

Enterprise Ireland

Note: This document is an indication of the form of agreement which the contracting authority intends to conclude with the successful economic operator arising from this competitive process. Economic Operators are not required to submit a signed copy of these terms as part of their tender but should indicate any objections which they may have to these terms in the body of their tender.

DATED _____

(1) ENTERPRISE IRELAND

AND

(2) [OPERATOR NAME]

**FRAMEWORK AGREEMENT WITH A SINGLE OPERATOR
FOR THE PROVISION OF SERVICES**

1. DEFINITIONS AND INTERPRETATION	4
2. APPOINTMENT OF OPERATOR.....	7
3. NON-EXCLUSIVITY.....	7
4. PERIOD OF FRAMEWORK AGREEMENT	7
5. SCOPE OF FRAMEWORK AGREEMENT	8
6. PROCEDURE FOR THE AWARD OF CALL-OFF CONTRACTS.....	8
7. FIXED TERMS FOR CALL-OFF CONTRACTS.....	9
8. OBLIGATIONS OF OPERATOR	12
9. TERMINATION OF FRAMEWORK AGREEMENT	18
10. CONSEQUENCES OF TERMINATION AND EXPIRY	18
11. TRANSFER AND SUB-CONTRACTING	19
12. GENERAL.....	19
13. NOTICES	20
14. RESOLUTION OF DISPUTES	21
15. JURISDICTION.....	21
SCHEDULE 1 SERVICES	23
SCHEDULE 2 RATES	24
SCHEDULE 3 PERSONNEL.....	25
SCHEDULE 4 INSURANCES.....	26
SCHEDULE 5 ARTICLE 57 OF DIR 2014/24/EU (DECLARATION).....	27
SCHEDULE 6 CALL-OFF ORDER	28
SCHEDULE 7 REQUEST FOR SUPPLEMENTARY TENDER	30
SCHEDULE 8 SERVICE LEVEL AGREEMENT	32
SCHEDULE 9 CONFIDENTIALITY AGREEMENT	33

SCHEDULE 11 CALL-OFF CONTRACT TERMS AND CONDITIONS.....37

SCHEDULE 12 SUB-CONSULTANT/CONTRACTOR COLLATERAL WARRANTY38

SCHEDULE 13 INVITATION TO TENDER43

SCHEDULE 14 TENDER.....44

Enterprise Ireland

Subject to contract / contract denied

THIS FRAMEWORK AGREEMENT is made on [e.g. 1 January 2014]

BETWEEN:-

- (1) **ENTERPRISE IRELAND** having its offices at The Plaza, East Point Business Park, Dublin 3 (the "**Client**" which expression includes its successors and permitted assigns and anybody to whom its functions are transferred under Applicable Law) of the one part; and
- (2) **[OPERATOR NAME]**, a company established under [] law with company registration number [insert] and its registered address at [insert] (hereinafter referred to as the "**Operator**" which expression includes its successors and permitted assigns) of the other part,

RECITALS

(A) Notice and Award Procedure

The Client has conducted a tender competition in accordance with Directive 2014/24/EU all applicable procurement rules for the establishment of a framework agreement (within the meaning of the aforesaid directive) with a single economic operator for the provision, support and maintenance of a Digital Platform for Enterprise Irelands Export Development Programmes. The tender competition under the Open procedure was advertised in the Official Journal of the European Union on XX October 2025 with a reference number of XXXXXXXXXX (the 'Contract Notice').

(B) Appointment

Following evaluation of tenders received in accordance with the Invitation to Tender, the Client wishes to appoint the Operator to this Framework Agreement to provide Services, if instructed to do so from time to time by the Client, subject to and in accordance with the terms and conditions of this Framework Agreement.

(C) Framework Purchasers

Not Used.

(D) Purpose

This Framework Agreement sets out, amongst others, the award procedure for Services which may be required by the Client, the main terms and conditions for any Call-Off Contract, and the obligations of the Operator during and after the Framework Period.

NOW IT IS HEREBY AGREED as follows:-

1. DEFINITIONS AND INTERPRETATION

In this Framework Agreement the following terms have the meaning given to them below:

"Applicable Law" means any law applicable in the State and includes without limitation, common law, statute, statutory instrument, proclamation, bye-law, directive, decision, regulation, rule, order, notice, code of practice, code of conduct, rule of court, instruments, or delegated or subordinate legislation;

“Call-Off Contract” means the legally binding agreement (made pursuant to the scope and provisions of this Framework Agreement) for the provision of Services between the Client and the Operator for which the Operator has submitted, and the Client has accepted, a Tender or Supplementary Tender. This term includes references to an Initial Call Off Contract in the Invitation to Tender;

“Call-Off Contract Terms and Conditions” means the general terms and conditions which will apply to any Call-Off Contract and which are set out at Schedule 11, including any future amendment thereto or redraft thereof;

“Call-Off Order” means the document set out in Schedule 6 (including any future amendment thereto or redraft thereof) issued by the Client to the Operator in accordance with the procedure set out in Sub-Clause 6(4) instructing the Operator to provide Services;

“Commencement Date” means XX XXXXXX 2025;

“Conflict of Interest” means any actual or potential conflict of interest (including any relationship, filial or otherwise, or any interest, whether arising through personal, company or professional association, or current or prospective contractual obligations) which the Operator or any of its Personnel may have including, without prejudice to the generality of the foregoing, any actual or potential conflict relating to any aspects of (i) this Framework Agreement; (ii) the Services, (iii) a Call-Off Contract, (iv) the Client, (v) any stakeholders or other parties having an interest in [the X Project], and/or (vi) any economic operator or tenderer in any way connected with the [the X Project] or any the Services.

“Controller” means the natural or legal person, public authority or other body which alone or jointly with others, determines the purposes and means for the processing of personal data;

“CPI Index” means the Consumer Price Index as published by the Central Statistics Office in Ireland;

“Data Protection Laws” means (i) Data Protection Acts 1988 to 2018 in Ireland (as amended, replaced or superseded) (DPA), (ii) to the extent applicable to this Framework Agreement, the data protection and information privacy laws of another jurisdiction and (iii) any subsequent re-enactment replacement or amendment of such laws or the DPA , and including, for the avoidance of doubt, the General Data Protection Regulation (EU) 2016/679 (GDPR), and any guidance issued by the Irish Data Protection Commission.

“Data Subject” has the meaning given under Data Protection Laws;

“Data Subject Access Request” means a request made by a Data Subject in accordance with rights granted under the Data Protection Laws to access his or her personal data;

“Directive 2014/24/EU” means Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts [2014] OJ L94/65;

“Framework Agreement” means this Agreement, including the Recitals to, and Schedules of, this Agreement;

“Framework Period” means the period set out in Sub-Clause 4(1);

“Framework Purchasers” not used

“Intellectual Property Rights” or “IPR” means all patents and patent rights, trademarks and trademark rights, trade names and trade name rights, service marks and service mark rights, service names and service name rights, brand names, copyrights and copyright rights and related rights including rights in computer programs, trade dress, business and product names, logos, slogans, trade secrets, industrial models, utility models, design models, designs, rights in confidential information, know-how, rights in invention, discoveries and improvements, rights in

the nature of unfair competition rights and rights to sue for passing off, and all pending applications for and registrations of patents, trademarks, service marks, and copyrights together with all connected and similar or analogous rights in any country or jurisdiction for the full term thereof;

“Invitation to Tender” means the document issued by the Client on XX July 2025], together with any clarifications, additions or amendments issued by the Client, as evidenced in Schedule 13;

“Party” means the Client and/or the Operator;

“Personal Data” means any information relating to an identified or identifiable living natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly in particular by reference to an identified such as a name, an identification number, location data, an online identified or to one or more factors specific to the physical, physiological, genetic, mental economic, cultural or social identify of that natural person;

“Personal Data Breach” has the meaning given to it in Data Protection Laws;

“Personnel” means all persons employed by the Operator together with the Operator’s servants, agents and suppliers of any tier used in the performance of its obligations under this Framework Agreement or a Call-Off Contract;

“Processing” means any operation or set of operations which is performed on personal data or on sets of person data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use or disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

“Processor” means a natural or legal person, public authority or other body which processes personal data on behalf of the controller;

“Request for Supplementary Tender” means the document set out in Schedule 7 hereof (including any future amendment thereto or redraft thereof) issued by the Client to the Operator in accordance with the procedure set out in Sub-Clause 6(5) requesting a Supplementary Tender from the Operator for the provision of Services;

“Services” means any of the services falling within the scope set out in Sub-Clause 5(1);

“Sub-Consultant/Contractor” means the legal person identified in Schedule 10 or any authorised replacement in accordance with Sub-Clause 7(5)(2);

“Sub-Consultant/Contractor Collateral Warranty” means the warranty which the Client may require the Operator to procure from its Sub-Consultant/Contractor in accordance with Sub-Clause 7(5)(5) and which is set out in Schedule 12, including any future amendment thereto or redraft thereof;

“Supplementary Tender” means the written submission by the Operator in response to a Request for Supplementary Tender; and

“Tender” means the submission by the Operator in response to the Invitation to Tender, together with any clarifications, additions or amendments accepted by the Client, as evidenced in Schedule 14.

