



FRAMEWORK CONTRACT FOR SERVICES
GSA/OP/15/19

The European GNSS Agency (hereinafter referred to as "GSA", the "Agency" or the "contracting authority"), represented for the purposes of the signature of this framework contract (hereinafter referred to as the "Framework Contract" or "FWC") by Mr Carlo des Dorides, Executive Director,

on the one part, and

[full official name] [redacted]

[official legal form] [redacted]

[statutory registration number]

[full official address]

[VAT registration number]

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

[For joint tenders, these data are to be repeated as many times as there are Contractors]

([for joint tenders: collectively] the "Contractor"), represented for the purposes of the signature of this Framework Contract by [forename, surname and function,]

[The parties identified above shall be liable vis-à-vis the contracting authority for the performance of this Framework Contract according to conditions laid down in the tender specifications (Article 2.2.8)]

on the other part,



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HAVE AGREED

to the **special conditions, general conditions for the Framework Contract**, and the following annexes:

Annex I	Statements of Compliance to the Technical terms of reference
Annex II	Tender Specifications No GSA/OP/15/19 and their annexes
Annex III	Contractor's model insurance policy
Annex IV	Contractor's Tender (No [number], [date])
Annex V	Draft Order Form – TEMPLATE (enclosed in the present document)
Annex VI	Declaration on confidentiality and absence of Professional Conflicting Interest – TEMPLATE
Annex VII	Mitigation Plan (if applicable)

All documents issued by the Contractor except its tender and model insurance policy (such as end-user agreements or general terms and conditions) are held inapplicable, unless explicitly mentioned in the special conditions of this FWC. If there is any conflict between different provisions in this FWC, the following rules must be applied:

- a) The terms set out in the Contract shall take precedence over the Annexes
- b) The terms set out in Annex I shall take precedence over those in other Annexes,
- c) Subject to the provisions under Annex I the terms set out in Annex II shall take precedence over those in Annexes III-IV
- d) The terms set out in Annex III shall take precedence over those in Annex IV
- e) The terms set out in Annex IV shall take precedence over those in Annexes V-VI
- f) The provisions set out in the FWC take precedence over those in the specific contracts.
- g) The provisions set out in the specific contracts take precedence over those in terms of references for service provision.
- h) The provisions set out in the terms of references for services take precedence over those in the specific tenders.



I. SPECIAL CONDITIONS

ARTICLE I.1 – SUBJECT MATTER

I.1.1. The subject matter of the FWC is the provision of complementary health services to the GSA as described in the Tender Specifications (Annex II).

I.1.2. Signature of the FWC imposes no obligation on the contracting authority to conclude any order form for the purchase of any services from the Contractor and nothing in this agreement shall be interpreted or construed as a commitment to the entire amount of the FWC.

ARTICLE I.2 – ENTRY INTO FORCE AND DURATION OF THE FWC

I.2.1 The FWC shall enter into force on the date on which the last party signs it.

I.2.2 Execution of the tasks may under no circumstances begin before the date on which the FWC and specific contract enters into force.

I.2.3 The FWC is concluded for a period of 12 (twelve) months with effect from the date on which it enters into force.

I.2.4 The FWC is renewed automatically 3 (three) times for 12 (twelve) months each, unless one of the parties receive Formal Notification from the other party to the contrary at the latest 3 (three) months before expiry of the on-going duration. Renewal does not change, postpone or defer of any existing obligations.

I.2.5 The order forms shall be signed by the parties before the FWC expires. The FWC shall continue to apply to such order forms also after its expiry. However order forms shall expire no later than 6 (six) months after the expiry of the FWC.

ARTICLE I.3 – IMPLEMENTATION OF THE FWC

I.3.1. The present Contract will be implemented through order forms, which will, once signed by the Parties, constitute integral and substantial parts thereof.

I.3.2. The Agency may at any time request the provision of services falling within the scope of this contract, through the issuing of Request for services.

I.3.3. Except in case of proven Force Majeure as per **ARTICLE II.9 – FORCE MAJEURE**, the Contractor shall under no circumstances refuse to conclude order forms, provided that such order forms are compliant with the Tender Specifications under Annex II and with the provisions of the present Contract.

I.3.4. Within 10 (ten) working days of an order form or a request for services being sent by the contracting authority to the contractor, the contracting authority shall receive the completed order form back, duly signed and dated, unless agreed otherwise.



I.3.5. The period for the execution of the tasks shall start to run on the date the contractor signs the order form, unless a different date is indicated on the form.

I.3.6. The GSA will specify by electronic means the names of Staff Members and the family members who shall be covered by the insurance scheme. The GSA will define the periods during which the Staff Members and family members shall be covered.

I.3.7. At request of the GSA, contract status meetings shall be held between GSA and the Contractor to monitor the progress of the contract and any identified issues (notably kick-off meeting and annual review meeting). Meeting shall be held at GSA premises in Prague. A meeting may be also held by telephone or video conference. Travelling to these meetings, accommodation and any other costs related thereto shall be at the sole expense of the Contractor and shall be fully included in the price presented in the financial evaluation.

I.3.8. The Contractor shall periodically inform the GSA about the status of execution of the insurance policy scheme.

I.3.9. In case of termination of the insurance policy coverage of a Staff members and family members, the Contractor shall not be entitled to any compensation whatsoever, in addition to the premiums due by the GSA for the period when the insurance policy has been in force.

ARTICLE I.4 – PRICES AND COST REIMBURSEMENT

I.4.1 MAXIMUM CEILING OF THE FWC

I.4.1.1. The maximum amount, covering all purchases under this FWC, including all renewals and reimbursement of expenses is 750,000 EUR (seven hundred and fifty thousand EUR).

The annual price for the services shall be the ones listed in the “Financial Table of Answers” and reported here-below for convenience:

I.4.1.2. The prices above represent firm and fixed prices. This is without prejudice to the possibility for the Contractor to provide the services at lower prices.

I.4.1.3. Prices are not subject to revision during the validity of the FWC.

I.4.1.4. During the implementation of the FWC through order forms, the prices of the order forms shall respect the prices of the FWC.

