

CONDITIONS OF CONTRACT FOR SERVICES

1. DEFINITIONS

1.1 In these Conditions of Contract, unless the context otherwise requires:

- (a) **“Authority”** means the Government of the Republic of Singapore as a whole including all its ministries, government departments and organs of state. For the avoidance of doubt, a reference to **“Authority”** does not include any Statutory Boards
- (b) **“Acceptance”** means the issue of the Acceptance Certificate;
- (c) **“Contract”** means the resulting contract between the Authority and the Contractor for the provision of the Services as a result of the Authority’s acceptance of the Contractor’s Tender Offer which terms and conditions are contained in the following:
 - (i) the Covering Letter;
 - (ii) the Instructions to Tenderers;
 - (iii) the Contractor's Tender Offer;
 - (iv) these Conditions of Contract;
 - (v) the Requirement Specifications;
 - (vi) the Letter of Acceptance;
 - (vii) any correspondence exchanged between the Authority and the Contractor which is agreed to by the Authority in writing as amplifying or modifying the Invitation to Tender or the Contractor’s Tender Offer; and
 - (viii) any formal agreement executed between the Parties,including all schedules and annexes to such documents as relevant.
- (d) **“Contract Period”** means the Initial Contract Period as set out in Clause A10.1, as extended from time to time by the Authority pursuant to Clause A10.2.
- (e) **“Contract Price”** means the aggregate Tender Price for Services required under the Contract.
- (f) **“Contractor”** means a successful Tenderer whose Tender Offer has been accepted by the Authority.
- (g) **“Control”** means, with respect to a person (i) the right to exercise, directly or indirectly, at least 50 per cent of the voting rights attributable to the shares of the

controlled person or (ii) the possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of such person.¹

- (h) **“GST”** means goods and services tax charged under the GST Act.
- (i) **“GST Act”** means the Goods and Services Tax Act (Cap. 117A).
- (j) **“IP”** means patents, copyright, trademarks, service marks, trade names, domain names, logos, get-ups, inventions, registered and unregistered design rights, database rights, industrial design, integrated circuit topography and all other intellectual property rights.
- (k) **“Invitation to Tender”** means the invitation to participate in the tender for the supply of Services and comprises all the tender documents forwarded to the Tenderer, inclusive of the Covering Letter, Form of Tender, Instructions to Tenderers, Conditions of Contract, Requirement Specifications, Guidelines for Tender, Evaluation Criteria and any other documents and forms enclosed.
- (l) **“Letter of Acceptance”** means the letter issued by the Authority accepting the Contractor’s Tender Offer.
- (m) **“Losses”** means all liabilities, losses, damages, actions, claims, demands, costs (including legal costs on a full indemnity basis and experts’ and consultants’ fees), settlement sums and sums paid in satisfaction of court, arbitral or expert award.
- (n) **“Parties”** means the Authority and the Contractor, and **“Party”** means any one of them.
- (o) **“Price Schedule”** means the schedule of prices for Services proposed in the Contractor’s Tender Offer and accepted in the Letter of Acceptance.
- (p) **“Requirement Specifications”** means the specifications set out in Part 1 of the Invitation to Tender and any amendments or additions to the aforesaid as may be mutually agreed in writing between the Parties from time to time.
- (q) **“S\$”** means the lawful currency of Singapore.
- (r) **“Scheme”** means the Baby Bonus Scheme.
- (s) **“Scheme Benefits”** currently comprise a cash gift component and Child Development Account (CDA) benefits.
- (t) **“Services”** means the services proposed in the Contractor’s Tender Offer as being capable of meeting or exceeding the Requirement Specifications and accepted in the Letter of Acceptance which the Contractor is required to provide under the Contract.

¹ This definition is used in Clause 27 of the Instructions to Tenderers and Clause A16 of the Conditions of Contract (Termination for Change in Control).

- (u) **“Statutory Board”** means a body corporate established by or under written law to perform or discharge any public function under the supervisory charge of a Ministry or organ of state.
- (v) **“Subcontractor”** means any person, firm or company engaged by the Contractor to perform any part or parts of the Contractor’s obligations and includes the Subcontractor’s duly appointed representatives, successors and permitted assignees and the Subcontractor’s subcontractor.
- (w) **“Tender Offer”** means the offer submitted by the Tenderer to provide Services to the Authority in response to the Invitation to Tender, and other documents submitted by the Tenderer and accepted in writing by the Authority as modifying such offer submitted by the Tenderer.
- (x) **“Tender Price”** in respect of any of the Services, means the sum specified in the Price Schedule (as may be varied in accordance with the Contract) for the provision of such Services under the Contract.
- (y) **“Tenderer”** means a person or its permitted assigns and successors offering to provide the Services pursuant to the Invitation to Tender, and shall be deemed to include two or more persons if appropriate.
- (z) **“Working Day”** means a day which is not a Saturday, Sunday or a public holiday in Singapore.