1.1 In this Framework Agreement, unless where otherwise specified:

- 1.1.1** headings are included for ease of reference only and shall not affect the construction of this Framework Agreement;
- 1.1.2** references in this Framework Agreement to any Clause or Sub-Clause or Schedule without further designation shall be construed as a reference to the Clause or Sub-Clause or Schedule to this Framework Agreement so numbered;
- 1.1.3** unless the context requires otherwise, the masculine gender includes the feminine and neuter and the singular number includes the plural and vice versa;
- 1.1.4** references to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
- 1.1.5** references to any statute, enactment, order, regulation or other legislative instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended, unless specifically indicated otherwise;
- 1.1.6** references to a day mean a calendar day;
- 1.1.7** references to a month mean a calendar month;
- 1.1.8** 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;

1.2 To the extent that any specific term or condition in a Call-Off Contract or Sub-Consultant/Contractor Collateral Warranty is inconsistent or conflicts with any term or condition of this Framework Agreement, the relevant term or condition in the Call-Off Contract Terms and Conditions or Sub-Consultant/Contractor Collateral Warranty shall prevail.

2. Appointment of Operator

In consideration of payment by the Operator of good and valuable consideration, receipt of which is hereby acknowledged, the Operator accepts its appointment subject to the terms and conditions of this Framework Agreement.

3. Non-Exclusivity

The Operator acknowledges that, in entering this Framework Agreement, no form of exclusivity or volume guarantee has been granted by the Client for Services from the Operator and that the Client is at all times entitled to enter into other contracts and agreements with other suppliers/service providers for the provision of any or all supplies or services, or both, which are the same as or similar to the Services. In the event of the latter the Client shall observe all applicable public procurement rules and shall not afford any advantage to the Operator.

4. Period of Framework Agreement

4.1 This Framework Agreement shall take effect on the Commencement Date and expire four (4) years thereafter unless terminated earlier in accordance with these terms and conditions.

4.2 Not used.

4.3 For the avoidance of any doubt, the term of a Call-Off Contract may last for longer than the Framework Period.

5. Scope of Framework Agreement

5.1 This Framework Agreement relates to The provision, support and maintenance of a Digital Platform for Enterprise Irelands Export Development Programmes for Enterprise Ireland as more particularly described in the Invitation to Tender and evidenced in Schedule 1.

5.2 The cumulative value of all Call-Off Contracts shall not reasonably exceed six hundred-thousand-euro (€600,000) net of Value Added Tax.

6. Procedure for the award of Call-Off Contracts

6.1 As and when the Client decides to source Services through this Framework Agreement, then it may award a Call-Off Contract to the Operator based on the Tender in accordance with the procedure set out in Sub-Clause 6(4) or, alternatively, on a Supplementary Tender received in accordance with the procedure set out in Sub-Clause 6(5).

6.2 When awarding a Call-Off Contract, the Client and the Operator shall not make any substantial amendments to the terms laid down in this Framework Agreement.

6.3 On each occasion that a Call-Off Contract is awarded to the Operator pursuant to this Clause 6, the Client and the Operator shall enter into a contract in accordance with the Call-Off Contract Terms and Conditions.

6.4 Procedure for the award of a Call-Off Contract based on the Tender

6.4.1 Where all the terms necessary for the performance of a Call-Off Contract are included in this Framework Agreement, the Client may issue a Call-Off Order to the Operator at any time during the Framework Period.

6.4.2 The Client will complete a Call-Off Order indicating the scope and term of the Call-Off Contract to be awarded subject to the terms set out in Clause 7. The Client shall fix a deadline for the receipt of confirmation by the Operator of its acceptance of the Call-Off Order.

6.4.3 The Client will issue the Call-Off Order by email to the Operator to the address given in or notified under Clause 13.

6.4.4 The Operator shall inform the Client by email within the stipulated time limit for reply of whether it accepts the Call-Off Order. Upon receipt of this acceptance, the Client will enter into the Call-Off Contract with the Operator.

6.4.5 The Operator acknowledges that the Client shall not be obliged to award any Call-Off Contract pursuant to this Sub-Clause 6(4) and that the Client may terminate the award procedure at any time at its sole discretion.

6.5 Procedure for the award of a Call-Off Contract based on a Supplementary Tender

Commented [AH1]: Does this title reflect the ask?

Commented [LE2R1]: Should this just be Enterprise Ireland's Export Development Programmes... otherwise happy with that

- 6.5.1** Where not all the terms necessary for the performance of a Call-Off Contract are included in this Framework Agreement, the Client may issue a Request for Supplementary Tender to the Operator at any time during the Framework Period.
- 6.5.2** The Client will complete a Request for Supplementary Tender indicating the scope and term of the Call-Off Contract to be awarded and such other terms and conditions as the Client may set out in accordance with Schedule 7.
- 6.5.3** The Client shall fix a deadline for the receipt of the Supplementary Tender taking into account the complexity of the scope of requirements and the time needed by the Operator to prepare an appropriate Supplementary Tender.
- 6.5.4** The Client will issue the Request for Supplementary Tender by email to the Operator to the address given in or notified under Clause 13.
- 6.5.5** The Operator shall submit a Supplementary Tender by email within the stipulated time limit for reply. The Supplementary Tender shall comply with the requirements of the Request for Supplementary Tender and the terms set out in Clause 7.
- 6.5.6** Upon receipt of the Supplementary Tender, the Client will consider whether it is satisfied with the proposals for the provision of Services required and with the cost proposed. If the Client is satisfied and decides that it wishes to enter into a Call-Off Contract with the Operator, it will enter into the Call-Off Contract with the Operator. If the Client is not satisfied, it may, at its sole discretion, consult with the Operator in respect of its Supplementary Tender, or choose to procure the Services required in another way.
- 6.5.7** The Operator acknowledges that the Client shall not be obliged to award any Call-Off Contract in response to a Supplementary Tender and that the Client may terminate the award procedure at any time at its sole discretion.
- 6.5.8** The Client shall not be responsible for any costs incurred by the Operator or any Sub-Consultant/Contractor in the preparation of a Supplementary Tender or any related site visits.

7. Fixed Terms for Call-Off Contracts

- 7.1** The terms contained in this Clause 7 shall apply to the award of any Call-Off Contract. Failure by the Operator to meet its obligations under this Clause 7 shall be considered a material breach of this Framework Agreement for the purposes of Sub-Clause 9(2)(1).
- 7.2** Personnel
 - 7.2.1** The Personnel assigned by the Operator to deliver any Call-Off Contract shall be those identified in its Tender and evidenced in Schedule 3 or Supplementary Tender, or other Personnel of equivalent qualifications, skills and expertise approved by the Client in accordance with Sub-Clause 7(2)(2).
 - 7.2.2** The Operator shall only be permitted to replace or supplement a Personnel member identified in Schedule 3 if:
 - (a) so requested by the Client pursuant to Sub-Clause 8(11); or

- (b) necessary to do so due to that person's death, illness or incapacity; or
- (c) due to the departure of the member of the Personnel from the employment of the Operator.

