intended. In that case, the Government will impose the above obligations and restrictions on the third party.

7.5 The Software will be provided solely in machine-readable form (object code) and without source code or source code documentation.

8. WARRANTY OF THE GOODS

8.1 The Supplier hereby guarantees the Goods for the Warranty Period as set out in Schedule 1 against faulty Goods and workmanship and any errors, omissions or willful misconduct during installation of the Goods or Services.

8.2 If the Government shall within the Warranty Period give notice in writing to the Supplier of any defect in any of the Goods as may have arisen during such Warranty Period under proper and normal use, the Supplier shall (without prejudice to any other rights and remedies of the Government howsoever arising) promptly remedy such faults or defects (whether by repair or replacement as the Government shall elect) at its own Expense.

9. OBLIGATION TO REMEDY DEFAULT IN THE SUPPLY OF THE GOODS

Subject to the Indemnity Section and without prejudice to any other rights and remedies of the Government howsoever arising in this Agreement, the Supplier shall remedy any breach of its obligations in this Agreement within three (3) Business Days of becoming aware of the relevant Default or being notified of the Default by the Government or within such other time period as may be agreed with the Government (taking into account the nature of the breach that has occurred) and the Supplier shall meet all the Expenses in the performance of such remedial work.

10. ADDITIONAL GOODS

10.1 Additional goods or services, if any, may be required after the date of execution of this Agreement and may be performed upon prior written approval of the Government. Such written approval shall be evidenced by an authorization for changes in the services ("**Change Order**") or such other written authorization as approved by the Government. In such case, a Change Order shall be issued within a reasonable time thereafter.

10.2 All Change Orders are subject to the terms and conditions of this Agreement.

10.3 Fees for additional goods or services shall be agreed by the Parties in writing prior to any additional goods or services being provided.

11. DELIVERY

11.1 Time is of the essence in connection with the delivery of the Goods. The Supplier shall perform expeditiously to meet the requirements hereunder and shall deliver the Goods to the Government during the Delivery Date or such other time as specified by the Government. In the event that the Supplier is unable to provide the Goods within the required time, the Supplier



shall notify the Government the time the request is made or promptly thereafter to allow the Government sufficient time to purchase from an alternative supplier.

11.2 The Supplier shall ensure that:

- (a) the Goods are properly packed and secured in such manner as to enable them to reach their destination in good condition and in accordance with the Documents and Specifications;
- (b) each delivery of Goods is accompanied by a delivery note which shows the order number, the type and quantity of Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the relevant Order is being delivered by instalments, the outstanding balance of Goods remaining to be delivered; and
- (c) if the Supplier requires the Government to return any packaging material to the Supplier, that fact is to be clearly stated on the delivery note. Any such packaging material shall be returned to the Supplier at the Supplier's Expense.

11.3 The Supplier shall deliver the Goods specified in each Order:

- (a) on or before its relevant Delivery Date;
- (b) at the Delivery Location; and
- (c) during the Government's normal business hours, or as instructed by the Government.

11.4 Delivery of Goods is completed on the completion of unloading of those Goods at the Delivery Location.

11.5 If the Supplier delivers more or less than the quantity of Goods ordered, and the Government accepts the delivery, a pro rata adjustment shall be made to the invoice for the Goods.

11.6 If the Supplier:

- (a) delivers less than 50% of the quantity of Goods ordered, the Government may reject the Goods; and
- (b) delivers more than 105% of the quantity of Goods ordered, the Government may at its discretion reject the Goods or the excess Goods.

11.7 If the Government rejects any Goods they are returnable at the Supplier's Expense. If the Supplier fails to collect rejected Goods within a reasonable period after notification of the rejection, the Government may charge the Supplier storage costs and sell or dispose of the rejected Goods. The Government will account to the Supplier for the proceeds of sale (if any) after deducting the purchase price paid for the Goods, storage costs and its reasonable costs and expenses in connection with the sale.

11.8 The Supplier shall not deliver Orders in instalments without the Government prior written consent.



11.9 Where it is agreed that Orders may be delivered by instalments, such instalments shall be invoiced separately. However, failure by the Supplier to deliver any one instalment on time or at all, or any defect in an instalment, shall entitle the Government to use any of its remedies as set out in Section 15.

11.10 Continuing Obligation to Provide the Goods:

(a) The Supplier shall continue to perform all of its obligations under this Agreement and shall not suspend the provision of the Goods, notwithstanding:

(i) any withholding or deduction by the Government of any sum due to the Supplier pursuant to the exercise of a right of the Government to such withholding or deduction under this Agreement;

(ii) the existence of an unresolved dispute; and/or

(iii) any failure by the Government to pay any Fees or Expenses,

unless the Supplier is entitled to terminate this Agreement as a result of the Government's failure to pay undisputed Fees.

12. INSPECTION AND ACCEPTANCE

12.1 The Government shall at all times retain the right to inspect the Goods provided by the Supplier and shall have the right to review, require correction or additional follow up, if necessary, and accept the Goods or Services.

12.2 The Government will notify the Supplier of its contact who shall be responsible for reviewing, inspecting and approving Delivery of the Goods and Services.

12.3 The Government shall have the right to reject the Goods or refuse acceptance of the Goods if:

(a) the Goods, or any portion thereof, are not in conformance with this Agreement;

(b) the Goods, or any portion thereof, are not in conformance with the Specifications provided to the Supplier at the time the order for the Goods was placed; or

(c) the Goods, or any portion thereof, are not in conformance with the Documents; or

(d) the Supplier fails to deliver the Goods within the time specified by Government following receipt of the Order or such other time as specified by the Government.