I.4.2 REIMBURSEMENT OF MISSION EXPENSES

Not applicable

ARTICLE I.5 - REPORTING AND REIMBURSEMENT PROCEDURES OF MAN-DAYS (ALL-INCLUSIVE DAILY RATES) ENTAILING LESS OR MORE THAN STANDARD EIGHT (8) WORKING HOURS



Not applicable

ARTICLE I.6 – PAYMENT ARRANGEMENTS

I.6.1. Interim payments

Unless the order form details otherwise, the Contractor shall submit an invoice every 3 (three) months, indicating the reference number of the Framework Contract and of the order form to which it refers for an interim payment. The invoice shall concern the services provided within the invoicing period before submission of the invoice (i.e. price of the insurance coverage of Staff members and family members).

The Contracting Authority shall have 30 (thirty) days from their receipt to approve or reject the deliverable(s) with the associated supporting documents, and, the Contractor shall have 15 (fifteen) days to submit additional information and/or updated deliverable(s) requested by the contracting authority.

Provided the deliverable(s) have been approved, the Contracting Authority shall make the payment within 30 (thirty) days from receipt of the invoice.

I.6.2. Payment of the balance

The Contractor shall submit an invoice for payment of the balance for any services due under an order form not invoiced yet by an interim payment.

The Contracting Authority shall have thirty 30 (thirty) days from their receipt to approve or reject the deliverable(s) with the associated supporting documents, and, the Contractor shall have 15 (fifteen) days in which to submit additional information and/or updated deliverable(s) requested by the contracting authority.

Provided the deliverable(s) have been approved, the Contracting Authority shall make the payment within 30 (thirty) days from receipt of the invoice.

I.6.3. Performance guarantee

Not applicable

I.6.4. Retention money guarantee

Not applicable

ARTICLE I.7 – BANK ACCOUNT

Payments must be made to the Contractor's (or leader's in the case of a joint tender) bank account denominated in euro, identified as follows:

Name of bank:

Full address of branch:

Exact designation of account holder:

Full account number including [bank] codes: IBAN code:

ARTICLE I.8 – COMMUNICATION DETAILS

1.8.1 For the purposes of this FWC, communications shall be made in writing, including via e-mail, and sent



to the following contacts:

1.8.2 Contractor:

Project officer:

[Full name]

[Function]

[Company name]

[Full official address]

Email: [complete]

Contract officer:

[Full name]

[Function]

[Company name]

[Full official address]

Email: [complete]

1.8.3 Contracting Authority:

Project officer:

Name: Surname:

Email: [insert]@gsa.europa.eu

Telephone number:

European GNSS Agency

Janovskeho 438/2 170 00 Prague Czech Republic

Contract officer:

European GNSS Agency

Legal and Procurement Department

Janovskeho 438/2 170 00 Prague Czech Republic

Email: Contracts@gsa.europa.eu

1.8.4 The contact persons may be changed by exchange of emails between a representative of the Contractor and a representative of the GSA Legal and Procurement Department and sent to/from contracts@gsa.europa.eu.

ARTICLE I.9 – PROCESSING OF PERSONAL DATA

For the purpose of ARTICLE II.5– **PROCESSING OF PERSONAL DATA**, the data controller is the Head of HR Department.

ARTICLE I.10 – LIABILITY



I.10.1. The Contractor is liable for any loss or damage caused or sustained to the contracting authority during or as a consequence of implementation of the FWC, including in the event of subcontracting, but only up to an amount not exceeding 50 % of the maximum amount of this FWC. However, if the damage or loss is caused by the gross negligence or wilful misconduct of the Contractor or of its Personnel or subcontractors, as well as in the case of an action brought against the contracting authority by a third party for breach of its intellectual property rights, the limitation of liability above shall not apply.

I.10.2. The Contractor shall indemnify and hold the contracting authority harmless for all damages and costs incurred due to any claim within the limit of liability under Article I.10.1 above. The Contractor shall provide compensation in the event of any action, claim or proceeding brought against the contracting authority by a third party as a result of damage caused by the Contractor during the performance of the FWC. If a third party brings any action against the contracting authority in connection with the implementation of the FWC, including any action for alleged breach of intellectual property rights, the Contractor must assist the contracting authority in the legal proceedings, including by intervening in support of the contracting authority upon request.

I.10.3. If required by the relevant applicable legislation, the Contractor must take out an insurance policy against risks and damage or loss relating to the implementation of the FWC. It must also take out supplementary insurance as reasonably required by standard practice in the industry. Upon request, the Contractor must provide evidence of insurance coverage to the contracting authority.

I.10.4. The contracting authority is not liable for any loss or damage caused to the Contractor during or as a consequence of implementation of the FWC, unless the loss or damage was caused by wilful misconduct or gross negligence of the contracting authority.

ARTICLE I.11 - COMPLIANCE WITH LABOUR LAW

Not applicable

ARTICLE I.12 – CONFIDENTIALITY

I.12.1 The Contractor must treat with confidentiality any information or documents, in any format, disclosed in writing or orally or got to know relating to the performance of the Contract. The contracting authority must treat with confidentiality any information which is identified by the Contractor in writing as confidential.

I.12.2 Each party must:

- a) use Confidential information for the sole purpose to perform its obligations under the Contract unless agreed otherwise in writing by the other party;
- b) ensure the protection of such Confidential information with the same level of protection and pursuant to applicable security rules as its own confidential information or documents, and in any case with due diligence;
- c) disclose only when a need to know is a certainty and only to recipients who are bound by confidentiality obligations;
- d) not disclose directly or indirectly Confidential information to third parties without the prior written agreement by GSA.



The parties are allowed to disclose confidential information to its directors, employees and representatives, as well as external legal, accounting, financial and other advisors on a strict need to know basis and provided that they act under a written or statutory confidentiality obligation.

I.12.3 The confidentiality obligation set out in this Article are binding on the contracting authority and the Contractor during the performance of the Contract and for as long as the information or documents remain confidential unless:

- a) the disclosing party agrees to release the receiving party from the confidentiality obligation earlier;
- b) the Confidential information become public or was lawfully obtained through other means than in breach of the confidentiality obligation;
- c) the disclosure of the confidential information is necessitated by due protection of the interests of the party in the frame of court or other legal proceeding;
- d) the Confidential information was already lawfully developed or acquired by the party at the date of receipt of the information from the other party;
- e) was lawfully obtained by the party without restriction and without breach of this Contract from a third party, who is in lawful possession thereof, and under no obligation of confidence;
- f) is disclosed pursuant to a request of a governmental or jurisdictional authority or is disclosed according to the law or regulations of any country with jurisdiction over the Contractor; in either case the Contractor, subject to possible constraints of such governmental or jurisdictional authority, shall immediately give the GSA a written notice of the above request and shall reasonably cooperate with the GSA in order to regulate such disclosure.