In such cases the Operator shall submit to the Client details of the proposed replacement or additional Personnel and, subject to the Client's consent (which shall not be unreasonably withheld or delayed), shall so replace or supplement the Personnel identified in Schedule 3 as appropriate. The Client shall be entitled to reject a proposed Personnel member on the ground, inter alia, that he does not have equivalent qualifications, or skills, or expertise as the Personnel being replaced.

- 7.2.3** The Operator shall ensure that the rates of pay and conditions of employment of the Personnel comply with all Applicable Law.

7.3 Maximum Rates

- 7.3.1** The maximum rates chargeable by the Operator under a Call-Off Contract shall be those identified in its Tender and evidenced in Schedule 2.

- 7.3.2** The maximum rates described in Sub-Clause 7(3)(1) will be fixed for the initial two (2) years of the Framework Period and will be adjusted for inflation thereafter on each annual anniversary of the Commencement Date in accordance with the CPI Index.

- 7.3.3** The Client may seek, or the Operator may offer, lower rates at any time during the Framework Period. In particular, where the Operator is offering supplies or services, or both, which are the same as or similar to the Services, generally in the open market at a lower rate than the maximum rates described in Sub-Clause 7(3)(1), the Client may request adjustment of Schedule 2 to reflect this.

7.4 Service Level Agreement

The Service Level Agreement applicable to the performance of Services by the Operator under any Call-Off Contract shall be that as agreed between the Parties within three (3) months of the date of this Agreement and as evidenced by reference to Schedule 8 including any future amendment or redraft thereof.

7.5 Sub-Consultant/Contractor

- 7.5.1** The Sub-Consultant/Contractor assigned by the Operator to deliver any Call-Off Contract shall be that identified in its Tender and evidenced in Schedule 10 or Supplementary Tender, or other Sub-Consultant/Contractor approved by the Client in accordance with Sub-Clause 7(5)(2).

- 7.5.2** The Operator will not replace a Sub-Consultant/Contractor without the prior written consent of the Client. The Client shall be entitled to instruct the Operator to replace any Sub-Consultant/Contractor if the Client believes (acting reasonably) that the Sub-Consultant/Contractor is incompetent or fails to perform its obligations in respect of any Call-Off Contract to the satisfaction of the Client. Any such replacement shall be of comparable qualifications and expertise as the incumbent Sub-Consultant/Contractor and shall have the legal capacity and credit status to enter into and meet the obligations of any Call-Off Contract as they fall due.

- 7.5.3** The Operator shall ensure that the Tender, or the Supplementary Tender, includes, distinguishes between and clearly particularises the Services to be provided by the Sub-Consultant/Contractor.
- 7.5.4** During the performance of a Call-Off Contract, the Operator shall be responsible to the Client for the management and supervision of the Sub-Consultant/Contractor and for the acts and omissions of the Sub-Consultant/Contractor as if they were its own.
- 7.5.5** The Operator acknowledges and agrees that the Client may require the Operator, as a condition of, or pre-condition to the award of, a Call-Off Contract to promptly execute under seal and deliver a Sub-Consultant/Contractor Collateral Warranty from any or all of its Sub-Consultants/Contractors of any tier proposed to deliver Services under a Call-Off Contract.

7.6 Intellectual Property Rights (IPR)

- 7.6.1** Pre-existing IPR means all IPR existing prior to the date of the Call-Off Contract and all IPR in any materials acquired or developed by or for the Contractor or the Client independently of the Call-Off Contract, and any IPR in the Contractor's standard hardware and software products or modifications or updates to such products. All Pre-existing IPR of the Client vests in the Client and all Pre-existing IPR of the Contractor vests in the Contractor.
- 7.6.2** All IPR, title and interest in all reports, data manuals and/or other materials (other than software) (including all and any audio or audio visual recordings, transcripts, books, papers, records, notes, illustrations, photographs, diagrams, designs, plans) produced for the purposes of the Call-Off Contract (the "Materials") (or any part or parts thereof) shall vest in the Client and the Contractor so acknowledges and confirms. For the avoidance of doubt the Contractor assigns to the Client absolutely all existing and future IPR, title and interest in the Materials to the extent any such IPR, title or interest in the Materials may be deemed by law to be held by the Contractor.
- 7.6.3** The Contractor undertakes not to register nor attempt to register any IPR in the Materials unless requested to do so by the Client and to do all acts necessary to confirm absolute title in all IPR in the Materials has passed, or will pass, to the Client. The Contractor shall not be liable for any use by the Client or any other person of any of the Materials for any purpose other than that for which same was prepared by or on behalf of the Contractor.
- 7.6.4** The Client grants to the Contractor a royalty-free non-exclusive licence to use the Client's Pre-existing IPR for the Term to the extent necessary to enable the Contractor to fulfil its obligations under the Call-Off Contract. Save as expressly set out in this clause 9 all Pre-existing IPR shall remain the Client's sole property.
- 7.6.5** The Contractor shall waive or procure a waiver of any moral rights subsisting in any copyright produced under or in performance of the Call-Off Contract.
- 7.6.6** Nothing in the Call-Off Contract shall
- 7.6.6.1** prohibit or be deemed to prohibit the Contractor from providing services similar to the Services to any party other than the Parties hereto or
 - 7.6.6.2** preclude the Contractor from independently developing for itself, or for others, materials which are competitive with, or similar to, the Services, nor from using in the course of its normal business its general knowledge, skills and experience, and any ideas, concepts, know-how, formats, templates,

methodologies and techniques that are acquired or used in the course of providing the Services, to the extent that this does not result in a disclosure of the Client's Confidential Information or an infringement of IPR.

7.6.7 The Contractor is responsible for ensuring all and any necessary consents and or licences for any software, instrument, modality or methodology are obtained and in place before use for the purposes of the Call-Off Contract (to include ensuring the Client shall be vested with all necessary rights so as to enable the Client to enjoy the benefit of the Services for its business purposes).

7.6.8 Third Party Rights

7.6.8.1 The Contractor indemnifies the Client and shall keep indemnified and hold the Client harmless on demand from and in respect of all and any Loss which arises by reason of any breach by the Contractor of third party IPR in so far as any such rights are used for the purposes of the Call-Off Contract.

7.6.8.2 At the option of the Client for and in respect of any such breach, the Contractor shall at its own expense and option:

- (i) procure the necessary rights for the Client to continue use of the relevant deliverable;
- (ii) replace the relevant deliverable with a non-infringing equivalent;
- (iii) replace the relevant deliverable to make it non-infringing while giving equivalent performance or
- (iv) if the Contractor cannot obtain the remedies in (i), (ii) or (iii) above, it may direct the return of the deliverable and refund the Client fees paid for such, less a reasonable amount for the Client's use of the deliverable up to the time of return (provided such reasonable amount is due to the owner of the said deliverable) and, without prejudice to the generality of clause 9.8.1, shall pay the Client a sum equal to all direct Losses accruing to the Client as a result of the breach.

7.6.9 The provisions of this clause 9 will survive the expiration or termination of the Call-Off Contract for any reason.

8. Obligations of Operator

8.1 Insurances

8.1.1 As and from the Commencement Date, the Operator is required to procure and maintain the forms and levels of insurance set out in Schedule 4. This may be subject to revision during the Framework Period, in which case the Client shall notify the Operator of the revised requirements and allow thirty (30) days for the provision of evidence that the required policies are in place.

8.1.2 Where the forms and/or levels of insurance required in respect of individual Call-Off Contracts are different to those set out in Schedule 4, the Client shall notify the Operator of the required changes in the relevant Request for Supplementary Tender or at the earliest opportunity.

8.1.3 The insurance required under Sub-Clause 8(1)(1) and/or 8(1)(2) shall be written by reputable and well-established insurers approved by the Client (whose approval shall not be unreasonably withheld or delayed).