12.4 Upon such rejection of the Goods, the Supplier shall arrange for return of the Goods to the Supplier, at the Supplier's risk and Expense, and the Supplier shall promptly reimburse the Government for any payments made in connection with the delivery and return of the rejected Goods or any part of the Goods.

12.5 Following rejection of any Goods in accordance with this Section, the Government shall have the right to require the Supplier to make another delivery of Goods which conform to this



Agreement, Documents and/or the Specifications provided or, to purchase the Goods and Services or substitutes thereof from alternative sources. The Supplier shall reimburse the Government, upon demand, all additional Expense incurred by the Government, if any, in obtaining the Goods and Services or substitutes thereof.

- 12.6 The Government may confirm, in writing, acceptance of the Goods at the time of Delivery or at any time thereafter.
- 12.7 Written acceptance of the Goods by the Government shall release the Supplier from any obligation to remedy any nonconformity of the accepted Goods or reimburse the Government for any additional costs incurred in obtaining other Goods or substitutes thereof but does not relieve Supplier from any warranty, guarantees or service obligations. The Government shall have the right to inspect the Goods prior to, or at the time of Delivery or within thirty (30) days following Delivery for compliance with this Agreement and other Specifications required by the Government.
- 12.8 Supplier's failure to proceed with reasonable promptness to make necessary corrections shall be a Default. If Supplier fails to provide corrected Goods or Supplier fails to correct performance of Service within a timeframe as set by Government, the Government may terminate this Agreement, reduce the Fee and/or reject the hours submitted in connection with such work to reflect the reduced value of Goods and Services received.

13. OWNERSHIP AND RISK OF GOODS

- 13.1 Risk and Ownership in Relation to the Goods
- (a) Without prejudice to any other rights or remedies of the Government howsoever arising title to the Goods shall pass to the Government upon Delivery to the Government at the Delivery Location.
 - (b) In the event that an advance payment is made, title to the Goods shall not pass to the Government and all risk in the Goods remain with the Supplier until Government has accepted the Goods in writing.
 - (c) Risk of loss or damage to the Goods shall only pass to the Government at the time of acceptance of the Goods by the Government.

14. INVOICES AND PAYMENT

- 14.1 Within sixty (60) days following receipt of a proper and correct invoice, the Government shall compensate the Supplier for Goods and Services provided under this Agreement in accordance with the prices as set forth in Schedule 1. Invoices for each order shall be submitted to the Government's designated representative.
- 14.2 A proper and correct invoice and supporting documentation must include:



- (a) the Supplier's name and address;
 - (b) invoice date and invoice number;
 - (c) Government's name and address where the Goods were delivered;
 - (d) total amount payable and cost per unit;
 - (e) a description of the Goods supplied including specific quantities consistent with the Agreement requirements and orders placed;
 - (f) a description of the Services provided related to the Goods;
 - (g) mailing address and the person to whom payment is to be sent or the banking institution and account information for a payment by wire transfer (unless such information has previously been provided and processing has been confirmed by the Government); and
 - (h) contact telephone number, fax number and e-mail address.
- 14.3 Invoices must be submitted within sixty (60) days of Delivery of the Goods. Advance payments will not be made unless specifically authorized in writing by the Accountant General.
- 14.4 The Supplier's failure to timely submit a proper invoice as set forth in this Section may result in a delay in payment by the Government. The Government shall not pay interest on any late payment to the Supplier resulting from the Supplier's failure to submit a proper or timely invoice or otherwise comply with the terms of this Section. The Supplier agrees that the Government is not responsible, nor will it be liable to the Supplier under law or equity for any and all Expenses that the Supplier may incur resulting from any delays in payment caused by the Supplier's failure to comply with the terms of this Section.
- 14.5 Proper invoices remaining unpaid for more than sixty (60) days following the due date shall bear interest at the rate of 12% per annum. The Supplier shall have the right to suspend or terminate delivery of Goods for non-payment of such invoices upon fourteen (14) Business Days' written notice delivered to the Government at the address provided herein for notices.
- 14.6 No additional expenses shall be allowed for reimbursement under this Agreement. The Supplier shall deliver the Goods at its own expense.
- 15. GOVERNMENT REMEDIES**
- 15.1 If the Goods are not delivered on the relevant Delivery Date at the Delivery Location, or do not comply with the undertakings set out in the Representation and Warranty Section then, without limiting any of its other rights or remedies, and whether or not it has accepted the Goods, the Government may exercise any one or more of the following remedies:
- (a) terminate the Agreement;
 - (b) reject the Goods (in whole or in part) and return them to the Supplier at the Supplier's own



risk and expense;

- (c) require the Supplier to repair or replace the rejected Goods, or to provide a full refund of the price of the rejected Goods (if paid);
- (d) refuse to accept any subsequent delivery of the Goods which the Supplier attempts to make;
- (e) recover from the Supplier any costs incurred by the Government in obtaining substitute goods from a third party; and
- (f) claim damages for any other Loss suffered or incurred by the Government which are in any way attributable to the Supplier's failure to carry out its obligations under this Agreement.

15.2 If the Goods are not delivered on the Delivery Date, the Government may at its option claim or deduct 20% per cent of the price of the Goods for each week's delay in delivery by way of liquidated damages, up to a maximum of 50% per cent of the total price of the Goods.

15.3 This Agreement shall apply to any repaired or replacement Goods supplied by the Supplier.

15.4 The Government's rights and remedies under this Agreement are in addition to its rights and remedies implied by statute and common law.