- 1.2 Words importing the singular only shall also include the plural and vice versa where the context requires.
- 1.3 The headings are for convenience of reference only and shall not be taken into consideration for the purpose of interpretation.
- 1.4 References to a person include any company, limited liability partnership, partnership, business trust, unincorporated association or government agency (whether or not having separate legal personality).
- 1.5 Unless a contrary intention appears, a reference in the Contract to “including” shall not be construed restrictively but shall mean “including without prejudice to the generality of the foregoing” and “including but without limitation”.
- 1.6 Unless otherwise provided, any reference to any legislation shall be deemed a reference to such legislation as amended or revised from time to time and be deemed to include any subsidiary legislation made under such legislation.
- 1.7 In the Contract, “month” means calendar month and “day” means calendar day.
- 1.8 For the purposes of computing time, unless the contrary intention appears, a period of days from the happening of an event or the doing of any act or thing shall be deemed to be exclusive of the day on which the event happens or the act or thing is done.

2. CLAUSE REFERENCES

- 2.1 All references to clauses in these Conditions of Contract or any other document, unless otherwise expressly stated, are references to clauses numbered in these Conditions of Contract or the document in which the reference appears respectively.

3. SCOPE OF CONTRACT

- 3.1 The Contractor shall carry out and complete the supply of all items of Services in accordance with the Contract.

4. DELIVERY AND PERFORMANCE

- 4.1 The Contractor shall, unless otherwise specified by the Authority prior to delivery or performance, perform the Services at the time(s) and place(s) and in the manner specified in the Contract. The Contractor shall obtain a receipt therefore from the Authority. The issue of such receipt shall in no way relieve the Contractor from its obligations under Clause 6 to re-perform deficient Services.

5. CARE AND DILIGENCE

- 5.1 The Contractor shall with due care and diligence carry out its obligations to the Authority under the Contract.
- 5.2 The Contractor acknowledges and accepts that the Authority relies on the skill and judgment of the Contractor and also upon the accuracy of all representations and statements made and advice given by the Contractor in the provision of the Services under the Contract.

6. REJECTED SERVICES

- 6.1 The Authority may reject any Services that are not performed in accordance with the Contract or with reasonable care, skill and diligence, and if so required by the Authority, the Contractor shall re-perform such rejected Services at the Contractor's own expense.
- 6.2 Where any Services are rejected by the Authority pursuant to Clause 6.1 or pursuant to any other provision of law, the Contractor shall be deemed to have completely failed to perform such Services.

7. ACCEPTANCE

- 7.1 The Contractor shall conduct all tests in accordance with the acceptance test plan and procedures as set out in the Requirement Specifications or such other tests as may be determined by the Authority (such tests collectively, the "**Acceptance Tests**") to verify and demonstrate that the Services (including any re-performed Services) meet the Requirement Specifications.
- 7.2 The Contractor shall notify the Authority about the Acceptance Tests at least two (2) months prior to the date scheduled for the Acceptance Tests. The Contractor shall submit the proposed test plan to the Authority for approval at least two (2) months prior to the date scheduled for the Acceptance Tests.

- 7.3 The Authority shall have the right to attend and scrutinise the conduct of each Acceptance Test. If the Contractor has given notice to the Authority in accordance with Clause 7.2, and the Authority does not appoint any representative to attend the Acceptance Tests prior to the date scheduled for the Acceptance Tests, the Contractor shall have the right to proceed with the Acceptance Tests without a representative of the Authority being present.
- 7.4 The results of the Acceptance Tests shall be properly documented by the Contractor (the “**Acceptance Tests Report**”) and submitted to the Authority within five (5) days after the conduct of the Acceptance Tests.
- 7.5 Upon submission of the Acceptance Tests Report to the Authority, the Authority shall issue an acceptance test certificate (the “**Acceptance Certificate**”) if it is satisfied with the results of the Acceptance Tests.
- 7.6 The Contractor shall provide all necessary labour, facilities and equipment required and bear all costs for the performance of the Acceptance Tests.
- 7.7 INTENTIONALLY LEFT BLANK
- 7.8 Where the Contract allows or provides that the Acceptance Tests are to be conducted at the Contractor’s premises, the Contractor shall at no cost to the Authority provide administrative support such as office facilities and local transport to:
- (a) the Authority’s representatives attending the Acceptance Tests; and
 - (b) any Authority’s representatives stationed at the Contractor's premises for purposes pertaining to the Contract.
- 7.9 The Authority shall not be under any obligation to accept any Services which have not satisfactorily passed the Acceptance Tests. In the event that any deficiencies in the Services become evident, the Contractor shall immediately, at the Authority’s option, re-perform the Services or perform remedial or corrective action. The cost of the re-performance remedial or corrective action shall be borne by the Contractor.