- 8.1.4** At any time during the Framework Period, the Operator shall produce to the Client, on request, copies of all insurance policies referred to in this Sub-Clause 8(1) or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
- 8.1.5** Where the insurance policies held by the Operator in accordance with Schedule 4 are due to lapse prior to the end of the Framework Period, it shall be the responsibility of the Operator to ensure that the said insurance policies are renewed and that the insurance details are notified to the Client.
- 8.1.6** If, for whatever reason, the Operator fails to give effect to and maintain in effect the insurances required by this Framework Agreement then the Client may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Operator.

8.2 Tax Clearance Certificate

The Operator shall and shall procure that any Sub-Consultant/Contractor of any tier shall, for the term of any Call-Off Contract, comply with all EU and domestic taxation law and requirements, including but not being limited to Circular 43/2006 issued by the Department of Finance and the maintenance of a valid Tax Certification issued by the Revenue Commissioners of Ireland.

8.3 Changes to Declaration

The Operator shall retain a copy of its signed Declaration under Public Sector Directive 2014/24/EU (Article 57) as set out in Schedule 5. If at any point during the Framework Period or during the lifetime of a Call-Off Contract the Operator becomes aware of circumstances that might affect the validity of any of the statements in its Declaration, it shall notify the Client in writing of such circumstances at the earliest possible opportunity.

8.4 Confidentiality

- 8.4.1** Information concerning the Services and any information obtained, either by the Operator in the course of the execution of the Services, or by any person employed by the Operator in connection with the Services is confidential. It must not be disclosed by the Operator, or anyone employed by the Operator without the consent in writing of the Client.
- 8.4.2** The Operator must not disclose to anyone the confidential information except as necessary to perform the Operator's obligations under this Framework Agreement or a Call-Off Contract to comply with the law.
- 8.4.3** The Operator undertakes to comply with all reasonable directions of the Client with regard to the use and application of all and any confidential information.
- 8.4.4** The Operator acknowledges that the Client is subject to the Freedom of Information Act 2014 in the Republic of Ireland and that it shall assist and cooperate with the Client (at the Operator's expense) to enable the Client to comply with any information disclosure requirements thereunder. In the event of the Client receiving a request for information related to this Framework Agreement, the Client shall consult with the Operator in respect of the request. The Operator shall identify any information that is not to be disclosed on grounds of commercial sensitivity and shall state the reasons for this sensitivity. The

Client will consult the Operator about this commercially sensitive information before making a decision on any Freedom of Information request received. The final decision on disclosure rests with the Office of the Information Commissioner and ultimately, the Irish courts.

8.4.5 Within fourteen (14) days of the date of termination or expiry of this Framework Agreement, the Operator shall return to the Client any data and confidential information belonging to the Client in the Operator's possession, power or control, either in its then current format or in a format nominated by the Client (in which event the Client will reimburse the Operator's reasonable data conversion expenses), together with all training manuals and other related documentation, and any other information and all copies thereof owned by the Client, save that it may keep one copy of any such data or information for a period of up to twelve (12) months to comply with its obligations under this Framework Agreement, or such period as is necessary for such compliance.

8.4.6 The terms of this Sub-Clause 8(4) are perpetual, and this Sub-Clause 8(4) survives the expiry or termination of this Framework Agreement.

8.5 Data Protection & Security

8.5.1 The Operator shall comply with its obligations under all Data Protection Laws.

8.5.2 Without prejudice to Article 28.10 of the GDPR, the Operator acts as a Processor in respect of the Personal Data it processes on behalf of the Client as Controller

8.5.3 Without prejudice to the generality of clause 8.5.2 the Operator, shall in relation to any Personal Data processed in connection with the performance by the Operator of its obligations under this Framework Agreement : -

- (a) process, and shall procure that its Personnel only process personal Data only on the written instructions of the Client unless required to do so by European Union or Member State law to which the Operator is subject, and in such a case, the Operator shall inform the Client of that legal requirement before processing, unless that law prohibits such information on important grounds of public interest;
- (b) ensure that it has in place appropriate technical and organisational measures, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the Personal Data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate pseudonymising and encrypting Personal Data ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);
- (c) ensure that all Personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential;

- (d) not transfer any Personal Data outside of the European Economic Area unless the prior written consent of the Client has been obtained and the following conditions are fulfilled:
 - (i) appropriate safeguards are in place in relation to the transfer, to ensure that Personal Data is adequately protected in accordance with Chapter V of the GDPR;
 - (ii) the data has enforceable rights and effective legal remedies; and
 - (iii) the Operator complies with its obligations under the Data Protection Laws by providing an adequate level of protection to any Personal Data that is transferred;
- 8.5.4** The Operator shall promptly notify the Client if it receives a Data Subject Access Request to have access to any Personal Data or any other complaint, correspondence, notice request any order of the Court or request of any regulatory or government body relating to the Client's obligations under the Data Protection Laws and provide full co-operation and assistance to the Client in relation to any such complaint, order or request (including, without limitation, by allowing Data Subjects to have access to their data).
- 8.5.5** The Operator shall notify the Client within twenty-four (24) hours of the Operator becoming aware of a Personal Data Breach, and shall include in such notification, at least the applicable information referred to in Article 33(3) of the GDPR. The Operator shall not communicate with any Data Subject in respect of a Personal Data Breach without the prior written consent of the Client.
- 8.5.6** The Operator shall at the written direction of the Client, amend, delete or return Personal Data and copies thereof to the Client on termination or expiry of this Framework Agreement (or at any other time on request by the Client), unless the Operator is required by the laws of any member state of the European Union or by the laws of the European Union applicable to the Operator to store the Personal Data.
- 8.5.7** The Operator shall make available to the Client all information necessary to demonstrate compliance with the obligations set out in Article 28 of the GDPR and allow for and contribute to audits, including inspections, conducted by the Client or another auditor mandated by the Client.
- 8.5.8** The Operator will immediately inform the Client if, in its opinion, an instruction given or request made pursuant to this Framework Agreement infringes Data Protection Laws.
- 8.5.9** The Operator shall assist the Client within such reasonable timescale as may be specified by Client with compliance with the Client's obligations pursuant to:
- (a) Article 32 of the GDPR (Security);
 - (b) Articles 33 and 34 of the GDPR (Data Breach Notification);
 - (c) Article 35 of the GDPR (the conduct of Data Protection Impact Assessments); and
 - (d) Article 36 of the GDPR (Prior Consultation requests to Regulators in relation to Personal Data Processing under this Framework Agreement).

8.5.10 The Operator shall:-

- (a) take all reasonable precautions to preserve the integrity of any Personal Data which it processes and to prevent any corruption or loss of such Personal Data;
- (b) ensure that a back-up copy of any and all such Personal Data is made **daily** and this copy is recorded on media from which the data can be reloaded if there is any corruption or loss of the data; and
- (c) in such an event and if attributable to any default by the Operator or any sub-contractor, promptly restore the Personal Data at its own expense or, at the Client's option, reimburse the Client for any reasonable expenses it incurs in having the Personal Data restored by a third party.

8.5.11 The Operator agrees that it shall not engage any third party to process Personal Data under this Framework Agreement without the prior written consent of the Client.

8.5.12 If the Operator engages any third party to process any Personal Data under this Framework Agreement, the Operator shall impose on such third party, by means of a written contract, the same data protection obligations as set out in this Framework Agreement [and shall ensure that if any third party engaged by the Operator in turn engages another person to process any Personal Data, the third party is required to comply, and ensure compliance by any such other person, with all of the obligations in respect of processing of Personal Data that are imposed under this Framework Agreement]. The Operator shall remain fully liable to the Client for processing by any third party as if the processing was being conducted by the Operator.

8.5.13 The provisions of this clause 8.5 shall survive termination and or expiry of this Agreement for any reason.

8.6 Conflict of Interest

8.6.1 The Operator confirms that it has carried out a conflicts of interest check and is satisfied that it has no Conflict of Interest in relation to the Services and its obligations undertaken under this Framework Agreement.