16. INDEMNITY AND LIMITATION OF LIABILITY

16.1 Indemnity: Supplier shall indemnify, keep indemnified and defend the Government against:

- (a) any Claim or Loss arising from any breach by the Supplier or a Representative; or
- (b) any Claim or Loss arising from a third party as a result of negligent act, errors, omission or wilful misconduct by the Supplier or anyone engaged by the Supplier; or
- (c) any Claim or Loss in connection with:
 - (i) any claim made against the Government for actual or alleged infringement of a third party's intellectual property rights arising out of or in connection with the supply or use of the Goods, to the extent that the claim is attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors;
 - (ii) any claim made against the Government by a third party for death, personal injury or damage to property arising out of or in connection with defects in Goods or defects occurring during the installation of the Goods, to the extent that the defects in the Goods or occurring during installation of the Goods are attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors; and
 - (iii) any claim made against the Government by a third party arising out of or in connection with the supply of the Goods, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of the



Agreement by the Supplier or Representatives or sub-contractors.

- 16.2 The Government may satisfy such indemnity (in whole or in part) by way of deduction from any payment due to the Supplier.
- 16.3 Limitation of Liability: Without limiting the provisions of this Section, Government's maximum aggregate liability, for all Claims or Loss in connection with this Agreement or the performance thereof arising during its entire term shall be limited to the Fees paid to the Supplier under this Agreement for the 3 calendar months immediately preceding the date on which the latest Claim(s) or Loss first arose.
- 16.4 Nothing in this Agreement shall exclude or limit any liability for wrongful use of Confidential Information, misrepresentation, fraud, willful misconduct or any liability which cannot be lawfully limited or excluded and you shall accordingly maintain in full force and effect during the Term, the Insurance Policies.
- 16.5 All Claims against the Government must be commenced in court within one (1) year after the cause of action has accrued or the act, omission or event occurred from which the Claim arises, whichever is earlier, without judicial extension of time, or said Claim is barred, time being of the essence.

17. INSURANCE

- 17.1 The Supplier shall maintain at its sole expense, on a primary basis, and an "occurrence basis", at all times during the Term, the Insurance Policies. The Insurance Policies shall be evidenced by delivery to the Government of certificate(s) of insurance executed by the insurer(s) listing coverages and limits, expiration dates and terms of the policy or policies and all endorsements, and upon request a certified copy of each policy including all endorsements. Failure to provide acceptable proof of insurance as required by the Government shall entitle the Government to either obtain or maintain the Insurance Policies on your behalf at your sole cost and expense, or to terminate this Agreement without prejudice to any other of the Government's rights or remedies in connection with this Agreement. Amounts of Insurance Policies are set out in Schedule 1.
- 17.2 The Supplier shall be responsible for the payment of all deductible amounts on the Insurance Policies and shall on request supply to the Government copies of the Insurance Policies and evidence that the relevant premiums have been paid.
- 17.3 The Supplier shall notify the Government forthwith of any changes to any of the Insurance Policies, or of any claims or potential claims which have arisen to which the insurer(s) of the Insurance Policies may be required to respond.
- 17.4 The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in



whole or part. The Supplier shall use all reasonable endeavours to notify the Government (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

- 17.5 The policy clause "Other Insurance" or "Excess Insurance" shall not apply to any insurance coverage currently held by The Government of Bermuda, or to the Government of Bermuda's Self-Insured Retentions of whatever nature.
- 17.6 If the Supplier subcontracts any work under this Agreement, Supplier shall ensure that each subcontractor maintains insurance coverage with policy limits of at least the amounts stated in the Insurance Policies.
- 17.7 The insurance requirements set forth above do not in any way limit the amount or scope of Suppliers liability under this Agreement. The amounts listed indicate only the minimum amounts of insurance coverage that the Government is willing to accept to help ensure full performance of all terms and conditions of this Agreement.

18. CONFIDENTIALITY

- 18.1 The Parties shall only use Confidential Information disclosed under the terms of this Agreement for the purpose of this Agreement, subject to privilege of the Legislature.
- 18.2 The Parties shall receive and hold any Confidential Information in confidence, and shall take all reasonable and necessary care to maintain the confidentiality of such information.
- 18.3 The Parties may disclosure Confidential Information to their legal or professional advisors on a need to know basis under non-disclosure obligations at least as protective as under this Agreement. Each Party shall remain responsible for the use of Confidential Information by its Representatives and in the event of discovery of unauthorized disclosure, either Party must promptly notify the other Party.
- 18.4 Neither Party shall disclose to any third party, publish or otherwise use for its own benefit or the benefit of a third party any Confidential Information without the prior written consent of the other Party.
- 18.5 Any disclosure of Confidential Information to a third party, after written approval from the other Party, shall be done only under an agreement that fully protects the rights of the Government.
- 18.6 Notwithstanding the foregoing, either Party may, upon written notice to the other Party, disclose Confidential Information revealed pursuant to the Agreement to the extent required by a judicial order or other legal obligation.
- 18.7 Within thirty (30) days of either expiration or termination of this Agreement, the Supplier shall collect all Confidential Information applicable thereto and received and/or created under this



Agreement and shall either return the Confidential Information to the Government (without retaining copies thereof) or destroy the Confidential Information, as commercially reasonable as possible, in accordance with the written direction of the Government.

18.8 Any violation of this Section by the Supplier shall constitute a material breach of this Agreement and shall be a basis for termination of this Agreement for Default.

19. TERMINATION AND SUSPENSION

19.1 The Government may terminate this Agreement and the services hereunder in whole, or in part, without cause upon sixty (60) days' prior written notice to the Supplier. Upon receipt of such notice, the Supplier shall: (1) immediately take the necessary actions to discontinue all services affected as of the effective date of termination unless and to the extent that the notice directs otherwise, and (2) deliver to the Government all Goods and Services which have been ordered and are deliverable hereunder.