I.12.4 When the Contractor becomes aware of any unauthorised use of the information or of any unauthorised copy of the information or of any unauthorised derivative work, it shall immediately inform the contracting authority thereof.

I.12.5 Should the Contractor breach any of its obligations under this Article, and without prejudice to the right of the contracting authority to seek damages, or suspend or terminate the contract, the contracting authority may, by written notice to the Contractor, withdraw the right to use the information for the implementation of the Contract.

ARTICLE I.13 – INTELLECTUAL PROPERTY RIGHTS AND OTHER RESULTS

I.13.1 Any results or rights thereon, including copyright and other intellectual property rights, obtained in performance of the Contract, shall be owned solely by the Agency, which may use, publish, assign or transfer them as it sees fit, without geographical or other limitation, except where intellectual property rights exist prior to the Contract being entered into – in which latter case the Contractor shall (i) ensure that the Agency (or the relevant Agency's assignee) can freely use (in the broadest sense meant above, i.e. including publish, assign, transfer...) any product delivered to it under the Contract without violating/infringing any such rights and without any additional costs/charges and (ii) hold the Agency (or the relevant Agency's assignee) harmless of any claims in connection with such use.

ARTICLE I.14 – LIQUIDATED DAMAGES

I.14.1 The contracting authority may impose liquidated damages should the Contractor fail to complete its contractual obligations, within the applicable time limits set out in the FWC.

I.14.2 Should the Contractor fail to perform its contractual obligations within the time limits set by the



FWC or the relevant specific contract, then, without prejudice to the Contractor's actual or potential liability or to the contracting authority's right to terminate the FWC or the relevant specific contract, the contracting authority may impose liquidated damages for each and every calendar day of delay according to the following formula:

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

V is the price of the relevant purchase or deliverable or result;

d is the duration specified in the relevant specific contract for delivery of the relevant purchase or deliverable or result or, failing that, the period between the date specified in Article I.3.5 and the date of delivery or performance specified in the relevant specific contract, expressed in days.

I.14.3 The parties acknowledge that any sums payable under this article are in the nature of liquidated damages and not penalties, and represent a reasonable estimate of fair compensation for the losses incurred due to failure to fulfil obligations which may be reasonably anticipated.

I.14.4 Liquidated damages may be imposed together with a partial payment or retention of payment under the conditions laid down in Article II.10.1. Any claim for liquidated damages does not affect the Contractor's actual or potential liability or the contracting authority's rights under ARTICLE I.10 – **LIABILITY**.

I.14.5 The contracting authority must formally notify the Contractor of its intention to apply liquidated damages and the corresponding calculated amount. The Contractor has 30 days following the date of receipt to submit observations. Failing that, the decision becomes enforceable the day after the time limit for submitting observations has elapsed. If the Contractor submits observations, the contracting authority, taking into account the relevant observations, must notify the Contractor:

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

ARTICLE I.15 – APPLICABLE LAW AND SETTLEMENT OF DISPUTES

I.15.1 The FWC shall be governed by European Union law, complemented, where necessary, by the law of Belgium.

I.15.2 Any dispute between the parties in relation to the interpretation, application or validity of the FWC, which cannot be settled amicably, shall be brought before the French-speaking courts of Brussels.

I.15.3 It is the Contractor's sole responsibility and duty, also beyond legal acts listed in Annex I, to comply and ensure full compliance with all applicable laws of any part of performance under the Framework Contract and Specific Contracts.

ARTICLE I.16 - TRANSFER OF CONTRACT (IF APPLICABLE)

I.16.1 Without prejudice to the Termination in special cases as stated in Article II.12.1, the Contractor shall assign the FWC in whole or in part to the Proposed Assignee as per the Mitigation Plan in accordance with clause 2.2.2 of the Tender Specification (Notice on the United Kingdom's withdrawal from the EU (complementing the participating conditions)). The Contractor shall remain bound by any obligations and



liabilities arising from the FWC prior to the date of the assignment.

I.16.2 Without prejudice to the termination in cases as stated in Article II.12.1, the Contractor shall ensure, that the Mitigation Plan attached hereto as Annex VII enters into force with effect from [enter date]. The Contractor shall ensure that its Subcontractors are bound by any obligations and liabilities arising from their relevant subcontract prior to the date of activation of Annex VII.

SIGNATURES

For the Contractor,

For the contracting authority,

[Company name/forename/surname/function]

Carlo des Dorides Executive Director

signature[s]: _____

signature: _____

Done in _____, [date]

Done in Prague, [date]

In duplicate in English.



II. GENERAL CONDITIONS

ARTICLE II. 1 – DEFINITIONS

For the purpose of this FWC, the following definitions apply:

‘Background IPRs’: shall mean Intellectual property rights, including third parties’ IPR (especially – but not limited to – Commercial Off-The-Shelf or “COTS” and Open Source Software), obtained prior to the execution or developed outside the present Contract by the contractor, the contractor parties or a third party, and that is needed to perform the contract or update or modify the Results under other projects subject to the GNSS Programmes of the European Union, including through third parties, however without prejudice to any mandatory security requirements imposed by public entities. A “need” in the aforementioned sense is considered, if, without the relevant rights of access and/or use of the Results to perform the Contract or, the update or modification of the Results under other projects subject to the GNSS Programmes of the European Union, including through third parties would be technically or legally impossible, impaired or incomplete.

‘Confidential information’: any information or document received by either party from the other or accessed by either party in the context of the implementation of the FWC, that the party must treat with confidentiality according to the specific conditions of this FWC;

‘Creator’: means any natural person who contributes to the production of the result;

‘Day’: unless otherwise specified, all periods in FWC are calculated in calendar days;

‘Deployment’: the assignment of the Contractor’s personnel to a specific location for the provision of services. The location shall be established in Specific Contract and/or its Annexes.

‘Financial regulation’: Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union, amending Regulations (EU) No 1296/2013, (EU) No 1301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012.