8.6.2 The Operator hereby undertakes to advise the Client forthwith should any actual or potential Conflict of Interest arise during the Framework Period and to comply with the Client's directions in respect thereof.

8.7 Registrable Interests

Any registrable interest involving the Operator (and any Sub-Consultant/Contractor or agent as the case may be) and the Client, the Ceann Comhairle (Speaker), or any member of the Government, or any member of the Oireachtas, or their relatives must be fully disclosed to the Client immediately upon such information becoming known to the Operator (or any Sub-Consultant/Contractor or agent as the case may be) and to comply with the Client's directions in respect thereof, to the satisfaction of the Client. The terms "registrable interest" and "relative" shall be interpreted as per section 2 of the Ethics in Public Office Act, 1995 as amended.

8.8 Corrupt Gifts and Inducements

8.8.1 The Operator shall not give, provide or offer to any staff or agent of the Client any gift or consideration or commission of any kind as an inducement or reward for doing or

forbearing to do or for having done or forborne to do any action in relation to the obtaining or execution of this Framework Agreement or any Call-Off Contract.

8.8.2 Any breach of this Sub-Clause 8(8) or the commission of any offence by the Operator, any subcontractor, agent or employee under the Prevention of Corruption Acts, 1889 to 2005 shall entitle the Client to terminate this Framework Agreement forthwith and to recover the amount of any loss resulting from such cancellation, including but not limited to recovery from the Operator of the amount or value of any such gift, consideration or commission.

8.9 Audit

The Operator shall keep and maintain until a minimum of six (6) years after the expiry of the Framework Period, full and proper records and all documents relating to the performance of its obligations under this Framework Agreement and shall allow the Client and any auditors access to such records.

8.10 Publicity

Unless otherwise directed by the Client, the Operator shall not make any press announcements or publicise this Framework Agreement in any way without the Client's prior written consent.

8.11 Performance Review

8.11.1 The Client and Operator shall liaise on a regular basis to address any issues arising which may impact on the performance of this Agreement and/or a Call-Off Contract to agree milestones, compliance schedules and operational protocols as required by the Client from time to time. If requested in writing by the Client the Operator shall meet formally with the Client to report on progress and shall comply with all written directions of the Client.

8.11.2 The Operator agrees to:

- (a) liaise with and keep the Client fully informed of any matter which might affect the observance and performance of the Operator's obligations, including the time scale of completion of the key components of the Services;
- (b) comply with the reporting arrangements and protocols required by the Client from time to time; and
- (c) comply with all reasonable directions of the Client.

8.12 Failure by the Operator to meet its obligations under this Clause 8 shall be considered a material breach of this Framework Agreement for the purposes of Sub-Clause 9(2)(1).

9. Termination of Framework Agreement

- 9.1** Subject to the provisions of Sub-Clause 9(2), this Framework Agreement, or the provision of any part thereof, may be terminated by the Client at any time during the Framework Period by serving thirty (30) days written notice to the Operator. This Framework Agreement may also be terminated by the Operator at any time during the Framework Period by serving sixty (60) days written notice to the Client. Neither Party shall be entitled to any additional amounts or compensation in the event that this Framework Agreement is terminated in accordance with this Clause 9.
- 9.2** The Client shall have the right (in addition to any other rights which it has at law) to terminate this Framework Agreement forthwith and without liability for compensation or damages on the happening of any of the following events:
- 9.2.1** if the Client determines that the Services provided by the Operator are not being undertaken to a satisfactory standard. In this event, a written warning would issue, allowing ninety (90) days to remedy the Services, and if performance fails to improve to a satisfactory standard, then thirty (30) days' notice of termination would follow;
 - 9.2.2** in the event of termination of this Framework Agreement, the Operator shall only be entitled to such actual expenses as are properly incurred in connection with the Services prior to the date of termination;
 - 9.2.3** if the Operator commits any material breach of any provision of this Framework Agreement or of a Call-Off Contract and if such breach is capable of being remedied, fails to remedy such breach to the reasonable satisfaction of the Client within thirty (30) days of the notice given by the Client requiring the Operator to do so; or
 - 9.2.4** if the Operator becomes insolvent, becomes bankrupt, is wound up, commences winding up, has a receiving order made against it, makes any arrangement with its creditors generally or takes or suffers any similar action as a result of debt, or an event having an equivalent effect; or
 - 9.2.5** if any event analogous to those contemplated in Sub-Clause 9(2)(4) occurs to the Operator within the laws of any other jurisdiction; or
 - 9.2.6** in circumstances where the Client becomes aware of that any of the excluding circumstances listed in Public Sector Directive 2014/24/EU (Article 57) apply to the Operator; or
 - 9.2.7** if any representation made by the Operator in connection with this Framework Agreement or a Call-Off Contract shall in the opinion of the Client, acting reasonably, prove to be untrue or incorrect in a material respect as of the date when made; or
 - 9.2.8** the cumulative value of all Call-Off Contracts exceeds, or is close to exceeding, the amount set out in Sub-Clause 5(2).

10. Consequences of Termination and Expiry

- 10.1** Termination or expiry of this Framework Agreement shall not cause any Call-Off Contract to terminate automatically. For the avoidance of doubt, all Call-Off Contracts shall remain in force

unless and until they are terminated or expire in accordance with their own terms or unless the notice of termination terminating this Framework Agreement states that it is also to constitute notice terminating all Call-Off Contracts between the Client and the Operator.

10.2 The Operator shall have no claim against the Client for any loss of profit, loss of contracts or other economic losses and/or expenses or for any indirect, economic, or consequential loss suffered or incurred as a result of the termination of this Framework Agreement pursuant to Clause 9.

10.3 Termination or expiry of this Framework Agreement shall not affect any antecedent and accrued rights, obligation or liabilities of either Party, nor shall it affect any provision of this Framework Agreement that is expressly or by implication intended to come into or continue in force on or after such termination or expiry.

11. Transfer and Sub-Contracting

11.1 This Framework Agreement is personal to the Operator and the Operator shall not assign, novate or otherwise dispose of this Framework Agreement or any part thereof without the previous consent in writing of the Client. Notwithstanding the provisions of Sub-Clause 7(5), and 8(5)(11), the Operator shall not be entitled to sub-contract any of its rights or obligations under this Framework Agreement without the prior written consent of the Client. Such consent shall not be unreasonably withheld.

11.2 The Client shall be entitled to assign, novate or otherwise dispose of its rights and obligations under this Framework Agreement or any part thereof to any other body (including any private sector body) which substantially performs any of the functions that previously had been performed by the Client provided that such assignment, novation or disposals shall not increase the burden of the Operator's obligations under this Framework Agreement.

11.3 Failure by the Operator to meet its obligations under Sub-Clause 11(1) shall be considered a material breach of this Framework Agreement for the purposes of Sub-Clause 9(2)(1).

12. General

12.1 Amendments

This Framework Agreement may only be amended by a document in writing signed by authorised representatives of each Party.

12.2 Waiver

No failure or delay by either Party to exercise any right, power or remedy shall operate as a waiver of it, nor shall any partial exercise preclude further exercise of same or some other right, power or remedy.

12.3 Severability

If any term or provision herein is found to be invalid, unlawful or unenforceable, then such term or provision shall be deemed severed from the Framework Agreement and all other terms and provisions shall remain in full force and effect.

12.4 Force Majeure

12.4.1 If through no fault of a Party, its performance has been affected or delayed by force majeure, such Party shall be at no liability to the other providing the performances are recommenced as soon as possible after such force majeure has ceased to operate.

12.4.2 If however, force majeure causes a delay or failure in performance for a period longer than seven (7) days, the Client shall have the right to terminate this Framework Agreement by seven (7) days' notice in writing.

12.4.3 Force majeure shall mean an occurrence beyond the control and without the fault or negligence of the Party affected in which it is unable to prevent or provide against by the exercise of reasonable diligence including but not limited to acts of God or the public enemy, expropriation or confiscation of facilities, government intervention, war, hostilities, rebellion, terrorist activities, local or national emergency, sabotage or riots, floods, or unusually severe weather conditions which could not be reasonably anticipated, fires, explosions, or other catastrophe, national or district strikes or other concerted acts of workmen or other similar occurrences other than strikes or concerted acts of the Operator's workforce.