19.2 In the event that termination by the Government is based upon the lack of available funding, the notice requirement for termination shall be reduced to thirty (30) days' notice.

19.3 The Government may terminate this Agreement immediately if the Supplier shall be guilty of any error, omission to act, failure to follow instructions, misrepresentation or willful misconduct in the discharge of duties hereunder.

19.4 The following articles shall survive termination of this Agreement:

- (a) Confidential Information;
- (b) Indemnification;
- (c) Insurance;
- (d) Limitation of Liability;
- (e) Governing Law; and
- (f) Jurisdiction.

19.5 The Government may temporarily suspend the duties of the Supplier hereunder and shall confirm such instruction in writing to the Supplier. Upon any such suspension, the Government shall make payments to the Supplier up to the time of such suspension. If, following suspension of the Supplier's duties, there is no resumption within six (6) months, this Agreement may be terminated by the Supplier, and the Government shall make such payments as may be due under this Agreement.

19.6 If the duties of the Supplier cannot be discharged for reasons outside the control of the Government or the Supplier, the Agreement shall be treated as terminated by mutual agreement, and the Supplier shall be entitled to appropriate payment under Section 5 below.



19.7 The Government may terminate this Agreement at any time based upon a Default. The Government, in its sole discretion may provide the Supplier with a notice to cure the Default ("Cure Notice") any conditions that would otherwise amount to a basis to terminate this Agreement as a result of the Supplier's failure to fulfill its obligations hereunder. The Supplier shall respond to any such Cure Notice within a reasonable time or within such time as provided therein and the Supplier shall either cure the specified conditions or provide assurances to cure the same which the Government, in its sole discretion, deems adequate.

19.8 Any dispute with regard to this Article are expressly made subject to the terms and conditions of this Agreement.

20. PAYMENT FOLLOWING TERMINATION AND SUSPENSION

20.1 Following termination or suspension of the Suppliers obligations under this Agreement by the Government or as otherwise specifically stated herein, the Government shall pay to the Supplier, upon receipt of a proper invoice and subject to the terms and conditions herein, all amounts payable for Goods provided or ordered prior to the effective date of termination or suspension as calculated in accordance with Schedule 1.

20.2 The Government may issue a written order to resume the order of Goods or Services hereunder within six (6) months of suspension in which case the pricing shall be as provided in Schedule 1.

21. DISPUTE RESOLUTION

21.1 If a dispute arises out of this Agreement, the Government and the Supplier shall attempt to agree to a settlement in good faith.

21.2 If a dispute is not resolved by the Parties, either the Government or the Supplier may at any time give notice to the other in writing that they wish to refer the dispute to mediation. The mediation shall be conducted by a mediator appointed upon mutual agreement of the Parties, or if no agreement can be reached, then by the President of the Chartered Institute of Arbitrators (Bermuda Branch).

21.3 If agreement cannot be reached through the Mediator or if the Parties otherwise agree, then the dispute may be determined, upon mutual agreement between the Parties, by arbitration.

21.4 The arbitration shall by a single arbitrator appointed upon mutual agreement of the Parties or by the President of the Chartered Institute of Arbitrators (Bermuda Branch). The provisions of the *Arbitration Act 1986*, as amended from time to time, shall apply.

21.5 Notwithstanding the forgoing, no person shall be appointed to act as a mediator or arbitrator who is in any way interested, financially or otherwise, in the performance of duties hereunder or the business affairs of the Supplier.

21.6 The decision and award of the arbitrator shall be delivered within three (3) months of his or her appointment, unless otherwise agreed between the parties, and shall be final and binding on the



Parties and enforceable in any court of competent jurisdiction. Nothing in this Section prevents or in any way restricts either party from seeking specific performance, injunctive relief or any other form of equitable remedy. The Parties shall continue to perform their respective obligations during the dispute resolution process set out in this Section, unless and until this Agreement is terminated in accordance with its terms.

- 21.7 The costs of the arbitration, including administrative and arbitrators' fees, shall be shared equally by the Parties and each Party shall bear its own costs and attorneys' and witness' fees incurred in connection with the arbitration unless the arbitrator determines that it is equitable to allocate such costs and fees differently and so orders in rendering judgment.
- 21.8 In rendering judgment, the arbitrators may not provide for punitive or similar exemplary damages.
- 21.9 The arbitration proceedings and the decision shall not be made public without the joint consent of the Parties and each Party shall maintain the confidentiality of such proceedings and decision unless otherwise permitted by the other Party, except as otherwise required by applicable law or statutes.

22. FORCE MAJEURE

- 22.1 Notwithstanding any other provision in this Agreement, no default, delay or failure to perform on the part of either party shall be considered a breach of this Agreement if such default, delay failure to perform is shown to be due entirely to causes beyond the reasonable control of the party charged with such default including, but not limited to causes such as strikes, lock-outs or other labour disputes, riots, civil disturbances, actions of Governmental authorities or suppliers, epidemics, wars, embargoes, storms, floods, fires, earthquakes, acts of God, of the public enemy, computer downtime or the default of a common carrier (hereinafter called the Force Majeure Event).
- 22.2 If the Supplier is prevented from delivering the Goods due to the Force Majeure Event, the Supplier shall notify the Government's representative of the fact in writing promptly after discovery of the Force Majeure Event.
- 22.3 If the circumstances preventing Delivery are still continuing fourteen (14) days from and including the date when the Supplier sends such notice, then either Party may give written notice to the other cancelling the Agreement. Such written notice must be received while the Force Majeure Event is still continuing.
- 22.4 Notwithstanding the forgoing, each Party shall forthwith notify the other Party of the commencing of any strike or lock-out and either Party, based upon any delay caused thereby, may grant such extension of time as it considers reasonable without prejudice to the right of the other Party to exercise any other right or power hereunder.