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9. CONTRACTOR’S PERSONNEL

- 9.1 The Contractor shall provide all necessary personnel with adequate skills and required professional certification (where applicable) for the performance of the Contract. Upon request by the Authority, the Contractor shall provide evidence of certification and competency of the personnel assigned.
- 9.2 If required by the Authority, the Contractor shall provide to the Authority the names and particulars (in such form as may be required by the Authority) of the personnel provided by the Contractor to perform the Contract.
- 9.3 The personnel provided by the Contractor to perform the Contract shall be subject to the Authority’s approval. Where the Contractor has proposed such personnel in its Tender Offer,

the Authority's acceptance of the Contractor's Tender Offer shall not constitute its approval of such personnel.

- 9.4 The Authority shall not be obliged to provide any reasons for objecting to any of the Contractor's personnel. If the Authority objects by notice in writing to any personnel provided by the Contractor to perform the Contract, the Contractor shall remove such person immediately and furnish a suitable and adequate replacement at no additional expense to the Authority within fourteen (14) days.
- 9.5 The Contractor undertakes not to change its personnel approved under this Clause 9 without the Authority's consent, whose consent shall not be unreasonably withheld. All new or replacement personnel shall also be subject to the approval of the Authority. The Contractor shall not reduce the quality of its personnel if this may adversely affect the performance of the Contract, including the quality of the Services.

10. PAYMENT

- 10.1 The Contractor shall invoice the Authority in accordance with Clause 10.4 after Acceptance by the Authority of all the Services.
- 10.2 Against compliance with Clause 10.1, the Authority shall pay the Contractor within **thirty (30)** days from the date of the invoice by Interbank GIRO or such other mode of payment as the Authority and the Contractor may agree. The Contractor shall provide the Authority with the relevant bank account details for the purpose of such Interbank GIRO payment within **thirty (30)** days after the date of the Letter of Acceptance.
- 10.3 No payment shall be considered as evidence of the quality of the Services to which such payments relate or a waiver of any default on the part of the Contractor in the performance of its obligations, nor shall it relieve the Contractor from its other obligations under the Contract.
- 10.4 If requested by the Authority, the Contractor shall submit to the Authority invoices through the electronic invoicing system maintained by the Authority and such other documents through such means and in such format as may be specified by the Authority for the purposes of making payment.
- 10.5 The Authority shall not be required to pay for expenses or cost of whatever nature other than those expressly set out in the Contract or otherwise expressly agreed to in writing by the Authority.
- 10.6 The Contract Price is exclusive of any GST chargeable on the supply of goods and services to the Authority by the Contractor under the Contract. If the Contractor is a taxable person under the GST Act, the Authority shall reimburse the Contractor for any such GST charged on the supply by the Contractor of goods or services under the Contract.
- 10.7 Any invoice or other request for payment of monies due to the Contractor under the Contract shall, if he is a taxable person for the purpose of the GST Act, be in the same form and contain the same information as if it were a tax invoice for the purposes of the regulations made under the GST Act.

11. TAXES, FEES AND DUTIES

- 11.1 The Contractor shall be responsible for all corporate and personal income taxes, customs fees, duties, fines, levies, assessments and other taxes payable by the Contractor or its employees in carrying out its obligations under the Contract.
- 11.2 If the Authority receives a request from the tax authorities or otherwise decides to pay on behalf of the Contractor or the Contractor's employees, or to withhold payments from the Contractor in order that the Authority may subsequently so pay, any of the abovementioned taxes, fees, duties, fines, levies and assessments ("Taxes"), the Contractor hereby agrees that the Authority may deduct such Taxes from payment due to the Contractor and forward the balance to the Contractor without any obligation to gross up such payment or pay the Contractor any amount so withheld.
- 11.3 The Contractor shall not be responsible for any withholding tax payable to the Inland Revenue Authority of Singapore under this Contract and the Government shall be responsible for any payment of the same.