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

‘Foreground IPR’ or ‘Foreground Intellectual Property Rights’: Results within the meaning below including Intellectual Property Rights. This definition comprises all phases and stages of development and includes also rights relating to modifications of and add-ons to the subject-matter of Results, as well as modifications of and add-ons to the subject-matter of Background IPR made by the Contractor and the Parties in the scope of this Contract;

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

‘Fraud’: an act or omission committed in order to make an unlawful gain for the perpetrator or another by causing a loss to the Union's financial interests, and relating to: i) the use or presentation of false, incorrect or incomplete statements or documents, which has as its effect the misappropriation or wrongful retention



of funds or assets from the Union budget, ii) the non-disclosure of information in violation of a specific obligation, with the same effect or iii) the misapplication of such funds or assets for purposes other than those for which they were originally granted, which damages the Union's financial interests;

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

'Gross negligence': unintentional act or omission by which the person responsible commits a patent breach of the duty of care which he should have and could have complied with in view of his attributes, knowledge, abilities and individual situation.

'Intellectual Property Rights' or 'IPR': rights having the meaning stated in Clause 2 of the Convention establishing the World Intellectual Property Organisation done in Stockholm on 14 July 1967, in particular "intellectual property" shall include the rights relating to:

- literary, artistic and scientific works;
- performances of performing artists, phonograms, and broadcasts;
- inventions in all fields of human endeavour;
- scientific discoveries;
- industrial designs;
- trademarks, service marks, and commercial names and designations;
- protection against unfair competition; and

all other rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

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

'Mission': work journey of Contractor's personnel, having for the purpose the performance of tasks, requested by the contracting authority to the Contractor to a destination other than the standard place of performance of the tasks of this personnel. The location where the Contractor's personnel is placed, as defined in particular in the terms of reference of the specific contract, shall be considered as his/her standard place of performance of the activities and shall not be considered as a Mission.

'Mission day': day on which the personnel of the Contractor performs the tasks for which he/she was sent on Mission, such as participation in a meeting.

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

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

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

'Personnel': persons employed directly or indirectly or contracted by the Contractor or Subcontractor(s) to implement the FWC;

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

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

'Result': any tangible or intangible output, such as data, knowledge and information whatever their form



or nature, whether or not they can be protected, stemming from the execution of the Contract which are generated by the contractor and the Contractor Parties under the Contract, as well as any attached rights, and including IPR.

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

'Travel day': day on which the Personnel of the Contractor only travels to/from the destination of performance of such tasks. A Travel Day is not considered as a Mission day.

ARTICLE II.2 – PROVISION OF SERVICES

II.2.1 The Contractor shall perform the FWC to the highest professional standards, in accordance with the state of the art in the industry and the provisions of this FWC, in particular the tender specifications and the terms of its tender. The Contractor must comply with the exclusion, selection criteria, participation conditions and minimum requirements provided for in the tender specifications throughout the duration of the Contract. This includes, without limitation, compliance with applicable obligations under environmental, social and labour law established by Union law, national law and collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU, compliance with data protection obligations resulting from Regulation (EU) 2016/679 and Financial Regulation and compliance with obligations resulting from the Financial Regulation on the financial rules applicable to the general budget of the Union.

II.2.2 The Contractor shall be solely responsible for taking the necessary steps to obtain any permit or licence required for performance of the FWC under the laws and regulations in force at the place where the tasks assigned to it are to be executed.

II.2.3 Without prejudice to Article II.4 any reference made to the Contractor's Personnel in the FWC shall relate exclusively to individuals involved in the performance of the FWC.

II.2.4 When the Contractor identified in the offer for FWC or for SC the Personnel who will perform the tasks, it may replace or add Personnel only if the new Personnel has equivalent qualifications and only with prior agreement confirmed by a letter co-signed by the GSA's project and Legal officers.

II.2.5 The Contractor must ensure that the Personnel performing the FWC possesses the professional qualifications and experience required for the execution of the tasks assigned to it.

II.2.6 The Contractor shall neither represent the contracting authority nor behave in any way that would give such an impression. The Contractor shall inform third parties that it does not belong to the European public service.

II.2.7 The Contractor is responsible for the Personnel who carry out the services and exercises its authority over its Personnel without interference by the contracting authority. The Contractor must inform its Personnel that:

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



II.2.8 In the event of disruption resulting from the action of one of the Contractor's Personnel working on the contracting authority's premises or in the event that the expertise of one of the Contractor's Personnel fails to correspond to the profile required by the FWC, the Contractor shall replace him/her without delay. The contracting authority shall have the right to make a reasoned request for the replacement of any such Personnel. The replacement Personnel must have the necessary qualifications and be capable of performing the FWC under the same contractual conditions. The Contractor shall be responsible for any delay in the execution of the tasks assigned to it resulting from the replacement of Personnel. The Contractor bears the cost of replacing its Personnel.

II.2.9 Should the execution of the tasks be directly or indirectly hampered, either partially or totally, by any unforeseen event, action or omission, the Contractor shall immediately and on its own initiative record it and report it to the contracting authority. The report shall include a description of the problem and an indication of the date on which it started and of the remedial action taken by the Contractor to ensure full compliance with its obligations under this FWC. In such an event the Contractor shall give priority to solving the problem rather than determining liability.

II.2.10 The Contractor must record and report to the contracting authority any problem that affects its ability to provide the services. The report must describe the problem, state when it started and what action the Contractor is taking to resolve it.

II.2.11 The Contractor must immediately inform the contracting authority of any changes in the exclusion situations as declared, according to Article 137 (1) of the Financial Regulation.

ARTICLE II.3 – COMMUNICATION BETWEEN THE PARTIES

II.3.1 Any communication relating to the FWC or to its performance shall be made in writing to the relevant contact details identified in the specific conditions and shall bear the FWC number, and if applicable the specific contract number. Any communication is deemed to have been made when it is received by the receiving party unless otherwise provided for in this FWC.

II.3.2 Unless otherwise agreed, any communication made by email has full legal effect and is admissible as evidence in judicial proceedings. E-mail is deemed to have been received by the receiving party on the day of dispatch of that e-mail, provided that it is sent to the e-mail address indicated in Article 1.8.1. The sending party must be able to prove the date of dispatch. In the event that the sending party receives a non-delivery report, it must make every effort to ensure that the other party actually receives the communication by email or mail. In such a case, the sending party is not held in breach of its obligation to send such communication within a specified deadline.

II.3.3 Electronic communication shall be confirmed by an original signed paper version of that communication if requested by any of the parties provided that this request is submitted without unjustified delay. The sender shall send the original signed paper version without unjustified delay.



II.3.4 Mail sent using the postal services is deemed to have been received by the contracting authority on the date on which it is registered by the department responsible referred to in the specific conditions. Any Formal Notification shall be made by registered mail with return receipt or equivalent, or by equivalent electronic means. Formal Notifications are considered to have been received by the receiving party on the date of receipt indicated in the proof received by the sending party that the message was delivered to the specified Contractor.