22.5 If the Agreement is cancelled as a result of a Force Majeure Event, the Supplier shall refund any payment which the Government has already made, if any, for Goods which have not yet been delivered.

23. AUDIT RIGHTS AND RETENTION OF RECORDS

23.1 The Supplier shall retain all records pertinent to this Agreement for a period of three (3) years following expiration or termination hereof. The Supplier shall establish and maintain books, records and documents (including electronic storage media) in accordance with Canadian Accepted Accounting Principles and practices which sufficiently and properly reflect all revenues and expenditures of funds provided by the Government, including all receipts, invoices, payroll records and/or other documentation used to substantiate requests for payment hereunder. At any time or times before final payment and for three (3) years thereafter, the Government may cause the Supplier's records to be audited by authorised Public Officer. Records required to resolve an audit shall be maintained for a period of not less than three (3) years following resolution of the audit or any arbitration or litigation arising hereunder.

23.2 Any payment or payment request may be reduced by amounts found by the Government not to constitute allowable Expense. In the event that all payments have been made to the Supplier by the Government and an overpayment is found, the Supplier shall reimburse the Government for such overpayment within thirty (30) days following receipt of written notification thereof.

23.3 Duly authorized Government employees shall have full access to and the right to examine any of the records including financial records, pertinent to this Agreement at all reasonable times for as long as such records are required to be retained hereunder.

23.4 The Supplier shall include the aforementioned audit and record keeping requirements in all subcontracts and assignments, if any, made in accordance with this Agreement.

24. ELECTRONIC COMMUNICATIONS

Government may communicate with the Supplier by email. The internet is not secure and messages sent by email can be intercepted. Supplier shall use its best efforts to keep its security procedures current and all communications by email secure.

25. NOTICES

25.1 Any notice required or permitted hereunder shall be in writing, and service thereof shall take effect by one of the following methods:

- (a) delivering copies personally;
- (b) by prepaid mail;
- (c) by facsimile transmission; or
- (d) by electronic mail to the party with read receipt requested.



25.2 Notices shall be deemed to have been duly given:

- (a) if by personal delivery, on the date of such delivery;
- (b) if by prepaid mail, seven (7) days after the date of posting; or
- (c) if by facsimile or electronic mail, one (1) day after the date of transmission to the facsimile number or electronic mail address provided in writing by the party receiving the notice.

25.3 Notices shall be delivered as follows:

If delivered to the Government:

Department:

Address:

Attn:

Email:

Facsimile No.:

If delivered to the Supplier:

Address:

Contact Name:

Email:

Facsimile No.:

26. MISCELLANEOUS

26.1 This Agreement together with any documents referred to in it supersedes and replaces all previous agreements, promises, assurances, warranties, representations and understandings, whether written or oral including whether in invoices, emails or otherwise between the parties relating to the Goods and Services and is the complete agreement between the Parties.

26.2 All Supplier written statements and representations in any written submissions made by the Supplier as part of the procurement process, its tender or response to a request for proposal or any other documents submitted, remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Agreement.

26.3 This Agreement shall not be modified or amended in any way except by mutual agreement of the Parties evidenced in writing and signed by the Parties.

26.4 Nothing in this Agreement is intended or shall have the effect of creating any relationship between the Parties hereto other than that of the Government and independent contractor. Neither the Supplier nor the Supplier's employees, subcontractors, agents or other representatives are employees, agents, representatives or partners of the Government. As such,



they have no authority to legally bind the Government by contract or otherwise with respect to any third party.

26.5 This Agreement may not be assigned by either Party without the express written consent of the non-assigning Party. The doctrine of *Contra Proferentem* shall not be applicable. All terms and conditions of this Agreement shall be binding upon, inure to the benefit of, and be enforceable by the Parties hereto and their respective legal representatives, successors and assigns.

26.6 If any provision of this Agreement shall be declared invalid, unenforceable or illegal, the remaining provisions shall continue in full force and effect and such invalid, unenforceable or illegal provision shall be deemed as no longer a part of this Agreement.

26.7 This Agreement may be executed in counterparts, each separately and together constituting one and the same document. Execution and delivery of this Agreement by facsimile or email shall be sufficient for all purposes and shall be binding on any Party to the Agreement.

27. GOVERNANCE AND AGREEMENT ADMINISTRATION

27.1 The Government's representative and contact details for this Agreement are set out in Schedule 1. All deliverables, invoices and inquiries regarding Goods supplied hereunder shall be submitted to the Government's representative.

27.2 The Supplier shall appoint a Representative for administration of this Agreement and the duties and obligations hereunder who shall have full authority to act on behalf of the Supplier. The Government may request, by notice in writing to the Supplier, the replacement of the appointed person, and agreement with such request shall not be unreasonably withheld. The Supplier shall use its best endeavors to replace the individual with another qualified individual employed by the Supplier and approved by the Government.

27.3 The Supplier will secure at its own Expense all Representatives required for performing the Supplier's obligations under this Agreement. The Representatives shall not be employees of or have any contractual relationship with the Government. All duties required of the Supplier hereunder shall be performed by the Supplier or Representatives and all Representatives engaged in the work shall be fully qualified to perform such duties.