12.5 Public Procurement

Nothing in this Framework Agreement shall prevent the Client from complying with its obligations under public procurement legislation. If necessary, this Framework Agreement and any Call-Off Contract concluded hereunder may be abridged modified or amended without penalty to the Client so as to enable it to comply with the said obligations.

13. Notices

13.1 The address, e-mail address, facsimile and telephone numbers of the Parties for the purpose of the giving of notices under this Framework Agreement are as follows:

13.1.1 For the Client:

Contact Name:	[]
Address:	[]
Fax:	[]
E-mail:	[]
Phone:	[]

13.1.2 For the Operator:

Contact Name:	[]
Address:	[]
Fax:	[]

E-mail:	[]
Phone:	[]

13.2 Any notice or other communication whether required or permitted to be given by one Party to the other shall be in writing and shall be deemed to have been duly given if signed by or on behalf of a duly authorised officer of the Party giving the notice and:

13.2.1 if delivered, at the time of delivery to the addressee or its duly authorised agent;

13.2.2 if sent by pre-paid post, four (4) days after posting if addressed to the Party to whom such notice is to be given at the address set forth for such Party in this Framework Agreement (or such other address as is from time to time notified to the other Party);

13.2.3 if transmitted by fax or electronic means on receipt of 'read receipt' or equivalent.

13.3 All notices to the Client or the Operator from the other Party under this Framework Agreement or the relevant Call-Off Contract shall be in writing and sent to the appropriate address set out above.

13.4 All notices, documents and communications provided under this Framework Agreement or the relevant Call-Off Contract shall be in the English or Irish language.

13.5 Any Party may, by notice to the other in compliance with this Clause 13 change the contact details set out at Sub-Clause 13(1).

14. Resolution of Disputes

14.1 Any dispute or difference of any kind whatsoever which arises or occurs between the Parties or their respective assigns in relation to anything or matter arising under, out of, or in connection with this Framework Agreement shall, in the first instance, be referred to a Mediator to be appointed by agreement between the parties and, in the absence of agreement within five (5) working-days of the receipt by one Party of a written notice to concur in the appointment of a Mediator, by the Chairman of the Chartered Institute of Arbitrators Irish Branch.

14.2 In the event that the dispute or difference is not resolved within fifteen (15) working-days of the appointment of the Mediator, the dispute or difference shall be referred to an Arbitrator to be agreed between the Parties and, in default of agreement within ten (10) working-days of the receipt by one Party of a written notice to concur in the appointment of an Arbitrator, by the Chairman of the Chartered Institute of Arbitrators Irish Branch, such arbitration to be governed by the Arbitration Act 2010 as amended or replaced and shall be conducted in accordance with the Model Law as defined in the Arbitration Act 2010. The Arbitrator shall have no connection with the Mediator or Mediation Proceedings unless both Parties have otherwise consented in writing.

15. Jurisdiction

The Client and the Operator accept the exclusive jurisdiction of the Irish courts, subject to the provisions of Clause 14, and agree that this Framework Agreement is to be governed by and construed according to the laws of Ireland.

Enterprise Ireland

IN WITNESS whereof the parties hereto have executed this Framework Agreement the day and year first herein **WRITTEN**.

SIGNED for and on behalf of **ENTERPRISE IRELAND** by:

A duly authorised representative

in the presence of:

Witness to Signature

Witness' address

Witness' occupation

GIVEN under the **COMMON SEAL** of **[INSERT FULL LEGAL NAME OF THE OPERATOR]**

Director

Person duly authorised

in the presence of:

Witness to Signature

Witness' address

Witness' occupation

Schedule 1 Services

Note to Tenderers: The Services will be inserted here before the Framework Agreement is issued for signature

Enterprise Ireland

Schedule 2 Rates

Note to Tenderers: the original pricing submitted by Tenderers for admission to the Framework Agreement will be inserted here before the Framework Agreement is issued for signature

Enterprise Ireland

Schedule 3 Personnel

Note to Tenderers: the details of any personnel proposed by Tenderers as part of their original tender response for admission to the Framework Agreement will be inserted here before the Framework Agreement is issued for signature.

Enterprise Ireland

Schedule 4 Insurances

Note to Tenderers: the details of the Framework Members insurances submitted, as verification of their response, as part of their tender response for admission to the Framework Agreement will be inserted here before the Framework Agreement is issued for signature.

COVER	Minimum cover each and every claim	Permitted deductible each and every occurrence	Period
Annually renewable Professional Indemnity policy, against liability for losses due to professional negligence	[]	[]	From start to completion of the Services and a further period of [] following completion of the Service
Public Liability for death, personal injury [except EL, next type]; loss of, damage to, property; with indemnity to the Client as principal	[]	[]	From start to completion of the Services.
Employers' Liability for death, injury, to employees	[]	[]	From start to completion of the Services.
Cyber Liability Insurance	[]	[]	From start to completion of the Services.

Schedule 5 Article 57 of Dir 2014/24/EU (Declaration)

Note to Tenderers: the original Article 57 of Dir 2014/24/EU (Declaration) submitted by Tenderers as part of their tender response for admission to the Framework Agreement will be inserted here before the Framework Agreement is issued for signature

Enterprise Ireland

Schedule 6 Call-Off Order

CALL-OFF ORDER

By email only to [Operator's email address]

Client	Enterprise Ireland
Order under Framework Agreement entitled:	Single Operator Framework Agreement for the provision, support and maintenance of a Digital Platform for Enterprise Irelands Export Development Programmes of [xxx date]
Date of Order	[date]
Deadline for Response by Operator	[date & time] by email to [xxx]

Dear Operator,

Pursuant to Clause 6 of the Framework Agreement, the Client proposes to award a Call-Off Contract to you in respect of the following Services:

(i) Scope of Services Required

The Client requires [xxx]

(ii) Fixed Terms for Call-Off Contracts

In accordance with Clause 7 of the Framework Agreement, the following terms will apply to the Call-Off Contract:

[xxx]

(iii) Call-Off Contract Terms and Conditions

In accordance with Sub-Clause 6(3) of the Framework Agreement, if the Operator accepts this Call-Off Order, the Client and the Operator shall enter into a Call-Off Contract in accordance with the terms and conditions set out in Schedule 11 of the Framework Agreement, with the following amendments:

xxx

The Operator is hereby invited to inform the Client by email to [address] no later than [date & time] of whether it accepts the Call-Off Order.

If you have any queries on the above, please do not hesitate to contact me.

Yours sincerely,

[contact]

On behalf of the **Client**

Schedule 7 Request for Supplementary Tender

REQUEST FOR SUPPLEMENTARY TENDER

By email only to [Operator's email address]

Client	Enterprise Ireland
Request under Framework Agreement entitled:	Single Operator Framework Agreement for the provision, support and maintenance of a Digital Platform for Enterprise Irelands Export Development Programmes of [[xxx date]
Date of Request	[date]
Deadline for Receipt of Supplementary Tender	[date & time] by email to [xxx]

Dear Operator,

Pursuant to Clause 6 of the Framework Agreement, you are hereby invited to submit a Supplementary Tender in respect of the following Services:

(i) Scope of Services Required

The Client requires [xxx]

(ii) Supplementary Information Required from the Operator

The Operator is hereby invited to supplement its Tender by providing the following information in respect of delivery of the Services required under this Request:

1. Availability of Personnel ,
2. Delivery Time-frame (in days),
3. Facilities and Services required from the Client, and
4. Fixed Cost.

NB. The Supplementary Tender must comply with the requirements of this Request for Supplementary Tender and the provisions of Clause 7 of the Framework Agreement (Fixed Terms for Call-Off Contracts).