ARTICLE II.4 – PROFESSIONAL CONFLICTING INTEREST – COMMITMENT TO GSA POLICY

II.4.1 The Contractor shall take all the necessary measures to prevent any situation of Professional Conflicting Interest.

II.4.2 The Contractor commits that he will comply with the General GSA policy on the Prevention and Management of Conflicts of Interest (GSA-AB-WP52). This Policy is accessible at <https://www.gsa.europa.eu/register-of-documents>. The Contractor shall sign the declarations, such as but not limited to declarations of interests, which may be required in this policy and may be conditional for continuation of activities under this FWC according to this policy.

II.4.3 The Contractor shall further ensure that also its Personnel providing the services under the specific contract complies with the said policy and any specific GSA policy applicable to Contractors' Personnel and, in case required by such policy, ensures its Personnel signs the relevant declarations, with this requirement applying to any consortium member's and subcontractor's Personnel accordingly.

II.4.4 Should the Contractor not comply with these requirements and should such failure seriously affect the provision of the services as required by the GSA under the FWC, it shall follow the process described under this Article.

ARTICLE II.5– PROCESSING OF PERSONAL DATA

II.5.1 Any personal data included in the FWC must be processed in accordance with the applicable rules on the protection of individuals with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data¹. Such data shall be processed by the data controller (the GSA) and by the Contractor, which is hereby appointed as data processor solely for the purposes of the performance, management and monitoring of the FWC without prejudice to its possible transmission to the bodies charged with monitoring or inspection tasks in application of Union law.

II.5.2 The following categories of personal data are expected to be processed by the data controller: contact details of the Contractor's Personnel or its Contractors that may be included in deliverables, such as name and last name, gender, telephone number, email address, postal address, organisation and position within organisation. The provision of the aforementioned data is a contractual requirement.

¹ Currently Regulation (EU) 2018/1725.



II.5.3 The recipients of the personal data mentioned under Article II.5.1 shall be (1) a limited number of staff of the GSA managing the FWC or having a need-to-know for its execution, (2) a limited number of Personnel of GSA Contractors assisting GSA staff in the management of the FWC, (3) a limited number of Personnel of GSA Contractors providing hosting services for the GSA servers. The personal data will be stored in the premises of the aforementioned Contractors, all of which are located within Union territory, and will be retained for up to 7 (seven) years after the expiry of the present FWC for audit and discharge purposes.

II.5.4 The Contractor shall have the right to request from the data controller access to, rectification or erasure of its personal data, restriction of processing, the right to object to the processing and the right to data portability, provided that there are grounds for the exercise of any of these rights, as per the applicable rules.

II.5.5 The Contractor shall have right of recourse at any time to the European Data Protection Supervisor.

II.5.6 The Contractor, in its capacity as data processor, shall implement the following instructions:

- a) process for the entire duration of the FWC, the following categories of personal data of the following two categories of data subjects:
 - i. with regard to GSA staff members (first category of data subjects): personal identifiers (e.g. first name, last name, nationality), personnel number, financial data (e.g. bank account number, IBAN, name of account holder), contact details (e.g. phone number, email address)
 - ii. with regard to members of the family of GSA staff members (second category of data subjects): personal identifiers (e.g. first name, last name, nationality), contact details (e.g. phone number, email address)
- b) process the categories of personal data identified under Article II.5.6(a) above in accordance with the applicable rules on the protection of individuals with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data², solely for the purposes of the performance and management of the FWC;
- c) with regard to transfers of personal data to a country outside the European Union or an international organisation, act only on documented instructions from the data controller, unless required to do so by Union or Member State law to which the processor is subject; in such a case, the processor shall inform the data controller of that legal requirement before processing, unless that law prohibits such information on important grounds of public interest;
- d) ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
- e) without prejudice to Article II.5.8, take all necessary measures to ensure the security of the processing of personal data, as may be instructed by the controller;
- f) not engage another processor or sub-processor without prior specific written authorisation of the controller;
- g) taking into account the nature of the processing, assist the controller by appropriate technical and organisational measures, insofar as this is possible, for the fulfilment of the controller's obligation to respond to requests for exercising the data subject's rights laid down in the applicable rules;
- h) assist the controller for the fulfilment of its obligations to:

² Currently Regulation (EU) 2018/1725.



- ensure compliance with its obligations regarding the security of the processing, and the confidentiality of electronic communications and directories of users
- notify a personal data breach to the European Data Protection Supervisor
- communicate a personal data breach without undue delay to the data subject, where applicable
- carry out data protection impact assessments and prior consultations as necessary
- i) notify relevant personal data breaches to the controller without undue delay and at the latest within 48 hours after the Contractor becomes aware of the breach. In such cases, the Contractor shall provide the controller with at least the following information:
 - nature of the personal data breach including where possible, the categories and approximate number of data subjects concerned and the categories and approximate number of personal data records concerned;
 - likely consequences of the breach;
 - measures taken or proposed to be taken to address the breach, including, where appropriate, measures to mitigate its possible adverse effects.
- j) maintain a record of all data processing operations carried on behalf of the controller, transfers of personal data, security breaches, responses to requests for exercising rights of people whose personal data is processed and requests for access to personal data by third parties;
- k) delete all the personal data after the end of the provision of services relating to processing;
- l) make available to the data controller all information necessary to demonstrate compliance with the obligations laid down in this Article and allow for and contribute to audits, including inspections, conducted by the controller or another auditor mandated by the controller.

The Agency reserves the right to issue further instruction in the course of the execution of the FWC.

II.5.7 The Contractor shall grant Personnel access to the data to the extent strictly necessary for the performance, management and monitoring of the FWC.

II.5.8 The Contractor shall adopt appropriate technical and organisational security measures having regard to the risks inherent in the processing and to the nature of the personal data concerned in order to ensure:

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

II.5.9 If throughout the duration of the FWC, the Contractor is required to process any other categories of personal data other than those defined under Article II.5.6(a) above or is required to process any personal data for any other purposes other than those defined under Article II.5.6(b) above, it shall inform in writing without delay the data controller and act only on documented instructions from the data controller.

ARTICLE II.6– SUBCONTRACTING



II.6.1 The Contractor shall not subcontract and have the FWC implemented by third parties beyond the third parties already mentioned in its tender without prior written authorisation from the contracting authority.