27.4 Supplier agrees to provide the Government (and, if Government requests in writing, its auditors and competent regulatory authorities) with full information on the provision and delivery of the Services in an open and cooperative way and attend meetings with the Government to discuss the Services and this Agreement. The Government may disclose any information relating to this Agreement to a regulator or auditor.

[signature page follows]



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

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

**SCHEDULE 1**

This schedule is incorporated into the Agreement. Capitalized terms used but not defined in this appendix will have the meanings given to them in the Agreement. If a term in this schedule conflicts with a term in the Agreement, the provisions of this schedule will prevail to the extent of such conflict.

- Objective:** To provide a turnkey solution that includes but is not limited to installation of a closed circuit television solution (“CCTV”) for the Government. Supply and installation of CCTV should cover design, supply, implementation, commissioning, training, providing user manual, providing 36 month’s warranty for the total solution including all hardware, software, materials, services and support etc. which should provide an integrated video surveillance system for the Government. Work also includes all related work at controlling office at all the Locations. All necessary cabling, wiring, sockets and allied infrastructure conforming to respective quality and standard norms are also included in this scope. The Supplier shall be responsible for the following scope of services and shall be the single point of responsibility for the Government for the entire period of 3 years of warranty.

- The Government**

Ministry:			
Department:			
Address:			
Tel No.:		Mobile No.:	
Email address:			
Government Contact:			
Tel No.:		Mobile No.:	
Email address:			

- Supplier and Service conditions:**

Supplier Name:			
Address:			
Home Tel:		Mobile No.:	
Email address:			
Commencement Date:			
Completion Date:			
Delivery Date:			



Termination Notice Period:	60 days		
Professional Services hourly Fee payable in arrears:	BMD\$		
Installation Fee (one time):	BMD\$		
Maintenance Fee:	BMD\$		
Special Conditions related to the Fee:			
Warranty Period:	Six (6) months of warranty commencing from the time of acceptance of Goods by Government or six (6) months of warranty following Delivery, whichever comes later.		
Payroll Tax #:		Social Insurance No.:	
Insurance Coverage:	Minimum Coverage Amount		
Professional Liability:	BMD\$2,000,000		
Commercial General Liability:	BMD\$2,000,000		
Technology Errors and Omissions for damages arising from the use of software required in order to enable the use of the Goods:	BMD\$2,000,000		

4. **GOODS:** The Supplier will provide the following goods, tasks and ancillary services which support the provision of the goods in order to achieve the objective.

Goods	Tasks and Services
Goods supplied:	integrated video surveillance system and supporting hardware, cables, equipment and related software (“CCTV”).
Equipment:	All CCTV equipment, cables, materials, documents and software which will enable CCTV to operate in an efficient manner.
Technical Support:	Provide free technical support regarding the Goods to Government workers as required.
Training:	Train Government workers on how to install/maintain/use the Goods and update the applicable software for the Goods.
Special services:	Provide free special services to the Government as required.



Storage:	Provide free storage of Goods for and on behalf of the Government as required.
Unloading:	Provide free unloading of the Goods to the Government as required.

5. SUPPLIER Representative and Contact Details:

Name	Email	Telephone Number

GOVERNMENT Representative and Contact Details:

Name	Email	Telephone Number

**SCHEDULE 2****Special Instructions**

1. The Supplier's responsibilities for re-deployment of closed circuit television equipment and supporting hardware, cables, equipment, camera and processor assemblies and related software ("CCTV") include:
 - a) Disconnecting the power supply of existing goods or equipment;
 - b) Safely remove existing brackets and CCTV Equipment cameras from pole without damaging the pole protective coating, place in protective wrap and transport to the new location;
 - c) Redeploy the CCTV cameras at new locations as instructed by the Government;
 - d) Install pre-built camera and processor assemblies on suitable brackets at the new location;
 - e) Connect power supply to CCTV cameras and processor unit;
 - f) Configure and test and provide evidence that the CCTV system is fully operational and complies with all Government requirements;
 - g) The provision of all access equipment, traffic management and permits;
 - h) Pre and post installation testing; and
 - i) Preventative and responsive maintenance of CCTV.
2. All CCTV used by the Supplier in carrying out their obligations under this Agreement shall be in accordance with the latest technical specifications appropriate to the CCTV equipment and to British Standard Specifications or European Union equivalent. Any modifications to the CCTV Equipment must be in accordance with the Government's type approval of the CCTV. Any CCTV Equipment used must meet the requirements of the Government and details entered into the Technical Construction File ("TCF").
3. All replacement parts used to repair the CCTV Equipment must be at least equivalent to the quality and specification of the original manufacturer's part if the replacement part is not the original manufacturer's replacement part.
4. **SUPPLY OF CCTV EQUIPMENT**
 - 4.1 The Supplier shall ensure that the CCTV Equipment shall:
 - a) correspond with CCTV Equipment description and specifications required for efficient working;
 - b) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979) and fit for any purpose held out by the Supplier or made known to the Service Provider by the Authority, expressly or by implication, and in this respect the Authority relies on the Service Provider's skill and judgment;
 - c) The CCTV Equipment housing, mountings and functionality must comply with the specification;



- d) where applicable, be free from defects in design, materials and workmanship and remain so for 12 months after delivery and installation; and
 - e) comply with all applicable statutory and regulatory requirements relating to the manufacture, labelling, packaging, storage, handling and delivery of the CCTV Equipment.
- 4.2 The Government shall have the right to inspect and test the CCTV Equipment at any time before delivery.
- 4.3 If following such inspection or testing the Government considers that the CCTV Equipment does not conform or is unlikely to comply with the Supplier's undertakings at section 5.8, the Government shall inform the Supplier and the Supplier shall immediately take such remedial action as is necessary to ensure compliance.
- 4.4 Notwithstanding any such inspection or testing, the Supplier shall remain fully responsible for the CCTV Equipment and any such inspection or testing shall not reduce or otherwise affect the Supplier's obligations under this Agreement, and the Government shall have the right to conduct further inspections and tests after the Supplier has carried out its remedial actions.
- 4.5 The Supplier must maintain sufficient stock of spares to enable the rapid resolution of any faults. The Supplier must maintain an up to date inventory of all spare parts available at all times and provide evidence of this to the Government's authorised Representative on a monthly basis.
- 4.6 The Supplier shall provide training on the use and support of the CCTV Equipment and supporting documents to the Government and contractors, as appropriate, at cost and expense to be agreed in writing.