(iii) Call-Off Contract Terms and Conditions

In accordance with Sub-Clause 6(3) of the Framework Agreement, if the Client accepts the Supplementary Tender submitted in response to this Request, the Client and the Operator shall enter into a contract in accordance with the Call-Off Contract Terms and Conditions set out in Schedule 11 of the Framework Agreement, with the following amendments:

[xxx]

A Supplementary Tender must be submitted by email to [address] no later than [date & time].

If you have any queries on the above, please do not hesitate to contact me.

Yours sincerely,

[contact]

On behalf of the **Client**

Schedule 8 Service Level Agreement

Note to Tenderers: The Service Level Agreement will be agreed between the parties within three (3) months from the date of this Agreement and shall be incorporated here by reference

[insert from Tender]

Enterprise Ireland

Schedule 9 Confidentiality Agreement

THIS AGREEMENT is made on [date]

BETWEEN:-

- (1) **ENTERPRISE IRELAND** having its offices at The Plaza, East Point Business Park, Dublin 3 (for the purposes of this Agreement referred to as the "**Client**" which expression includes its successors and permitted assigns and any body to whom its functions are transferred under Applicable Law) of the one part; and
- (2) **[OPERATOR NAME]**, a company established under [] law with company registration number [insert] and its registered address at [insert] (for the purposes of this Agreement referred to as the "**Operator**" which expression includes its successors and permitted assigns) of the other part,

WHEREAS

(A) In this Agreement:

- (a) the "**Framework**" means the Framework Agreement dated [XX XXXXXXXX 2025] made between the Client and the Operator for the provision of the provision, support and maintenance of a Digital Platform for Enterprise Irelands Export Development Programmes for Enterprise Ireland (the "**Services**")

- (b) other capitalised terms shall have the meaning attributed to them in the Framework save where indicated otherwise.

(B) Pursuant to the Framework, the Client may award a Call-Off Contract to the Operator for the provision of Services.

(C) For the purposes of the delivery of Services under a Call-Off Contract, certain confidential information will be disclosed or supplied either by the Client or by the Operator to the other party.

NOW IT IS HEREBY AGREED in consideration of the sum of €5 (the receipt of which is hereby acknowledged by the Operator) as follows:

1. For the purpose of this agreement "**confidential information**" shall mean such technical and/or commercial information, including but not limited to any documents, drawings, sketches or designs, materials, samples or prototypes disclosed or supplied either by the Client or by the Operator to the other party in any format, and which at the time of its disclosure or supply is identified as confidential or proprietary. Oral information which is confidential or proprietary shall be recorded in writing by the disclosing party within thirty (30) days after disclosure, and the resulting document shall specifically state the date of disclosure and designate the information as confidential or proprietary.
2. This Agreement shall be effective as of the Commencement Date of the Framework and shall thereafter continue until the expiry of a period of ten (10) years following the termination or expiry of the last Call-Off Contract awarded under the Framework.
3. The Client and the Operator each undertake to treat any and all confidential information as confidential, to use it solely for the purpose of the Services, not to disclose it to any third party, and not to make it publicly available or accessible in any way, except with the prior written consent of the disclosing party.

Commented [AH3]: Does this title reflect the ask?

Commented [LE4R3]: Should this just be Enterprise Ireland's Export Development Programmes... otherwise happy with that

4. The obligations set out in Clause 3 shall not apply with respect to any confidential information which:
 - 3.1 the receiving party can prove has been known to the receiving party prior to the time of its receipt pursuant to this Agreement; or
 - 3.2 is in the public domain at the time of disclosure or thereafter enters the public domain without breach of the terms of this Agreement on the part of the receiving party; or
 - 3.3 the receiving party can prove becomes known to the receiving party through disclosure by sources other than the disclosing party, having a right to disclose such information; or
 - 3.4 the receiving party can prove has been developed independently by an employee of the receiving party who has not had access to any of the confidential information of the disclosing party.
5. Unless it is necessary for the purpose stated in this Agreement and provided that any disclosed confidential information or any copy thereof is made accessible only to such representatives who have a need to know, the receiving party shall not, without the prior written consent of the disclosing party, copy or reproduce any item or document supplied to the receiving party - being or containing in whole or in part confidential information. The receiving party shall return such item or document and any copies thereof at the supplying party's request, and at the latest on termination of this Agreement. This shall not apply to copies of electronically exchanged confidential information made as a matter-of-routine information technology back-up, and to confidential information or copies thereof which must be stored by the receiving party according to mandatory law, provided that such confidentiality information or copies thereof shall be subject to an indefinite confidentiality obligation.
6. All confidential information shall remain the exclusive property of the disclosing party as well as all patent, copyright, trade secret, trademark and other intellectual property rights therein. No license or conveyance of any such rights to the receiving party is granted or implied under this Agreement. No commercial obligation on the part of either party is intended or undertaken. The parties agree that any confidential information is made available "as is" and that no warranties of any kind are granted or implied with respect to the quality of confidential information, including but not limited to, its fitness for any purpose, non-infringement of third party rights, accuracy, completeness or correctness.
7. The party receiving confidential information including materials, samples, prototypes or similar items, in any format, shall not analyse it, chemically, by reverse engineering, or otherwise, in order to determine the identity and/or properties of its components. To the extent that such items have not been destroyed or used during evaluation tests and unless there is no other agreement between the Client and the Operator, they shall be returned to the supplying party upon request, and at the latest on termination or expiry of the Framework or any Call-Off Contract awarded thereunder, whichever is later.
8. The Operator acknowledges that the Client is subject to the Freedom of Information Acts 1997-2003, as amended. In the event of the Client receiving a request for information related to the Framework or a Call-Off Contract, the Client shall consult with the Operator in respect of the request. The Operator shall identify any information that is not to be disclosed on grounds of commercial sensitivity and shall state the reasons for this sensitivity. The Client will consult the Operator about this commercially sensitive information before making a decision on any Freedom of Information request received. The final decision on disclosure rests with the Office of the Information Commissioner and ultimately, the courts.
9. Ancillary agreements, amendments or additions hereto must be made in writing.

10. This Agreement shall be construed and interpreted by the laws of Ireland and the Irish courts shall have exclusive jurisdiction.
11. If any provisions of this agreement are invalid or unenforceable, the validity of the remaining provisions shall not be affected. The parties shall replace the invalid or unenforceable provision by a valid and enforceable provision that will meet the purpose of the invalid or unenforceable provision as closely as possible.

Signed on behalf of the Client

Date _____

Signed on behalf of the Operator

Date _____

Schedule 10 Sub-Consultants/Contractor

Sub-Consultant/Contractor Name	Address and Contact Details	Service to be delivered

Schedule 11 Call-Off Contract Terms and Conditions

Note to Tenderers: The Call-Off Contract Terms and Conditions shall be those provided in Appendix 2 of the Tender Document.

Enterprise Ireland

Schedule 12 Sub-Consultant/Contractor Collateral Warranty

THIS AGREEMENT is made on the day of

BETWEEN:-

- 1 [SUB-CONSULTANT/CONTRACTOR NAME], a company established under [] law with company registration number [insert] and its registered address at [insert] (for the purposes of this Agreement referred to as the "Sub-Consultant/Contractor" which expression includes its successors and permitted assigns) of the one part, and
- 2 ENTERPRISE IRELAND having its offices at The Plaza, East Point Business Park, Dublin 3 (for the purposes of this Agreement referred to as the "Client" which expression includes its successors and permitted assigns and any body to whom its functions are transferred under Applicable Law) of the other part,

WHEREAS:-

- (A) In this Agreement:
 - (a) the "Appointment" means the sub-consultancy agreement dated [•] made between [Insert name of Consultant] (the "Consultant") and the Sub-Consultant/Contractor;
 - (b) other capitalised terms shall have the meanings attributed to them in the Appointment save where indicated otherwise.
- (B) By the Appointment the Consultant has appointed the Sub-Consultant/Contractor to provide certain professional services (the "Services").