II.6.2 Even where the contracting authority authorises the Contractor to subcontract to third parties, it shall nevertheless remain bound by its contractual obligations and shall be solely responsible for the proper performance of this FWC.

II.6.3 The Contractor shall make sure that the subcontract does not affect rights and guarantees granted to the contracting authority by virtue of this FWC, notably by Article II.8.1.

II.6.4 The contracting authority may request the Contractor to replace a sub-contractor found to be in a situation provided for in points (e) and (f) of Article II.12.1.

ARTICLE II.7 – AMENDMENTS

II.7.1 Any amendment to the FWC or specific contract shall be made in writing before fulfilment of all contractual obligations. A specific contract may not be deemed to constitute an amendment to the FWC.

II.7.2 The amendment may not have the purpose or the effect of making changes to the FWC or the specific contracts that might alter the initial conditions of the procurement procedure or specific contract or result in unequal treatment of tenderers or Contractors.

ARTICLE II.8 – ASSIGNMENT

II.8.1 The Contractor shall not assign the rights, including claims for payments or factoring, and obligations arising from the FWC, in whole or in part, without prior written authorisation from the contracting authority. In such cases, the Contractor must provide the contracting authority with the identity of the intended assignee.

II.8.2 In the absence of such authorisation, or in the event of failure to observe the terms thereof, the assignment of rights or obligations by the Contractor shall not be enforceable against the contracting authority and shall have no effect on it.

ARTICLE II.9 – FORCE MAJEURE

II.9.1. If a party is affected by Force Majeure, it shall immediately and formally notify the other party without delay, stating the nature, likely duration and foreseeable effects. A party is not liable for any delay or failure to perform its obligations under the FWC if that delay or failure is a result of Force Majeure. If the Contractor is unable to fulfil its contractual obligations owing to Force Majeure, it has the right to remuneration only for the services actually provided.

II.9.2. The parties shall take all the necessary measures to limit any damage due to Force Majeure.

II.9.3. If the force majeure event lasts for more than 30 days each party is entitled to terminate the FWC or specific contract. Article II.12.1 shall be used accordingly.



ARTICLE II.10 – PARTIAL PAYMENT AND RETENTION OF PAYMENT

II.10.1. If the Contractor fails to provide the service in accordance with the FWC or a specific contract, the contracting authority may reduce or retain payments proportionally to the seriousness of the unperformed obligations.

II.10.2. In cases where a payment milestone is partially achieved, the Agency may:

- perform partial payments, subject to the Contractor providing adequate evidence of the portion of the payment milestone which has been actually achieved. The execution of a partial payment is without prejudice to the application of liquidated damages at the completion of the affected milestone whenever occurring. The liquidated damages shall be calculated on the residual amount of the milestone not accepted and already covered by the partial payment.

or

- retain payment of the corresponding milestone, without prejudice of the application of liquidated damages in the full amount when the required performance is met or the milestone accepted.

II.10.3. Procedure for a partial payment or retention of payment

The contracting authority must formally notify the Contractor of its intention to partially pay a corresponding calculated amount or retain the payment. As regards the partial payment, the amount of the partial payment is clearly assessed by the Parties acting in good faith as a function of the value created to the Agency by the partial achievement of the payment milestone concerned.

The Contractor has 15 days following the date of receipt to submit observations. Failing that, the decision becomes enforceable the day after the time limit for submitting observations has elapsed.

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

- of the withdrawal of its intention to partial payment or the retention of payment; or
- of its final decision to partial payment and the corresponding amount or the retention of payment.

ARTICLE II.11 – SUSPENSION OF THE IMPLEMENTATION OF THE CONTRACT

II.11.1 Suspension by the Contractor

The Contractor may suspend the performance of the FWC or specific contract or any part thereof if a case of Force Majeure makes such performance impossible or excessively difficult. The Contractor shall inform immediately the contracting authority about the suspension without delay, giving all the necessary reasons and details and the envisaged date for resuming the performance of the FWC.

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

II.11.2 Suspension by the contracting authority

The contracting authority may suspend the performance of the FWC or specific contract or any part thereof:

- a) if the FWC or specific contract award procedure or the performance of the FWC prove to have been subject to irregularities, fraud or substantial breaches of obligations;
- b) in order to verify whether presumed irregularities, fraud or substantial breaches of obligations have actually occurred;



- c) if the Contractor is in a situation of Professional Conflicting Interest under ARTICLE II.4 –**PROFESSIONAL CONFLICTING INTEREST – COMMITMENT TO GSA POLICY** and pending the definition and implementation of rectification actions as set out under Article II.4.2;
- d) if the performance of the contract is considered to materially affect, directly or indirectly, the interests of the European Union, such as but not limited to security threats;
- e) if the Contractor is considered to be in non-compliance with the confidentiality obligations and is required to submit relevant observations pursuant to **ARTICLE I.12 – CONFIDENTIALITY**.

II.11.3 During suspension for events under points (a) attributable to the Contractor, (c), (d) and (e) no payments shall be due by the contracting authority on the affected specific contract

II.11.4 Suspension shall take effect on the day the Contractor receives Formal Notification, or at a later date provided in the Notification. The contracting authority shall as soon as possible give notice to the Contractor to resume the service suspended or inform the Contractor that it is proceeding with termination of the FWC or specific contract. The Contractor shall not be entitled to claim compensation on account of suspension of the FWC or specific contract or of part thereof.

ARTICLE II.12 – TERMINATION OF THE FWC

II.12.1 Grounds for termination by the contracting authority

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

- a) if provision of the services under a pending specific contract has not actually started within 15 days of the scheduled date and the contracting authority considers the new date proposed, if any, unacceptable, taking into account Article II.7.2;
- b) if the Contractor is unable, through its own fault, to obtain any permit or licence required for implementation of the FWC or the specific contract;
- c) if the Contractor repeatedly refuses to sign specific contracts or repeatedly fails to send them back on time. Termination of two or more specific contracts in these circumstances also constitutes grounds for termination of the FWC;
- d) if the Contractor or any person that assumes unlimited liability for the debts of the Contractor is in one of the situations provided for in points (a) and (b) of Article 136(1) of the Financial Regulation;
- e) if the Contractor or any Related Person is subject to any of the situations provided for in points (c) to (f) of Article 136(1) or to Article 136(2) of the Financial Regulation;
- f) if the procedure for awarding the FWC or the implementation of the FWC prove to have been subject to irregularities, fraud or substantial breaches of obligations on the side of the Contractor;
- g) if the Contractor does not comply with applicable obligations under environmental, social and labour law established by Union law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU;
- h) if the Contractor fails to notify GSA that is in a situation of Professional Conflicting Interest as referred to in Article II.4.1;
 - fails to take immediate action for rectification or additional action for rectification as required by GSA; or
 - if the proposed rectification actions are, in the opinion of GSA acting reasonably, not effective;