**A P P E N D I X 1****Statement of Work****PART I: Supply and Installation of the CCTV Surveillance System:**

1. Supply, install, operate, maintain and provide warranty & related support services for hardware and upgrade/update/enhancement for CCTV system software, as detailed out in technical specifications, including related software, firmware etc. for a period of 3 years from the date of installation for all supplied items at Government site including additional material, hardware, software and services as may be required to be supplied without any additional cost.
2. Any software and firmware upgrade, enhancement or engineering changes applicable to the hardware and software supplied should be provided for the warranty period within a period of one (1) month from the date of release.
3. Providing detailed architecture diagram of test & development, quality and production environment setup for optimum performance, security, scalability and desired uptime requirement. This should include all other supporting material as per the requirement to ensure smooth implementation. In that context, it is a 'turn - key' assignment.
4. The system integrator for CCTV will need to provide a detailed implementation plan including the architecture diagram, strategy, approach, and delivery of materials, specific issues, and their resolutions. Detailed implementation and post - implementation processes and procedures.
5. Supplier has to provide the services for configuring and installing the hardware, deploying and installing the system software as per the requirements (porting of the application), testing, integration of various hardware and software, as may be needed at the Government Site without any additional cost for the period of 3 years from the date of installation for all supplied items.
6. Supplier has to collaborate, coordinate and deploy manpower to ready the entire project setup. Supplier must build in the cost for the same, if any under implementation services.
7. Supplier must have a back-end, back-to-back support arrangement for services including supply of spare parts, expertise, requirements etc. with the original equipment manufacturers ("OEM's") of CCTV peripherals which includes the post-sales support activities to meet the Service Level Agreement ("SLA") mentioned for the entire solution period. The OEM undertaking letter on OEM Letter Head in this regard should be submitted as requested by the Government.
8. Costs must include cost and expense (including legal expense) of delivery at designated locations of the Government, transit handling and insurance, custom duties etc. as may be applicable. Taxes shall be shown separately and should include all applicable taxes and shall be paid as per actual. Taxes not quoted shall not be paid to the Supplier.



9. Provide on-site warranty support as stated in the technical specifications warranty for all the supplied items.
10. Supplier has to ensure seamless integration of quoted hardware & software product with applications and also has to provide the material, services which are not mentioned in technical specification but required to complete the turnkey solutions without any additional cost invariably.
11. The installation must be done directly by the Supplier or directly by through their authorized partner or reseller or system integrator but the overall responsibility lies with the Supplier only.

Note: that all quoted Goods must be configured for 3 year's hardware and 3 year's software warranty provided by the OEM.

12. Supplier has to submit the detailed bill of material along with the internal part nos. for all quoted products inclusive of all licenses.
13. Supplier has to submit the OEM compliance letter showing line by line compliance with tender specification.
14. Supplier has to strictly adhere to Service Level Agreement

PART II: Overview and Ensuring Solution of CCTV System

1. The envisaged CCTV system shall be IP based and ONVIF System with distributed architecture having control room at the local office of installed location and viewing facility at the local and corporate office MGVCL. Fixed day and night surveillance cameras shall be used at informed location. All the cameras should be capable to record all the activities even zero light.
2. The proposed solution should allow Government officials to locally and centrally monitor its facilities from a remote location on a personal computer, monitor, smartphone, iPhone, iPad or Android. Any kind of configuration or setting done by Supplier without any cost.
3. The solution should capture, store, and analyze digital video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people & property.
4. The digital conversion should ensure secure and ready video access from virtually anywhere on network. Government personnel should be able to check the images of specific locations, people, and events, anytime and anywhere, without reviewing countless hours of video recordings.
5. The CCTV system should be provided with weather proof IP fixed camera, lens, housing & mountings to capture video with which, would be viewed and controlled through the video management software, recorded and stored.