NOW IT IS HEREBY AGREED as follows:-

1. The Sub-Consultant/Contractor hereby:
 - 1.1 warrants to and undertakes with the Client that it has exercised and will continue to exercise all reasonable skill, care and diligence in the performance of its obligations and duties pursuant to the Appointment and has not broken and shall not break any express or implied term of the Appointment.
 - 1.2 binds itself to the Client in all respects as if the Client had appointed the Sub-Consultant/Contractor to act prior to the commencement of any work by the Sub-Consultant/Contractor to the extent that the Client shall be entitled to enforce all remedies against the Sub-Consultant/Contractor by virtue of any breach by the Sub-Consultant/Contractor of its obligations pursuant to the Appointment;
 - 1.3 warrants to and undertakes with the Client that the Sub-Consultant/Contractor shall take out and maintain
 - 1.3.1 professional indemnity insurance for [•] years after the date the service is provided under a Consultant's Contract with a limit of indemnity of not less than €[•] for each and every claim or series of claims (subject to reasonable adjustment of cover for any exceptional increases in insurance market rates) arising out of the same originating

cause with a maximum excess of €[•] or such other amount as is acceptable to the Client;

- 1.3.2 public liability insurance for bodily injury to, disease or death of any person (other than an employee of the Sub-Consultant/Contractor) or loss of or damage to property resulting from a negligent act or omission of the Sub-Consultant/Contractor with a limit of indemnity of not less than €[•] for each and every claim or series of claims arising from the same occurrence with a maximum excess of €[•] until completion of the Services or earlier termination of the Appointment.
- 1.3.3 employer's liability insurance for bodily injury to, disease or death of employees of the Sub-Consultant/Contractor arising out of or in the course of their employment in connection with the Consultant's Contract with a limit of indemnity of not less than €[•] for each and every claim or series of claims arising from the same occurrence with a maximum excess of €[•] until completion of the Services or earlier termination of the Appointment.
- 1.4 The insurance required under Clause 1.3 shall be written by reputable and well-established insurers approved by the Client (whose approval shall not be unreasonably withheld or delayed).
- 1.5 As and when reasonably requested by the Client, the Sub-Consultant/Contractor shall produce for inspection documentary evidence that the insurance required by Clause 1.3 has been taken out and is being maintained as so required.
- 1.6 If the Sub-Consultant/Contractor shall at any time fail to take out or maintain the insurance required under Clause 1.3, the Client may take out and maintain such insurance in the Sub-Consultant/Contractor's name, and the Sub-Consultant/Contractor shall pay to the Client the amount of all costs and expenses properly incurred by the Client in so doing. The Sub-Consultant/Contractor shall notify the Client immediately on becoming aware of the cancellation or non-renewal or material reduction in the scope of cover provided by the insurances as set out above in Clause 1.3.
- 1.7 Any public liability insurance policy shall include an indemnity to principals clause specifically indemnifying the Client. The policy shall not include terms or conditions to the effect that the Sub-Consultant/Contractor must discharge any liability before being able to recover from the insurers.
- 1.8 The Sub-Consultant/Contractor shall be liable to pay the full amount of any deductibles or excess amounts payable under the policies of insurance referred to above in the event of a claim under any of the policies.
2. The copyright in any documents produced by the Sub-Consultant/Contractor in connection with any Services (the "Documents") shall remain vested in the Sub-Consultant/Contractor but the Client shall have a perpetual non-exclusive irrevocable and assignable royalty free licence to reproduce, copy and use the Documents for all purposes connected with the Services and to future related Services.
- 2.1 The Client shall be entitled (at its own cost) to full and proper copies of the Documents in the possession or control of the Sub-Consultant/Contractor and the Sub-Consultant/Contractor will not claim copyright or a lien in respect of them against the Client.

- 2.2 The licence granted to the Client under this Collateral Agreement shall include a right for the Client to grant sub-licences.
3. The Sub-Consultant/Contractor hereby undertakes and warrants to the Client that it has not and will not specify for use materials or substances which are not in accordance with current European Standards and Codes of Practice insofar as they may be applicable or any materials or substances known to be deleterious to health or safety or the durability or suitability of any such project in the particular circumstances in which the same is used.
4. The benefit of this Collateral Agreement and/or any of the present or future rights interests and benefits of the Client hereunder may be assigned on six occasions without the consent of the Sub-Consultant/Contractor. The Client shall give the Sub-Consultant/Contractor prompt notice of any such assignment provided always that the giving of such notice shall not be a precondition to the effectiveness of any assignment.
5. Any notice provided for in accordance with this Collateral Agreement shall be deemed to be duly given if delivered by hand or sent by registered post to the party named therein at the address of such party shown in this Collateral Agreement or such other address as such party may by notice in writing nominate for the purpose of service and if sent by registered post or delivered by hand shall be deemed to have been received when delivered.
6. The Sub-Consultant/Contractor will, if so required by notice in writing given by the Client, accept the instruction of the Client or the Client's nominee to the exclusion of the Consultant in respect of the carrying out and completion of any Services upon the terms and conditions of the Appointment (whereupon all the rights and obligations of the Consultant under the Appointment shall thereafter be performed and exercisable by the Client or its nominee). The Sub-Consultant/Contractor shall not be in breach of the Appointment by complying with the obligations imposed on it by this Clause.
7. The Sub-Consultant/Contractor will not without first giving the Client not less than twenty one (21) days prior notice in writing exercise any right it may have to determine its employment under the Appointment or to treat the same as having been repudiated by the Consultant or to discontinue or suspend the performance of any duties to be performed by the Sub-Consultant/Contractor pursuant thereto. The Sub-Consultant/Contractor's right to determine its employment under the Appointment, to treat the same as having been repudiated or to suspend or to discontinue performance shall cease if within twenty one days of receipt of such notice the Client shall give notice in writing to the Sub-Consultant/Contractor requiring the Sub-Consultant/Contractor to accept the instruction of the Client or its nominee to the exclusion of the Consultant in respect of the carrying out and completion of the Services upon the terms and conditions of the Appointment (whereupon all the rights and obligations of the "Consultant" under the Appointment shall thereafter be performed and exercisable by the Client or its nominee).
8. This Agreement shall be governed by, and construed in accordance with, the laws of Ireland and the parties, subject to Clause 9, irrevocably submit to the jurisdiction of the Irish Courts.
9. Dispute Resolution
- 9.1 Any dispute or difference of any kind whatsoever which arises or occurs between the parties to this Collateral Agreement or their respective assigns in relation to anything or matter arising under, out of, or in connection with this Collateral Agreement shall, in the first instance, be referred to a Mediator to be appointed by agreement between the parties and, in the absence

of agreement within five (5) working-days of the receipt by one Party of a written notice to concur in the appointment of a Mediator, by the Chairman of the Chartered Institute of Arbitrators Irish Branch.

- 9.2 In the event that the dispute or difference is not resolved within fifteen (15) working-days of the appointment of the Mediator, the dispute or difference shall be referred to an Arbitrator to be agreed between the parties and, in default of agreement within ten (10) working-days of the receipt by one Party of a written notice to concur in the appointment of an Arbitrator, by the Chairman of the Chartered Institute of Arbitrators Irish Branch, such arbitration to be governed by the Arbitration Act 2010 as amended or replaced and shall be conducted in accordance with the Model Law as defined in the Arbitration Act 2010. The Arbitrator shall have no connection with the Mediator or Mediation Proceedings unless both parties have otherwise consented in writing.

IN WITNESS WHEREOF the parties have affixed their Seals the day and date first hereinbefore written.

Enterprise Ireland

SIGNED for and on behalf of **ENTERPRISE IRELAND** by:

A duly authorised representative

in the presence of:

Witness to Signature

Witness' address

Witness' occupation

SIGNED, SEALED AND DELIVERED by **[SUB-CONSULTANT/CONTRACTOR]**

in the presence of:

Director

Person duly authorised

in the presence of:

Witness to Signature

Witness' address

Witness' occupation

Schedule 13 Invitation to Tender

Note to Tenderers: the Invitation to Tender documents will be inserted here before the Framework Agreement is issued for signature

Enterprise Ireland

Schedule 14 Tender

Note to Tenderers: the tender response submitted by the Framework Member will be inserted here before the Framework Agreement is issued for signature.

Enterprise Ireland