- i) if a change to the Contractor's legal, financial, technical, organisational or ownership situation is likely to substantially affect the implementation of the FWC or substantially modify the conditions under which the FWC was initially awarded or a change regarding the exclusion situations listed in Article 136 of Financial Regulation that calls into question the decision to award the contract;
- j) in the event of Force Majeure, where either resuming implementation or the performance is impossible or the necessary ensuing amendments to the FWC or a specific contract would mean that the tender specifications are no longer fulfilled or result in unequal treatment of tenderers or Contractors;
- k) in case of persistent breach, intended as a repeated breach of the same obligation under the contract or a specific contract, notwithstanding written warnings sent by GSA;
- l) if the Contractor is in breach of the confidentiality obligations resulting from ARTICLE I.12 – **CONFIDENTIALITY**;
- m) if the Contractor does not comply with the applicable data protection obligations resulting from Regulation (EU) 2016/679;
- n) if the Contractor does not implement the FWC or perform the specific contract in accordance with the tender specifications or request for service or is in breach of another substantial contractual obligation.

II.12.2 Grounds for termination by the Contractor

The Contractor may terminate the FWC or an on-going specific contract only if:

- a) it has evidence that the contracting authority has committed irregularities, fraud, substantial breaches of obligations in the procedure for awarding the FWC or the implementation of the FWC;
- b) the contracting authority fails to comply with its obligations, in particular the obligation to provide the information needed for the Contractor to implement the FWC or to perform a specific contract as provided for in the tender specifications.

II.12.3 Procedure for termination

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

The other party has 30 days following the date of receipt to submit observations, including the measures it has taken to continue fulfilling its contractual obligations. Failing that, the Notification to termination becomes enforceable the day after the time limit for submitting observations has elapsed. If the other party submits observations, the party intending to terminate must formally notify it within 15 days following the date of receipt of the observations either of the withdrawal of its intention to terminate or of its final decision to terminate. Provided there is no Formal Notification delivered to the other party, it shall be deemed that the intention to terminate was withdrawn.

In the cases referred to in points (a) to (d), (g) to (i), (k), to (l) and (n) of Article II.12.1, the date on which the termination takes effect must be specified in the Formal Notification.

Unless agreed otherwise, the notice period is 1 (one) month.

In the cases referred to in points (e), (f), (j) and (m) of Article II.12.1, the termination takes effect on the day following the date on which the Contractor receives Notification of termination, Formal Notification is not required.

In addition, at the request of the contracting authority and regardless of the grounds for termination, the



Contractor must provide all necessary assistance, including information, documents and files, to allow the contracting authority to complete, continue or transfer the services to a new Contractor or internally, without interruption or adverse effect on the quality or continuity of the services. The parties may agree to draw up a transition plan detailing the Contractor's assistance unless such plan is already detailed in other contractual documents or in the tender specifications. The Contractor must provide such assistance at no additional cost, except if it can demonstrate that it requires substantial additional resources or means, in which case it must provide an estimate of the costs involved and the parties will negotiate an arrangement in good faith.

II.12.4 Effects of termination

The Contractor is liable for damage incurred by the contracting authority as a result of the termination of the FWC or a specific contract for contractor default, including the cost of appointing another Contractor to provide or complete the services

The Contractor is not entitled to compensation for any loss resulting from the termination of the FWC or a specific contract, unless the loss was caused by the situation specified in Article II.12.2. The parties agree that only material damage, not loss of anticipated profit, will be compensated to the Contractor.

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

Within 60 days of the date of termination, the Contractor must submit any report, deliverable or result and any invoice required for services that were provided before the date of termination.

In the case of joint tenders, the contracting authority may terminate the FWC or a specific contract with each member of the group separately on the basis of points (d), (e) (g), or (n) of Article II.12.1, under the conditions set out in this Article.

ARTICLE II.13 –PAYMENTS AND GUARANTEES

II.13.1 Date of payment

Payments shall be deemed to be effected on the date when they are debited to the contracting authority's account.

II.13.2 Currency

The FWC shall be in euro. Payments shall be executed in euro. Upon agreement of the contracting authority, the payments may be executed in the local currency.

II.13.3 Conversion

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

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



the date of the invoice.

http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm

II.13.4 Costs of transfer

The costs of the transfer shall be borne in the following way:

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

II.13.5 Invoices and Value Added Tax

Invoices shall contain the Contractor's identification (or leader's in the case of a joint tender), the identification data, the amount, the currency and the date, as well as the FWC reference and reference to the specific contract. Invoices shall be sent electronically to the following address: finance@gsa.europa.eu

Invoices shall indicate the place of taxation of the Contractor (or leader in the case of a joint tender) for value added tax (VAT) purposes and shall specify separately the amounts not including VAT and the amounts including VAT. The contracting authority is, as a rule, exempt from all taxes and duties, including VAT, pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union.

The Contractor shall accordingly complete the necessary formalities with the relevant authorities to ensure that the supplies and services required for performance of the FWC are exempt from taxes and duties, including VAT exemption.

II.13.6 Interim payments and payment of the balance

Upon receipt, the contracting authority shall pay the amount due as interim or final payment, within the periods specified in Article I.6.1, provided the invoice, deliverables and documents have been approved by the contracting authority and without prejudice to Article II.10.1. Approval of the invoice, deliverables and documents shall not imply recognition of the regularity or of the authenticity, completeness and correctness of the declarations and information they contain. Payment of the balance may take the form of recovery.

II.13.7 Suspension of the time allowed for payment

The contracting authority may suspend the payment periods specified in Article II.11.1 at any time by notifying the Contractor (or leader in the case of a joint tender) that its invoice cannot be processed, either because it does not comply with the provisions of the FWC, or because the appropriate documents have not been produced, or because the contracting authority has observations on the documents or deliverables submitted with the invoice. The contracting authority must notify the Contractor (or leader in the case of joint tender) as soon as possible of any such suspension, giving the reasons for it. The contracting authority shall notify the Contractor (or leader in case of a joint tender) of the need to submit additional information or corrections or a new version of the documents or deliverables if the contracting authority requires it.