6. Supply, installation, testing & commissioning of Minimum 1 KVA UPS (battery provided with back up time of 30 Minutes system) for the entire CCTV system. UPS shall be located at local control room. From panel power source to UPS and UPS to all other CCTV equipment.
7. The network video recorder (“NVR”) shall make continuous recording of all cameras for 24 hours x 7 days with hardware should have adequate storage for a period of 60 days. System Integrator should provide the exact storage calculation. If necessary, additional storage in form of hard disk drive shall be provided by the Supplier. The Supplier should provide wireless mouse for each location for viewing & managing NVR.
8. The Supplier shall arrange tools, tackles, machinery, test instruments, consumables, skilled manpower etc. complete in all respects for installation, testing and commissioning of the CCTV system.
9. Preparation of functional design specifications, documents, factory acceptance test procedures, site acceptance test and final acceptance testing procedures etc. and obtaining approval from the Government.
10. On completion of the works and before issue of certificate of completion, the Supplier shall provide inbuilt documents including manuals and operating instructions, software, software keys, passwords and training to Government's personnel in all aspects of system design, theory of operation of equipment, functional details, trouble shooting and familiarization with systems as per scope of work etc.
11. The intent of the specifications is to cover the turn key responsibility for the following:
 - a) site survey, selection of equipment and system engineering for design, supply, installation, integration and commissioning of CCTV based security surveillance system and various sub system required to complete the CCTV system in all respects.
 - b) The CCTV Equipment offered together with all services to be performed by the Supplier as covered under the specifications of this work shall be fully in compliance with the requirements.
 - c) The Supplier shall furnish together with data requirements, complete bill of materials, drawings, technical data, information, technical literature for operation and maintenance and other details required to fully establish the capability and performance of the CCTV Equipment.
12. The Supplier shall be responsible for providing all materials, equipment, installation, maintenance tools and services, specified or otherwise, which are required to fulfill the intent of ensuring operation-ability, maintainability and reliability of total CCTV Equipment covered under these specifications. The work and materials shall be in compliance with all applicable, statutory regulations and safety requirements applicable.



13. The interpretation by the Government in respect of the scope, details and services to be performed by the Supplier shall be binding upon the Supplier.
14. Applications of the proposed CCTV system should include tracking movements, verification and recognition, through high quality images, of persons and objects including vehicles. The recordings of the scene of the jurisdiction shall be helpful in case of enquiries etc. in establishing the truth. If required for any incident Government has to rights to call Supplier and the Supplier has to provide event, time, day, motion based etc. recordings to Government official.
15. Software should be able to trigger and pop up real time videos on trigger of any video analytic alarm. The software should be able to record for all the cameras with time stamping. If required centrally video monitoring system (“VMS”) software through remote location or subdivision camera recording at remote server should be installed by the Supplier as and when required without any cost or expense (including legal expense) to the Government. The VMS integration should be done by the Supplier.
16. Drawings and data requirements to be provided by the Supplier for the complete system shall include the following:
 - (i) Technical architecture of proposed CCTV System.
 - (ii) Complete bill of quantity (“BOQ”)
 - (iii) Complete data sheet
 - (iv) Complete material specification
 - (v) Video management and software specification
 - (vi) Test records and commissioning documents.
 - (vii) Diagrams and wiring connection
 - (viii) Operation and maintenance manual
 - (ix) As built drawings
17. The Government and its representative shall have the right to inspect and test each equipment at all stages of installation of the CCTV system. During site acceptance tests the performance of each equipment and system as a whole shall be measured and documented. Any failure/ equipment switchover shall be documented. List of all equipment, spares/ components etc. shall be prepared. If during site acceptance test any defect is noticed in the system, the Supplier shall rectify or replace the same to the satisfaction of the Government at no extra cost or expense (including legal expenses). It shall be explicitly understood that under no circumstances any approval of the Government representative or contractor relieve the Supplier of his responsibility for material, design, quality assurance and the guaranteed performance of the system and its constituents.

**Part III: Helpdesk Services**

1. Provide help desk solution that enables end users to log their complaints or requests and tracks the same till the resolution.
2. 24 by 7 Help Desk facilities for user for the period of 3 year will be provided.
3. Supplier shall set up a centralized helpdesk to log complaints of the users and issue the log ticket number and communicate the corrective measure. Supplier shall provide Government support interface with e-mail, online, telephone and onsite support.

Part IV: SLA and reporting

1. Provide warranty and on-site maintenance for CCTV Surveillance system that shall be supplied and installed under this Agreement throughout the period of warranty as per the SLA.
2. The support coverage shall be as per “Service Level Agreement”.
3. Ensure that all these CCTV Equipment integrate and function as per the requirements and meet SLA’s set out in this document.
4. Service Levels for CCTV Equipment: [to be provided by Supplier]

Part V: Service Call Log

Supplier will have to maintain Service call register for the supplied items and submit the call log on monthly basis to Government as per the format specified by the Government.

Part VI: Training and Documentation

Supplier shall provide complete technical documentation of hardware, related software, operating systems configurations and customizations along with necessary diagrams.

Supplier shall also provide project and design documentation. The documents shall include but not limited to:

1. Factory/ Site test certificates of various equipment supplied.
2. Original Manufacturers manual and warranty cards.
3. Installation certificates of all equipment, description of configuration profile as executed for different equipment.
4. Troubleshooting chart for all equipment, Standard OEM checklist for installation, maintenance etc., if any. Training documents system integrator shall provide training for minimum 1-2 days of installation, configuration, commissioning, monitoring and troubleshooting of various equipment like NVR, storage, backup system, mobile access associated software, etc. to a Government



representative. The detailed contents, coverage and methodology for training will be decided mutually by the Supplier and the Government.

5. The Supplier shall provide course material for each trainee.
6. Training shall be provided through OEM certified professionals & or Supplier only. The training shall be conducted within 7 days from the date of installation.

Part VII: GOVERNMENT SCOPE OF WORK:

1. Government shall provide earthing pits and earthing point for Suitable power and environmental conditions in Government premises of all electronic hardware pertaining to CCTV Equipment. Supplier shall connect earthing to the equipment and confirm the working of the CCTV Equipment.
2. Providing regulated power supply for CCTV System shall be in Government's scope of work. Supplier shall terminate and commission the same.
3. IP Address list & Lease line, broadband connectivity provided by the Government. Along with related hardware.
4. Supplier shall ensure the seamless integration with site CCTV client and remote viewing over the connectivity. Apart from the details listed above, any other items, services, hardware or software required for the successful completion of turnkey project shall be in the Supplier's scope without any additional cost.