Suspension shall take effect on the date the Notification is sent by the contracting authority. The remaining payment period resumes from the date on which the requested information or revised documents are received by the contracting authority or the necessary further verification, including on-the-spot checks, is



carried out. Where the suspension period exceeds two months, the Contractor may request the contracting authority to justify the continued suspension.

Where the payment periods have been suspended following rejection of a document referred to in the first paragraph and the new document produced is also rejected, the contracting authority reserves the right to terminate the specific contract in accordance with Article II.12.1(c).

II.13.8 Interest on late payment

On expiry of the payment periods specified in Article I.6.1, the Contractor is entitled to interest on late payment at the rate applied by the European Central Bank for its main refinancing operations in Euros (the reference rate) plus eight points. The reference rate shall be the rate in force on the first day of the month in which the payment period ends, as published in the C series of the Official Journal of the European Union.

The suspension of the payment period in accordance with Article II.12.1 may not be considered as a late payment. Interest on late payment shall cover the period running from the day following the due date for payment up to and including the date of actual payment as defined in Article II.12.1. However, when the calculated interest is lower than or equal to EUR 200, it shall be paid to the Contractor only upon request submitted within two months of receiving late payment.

ARTICLE II.14 - REIMBURSEMENTS

II.14.1 Where provided by the special conditions or by the tender specifications, the contracting authority shall reimburse the expenses that are directly connected with execution of the tasks either on production of original supporting documents, including receipts and used tickets, or failing that, on production of copies or scanned originals, or on the basis of flat rates.

II.14.2 Travel, accommodation and subsistence expenses shall be reimbursed, where appropriate, on the basis of the shortest itinerary and the minimum number of nights necessary for overnight stay at the destination.

II.14.3 Travel expenses shall be reimbursed as follows:

- a) travel by air shall be reimbursed up to the maximum cost of an economy class ticket at the time of the reservation;
- b) travel by boat or rail shall be reimbursed up to the maximum cost of a first class ticket;
- c) travel by car shall be reimbursed at the rate of one first class rail ticket for the same journey and on the same day;

In addition, travel outside European Union territory shall be reimbursed provided the contracting authority has given its prior written consent.

II.14.4 Subsistence and accommodation expenses shall be reimbursed on the basis of a daily subsistence and accommodation allowances as follows:

- a) for journeys of less than 200 km for a return trip, no subsistence shall be payable;
- b) daily subsistence allowance shall be payable only on receipt of supporting documents proving that the



- person concerned was present at the destination;
- c) daily subsistence allowance shall take the form of a flat-rate payment to cover all subsistence expenses, including meals, local transport which includes transport to and from the airport or station, insurance and sundries;
 - d) daily subsistence allowance shall be reimbursed at the flat rates specified in Article I.4.2;
 - e) accommodation allowance shall be reimbursed on receipt of supporting documents proving the necessary overnight stay at the destination, up to the flat-rate ceilings specified in Article I.4.2.

II.14.5 The cost of shipment of equipment or unaccompanied luggage shall be reimbursed provided the contracting authority has given prior written authorisation.

II.14.6 Conversion between the euro and another currency shall be made as specified in Article II.13.3.

ARTICLE II.15 – RECOVERY

II.15.1 If an amount is to be recovered under the terms of the FWC or the specific contract, the Contractor shall repay the contracting authority the amount in question according to the terms and by the date specified in the debit note.

II.15.2 Before recovery, the contracting authority must formally notify the Contractor of its intention to recover the amount it claims, specifying the amount due and the reasons for recovery and inviting the Contractor to make any observations within 30 days of receipt. If no observations have been submitted or if, despite the observations submitted, the contracting authority decides to pursue the recovery procedure, it must confirm recovery by formally notifying a debit note to the Contractor, specifying the date of payment. The Contractor must pay in accordance with the provisions specified in the debit note.

II.15.3 If the Contractor does not pay by the due date, the contracting authority may, after informing the Contractor in writing, recover the amounts due:

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

II.15.4 Interest on late payment

If the obligation to pay the amount due is not honoured by the date set by the contracting authority in the debit note, the amount due shall bear interest at the rate indicated in Article II.13.8. Interest on late payments shall cover the period from the day following the due date for payment up to and including the date when the contracting authority receives the full payment of the amount owed.

II.15.5 Any partial payment shall first be entered against charges and interest on late payment and then against the principal amount.

II.15.6 If the contract is signed by a group (joint tender), the group is jointly and severally liable under the conditions set out in Article I.10.1 (liability). The contracting authority shall send the debit note first to the



leader of the group.

II.15.7 If the leader does not pay by the due date and if the amount cannot be offset in accordance with Article II.15.3(a), the contracting authority may claim the amount still due to any other member of the group by respectively notifying them with the debit note already sent to the leader under this Article.

ARTICLE II.16 – CHECKS AND AUDITS

II.16.1 The contracting authority and the European Anti-Fraud Office may check or have an audit on the performance of the FWC. It may be carried out either directly by their own Personnel or by any other outside body authorised to do so on their behalf. Such checks and audits may be initiated at any moment during the performance of the FWC and during a period of up to five years which starts from the payment of the balance of the last specific contract issued under this FWC. The audit procedure shall be deemed to be initiated on the date of receipt of the relevant letter sent by the contracting authority. Audits shall be carried out on a confidential basis.

II.16.2 The Contractor must keep all original documents stored on any appropriate medium, including digitised originals if authorised by national law and under the conditions laid down therein, for a period of five years which starts running the payment of the balance of the last specific contract issued under this FWC.

II.16.3 The Contractor shall allow the contracting authority's staff and outside Personnel authorised by the contracting authority the appropriate right of access to sites and premises where the FWC is performed and to all the information, including information in electronic format, needed in order to conduct such checks and audits. The Contractor must ensure that the information is readily available at the moment of the check or audit and, if so requested, that information be handed over in an appropriate form.

II.16.4 On the basis of the findings made during the audit, a provisional report shall be drawn up. It shall be sent to the Contractor, which shall have 30 days following the date of receipt to submit observations. The final report shall be sent to the Contractor within 60 days following the expiry of that deadline. On the basis of the final audit findings, the contracting authority may recover all or part of the payments made and may take any other measures which it considers necessary.

II.16.5 The Court of Auditors and the European Public Prosecutor's Office established by Council Regulation (EU) 2017/1939 ('the EPPO') shall have the same rights as the contracting authority, notably right of access, for the purpose of checks and audits.