12. DELAY IN PERFORMANCE

- 12.1 If the Contractor fails to complete the performance of any Services by a date as agreed upon between Authority and the Contractor, the Authority shall be entitled to an extension of time for the verification/review of the Deliverables or for the performance of activities corresponding to the period of delay. The extension of time for the Authority shall be without prejudice to the Contractor's obligation to meet the timelines set out in the Requirement Specifications (ITT Part 1), or such other time as may be agreed between the Parties. The Authority shall have the right (in addition to and without prejudice to all other rights or remedies available, including the Authority's right to terminate the Contract pursuant to Clause 17.1) to do one or more of the following:
- (a) cancel all or any such Services from the Contract without compensation and obtain them (the "**Replacement Services**") from other sources and all increased costs thereby incurred shall be borne by the Contractor provided that the quantity of the Replacement Services so obtained shall not exceed the quantity stated in the Contract; or
 - (b) INTENTIONALLY LEFT BLANK
- 12.2 The Authority shall have the right, at its sole discretion, to elect to claim general damages in common law from the Contractor instead of imposing liquidated damages under this Clause 12.

13. COMPLIANCE WITH LAW

- 13.1 The Contractor shall, at its own costs, obtain and maintain all licences, permits, certifications and regulatory authorisations without any restriction or qualification whatsoever so as to enable the Contractor to fulfil all its obligations under the Contract.

- 13.2 The Contractor shall, in performing its obligations under the Contract, comply with all applicable laws and shall keep the Authority indemnified against all penalties and liabilities of every kind for the breach of any such laws.

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16. GIFTS, INDUCEMENTS AND REWARDS

- 16.1 The Authority shall be entitled to immediately terminate or rescind the Contract and recover from the Contractor the amount of any loss resulting from such termination or rescission if:

- (a) any Contractor Representative has offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for:
 - (i) doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or performance of the Contract; or
 - (ii) showing favour or disfavour to any person in relation to any contract with the Authority; or
- (b) any Contractor Representative has engaged in any activity or conduct that has resulted or will result in a violation of any Anti-Corruption Laws.

- 16.2 In this Clause 16:

“Anti-Corruption Laws” means:

- (a) Chapter IX of the Penal Code (Cap. 224);
- (b) the Prevention of Corruption Act (Cap. 241); and
- (c) any other applicable law including any foreign law which:
 - (i) prohibits the conferring of any gift, payment or other benefit on any person or any officer, employee, agent or adviser of such person; or
 - (ii) is broadly equivalent to the laws set out in paragraphs (a) or (b) or which has as its objective the prevention of corruption.

“Contractor Representative” means any of the following:

- (a) the Contractor;
- (b) any person employed by the Contractor; or
- (c) any person acting on behalf of the Contractor (whether with or without the knowledge of the Contractor).

17. TERMINATION

17.1 If the Contractor is in breach of any of its obligations under the Contract and:

- (a) the Contractor fails to remedy the breach within **fourteen (14)** days² from a written notice from the Authority to do so; or
- (b) the breach is not capable of being remedied within a reasonable time,

the Authority shall have the right (in addition to and without prejudice to all other rights or remedies available, including the right to claim damages) to terminate the Contract with immediate effect by written notice.

17.2 If any of the following events occur, the Authority shall be entitled to terminate the Contract with immediate effect by written notice to the Contractor, and the Contractor shall have no claim for any damages or compensation:

- (a) the Contractor becomes insolvent;
- (b) where the Contractor is a company, a receiver or liquidator is appointed over any undertaking or property of the Contractor or an order is made or a resolution is passed for winding-up or dissolution without winding-up (other than for the purpose of amalgamation or reconstruction) of the Contractor;
- (c) where the Contractor is a partnership, the Contractor is dissolved or has a bankruptcy order made against it;
- (d) where the Contractor is an individual, the Contractor becomes bankrupt or dies;
- (e) legal proceedings alleging insolvency are brought against the Contractor;
- (f) the Contractor enters into any composition or arrangements with creditors;
- (g) any action is contemplated or any legal proceedings are commenced against the Contractor alleging infringement of IP rights; or
- (h) failure to comply with any of the requirements in clauses A4 and A5 of the Conditions of Contract.

17.3 If the Contract is terminated, the following shall apply:

- (a) termination shall be without prejudice to any rights and obligations of either Party which has accrued prior to such termination and any obligation which expressly or by implication is intended to come into or continue in force on or after such termination;
- (b) the Contractor shall forthwith refund to the Authority all amounts paid to the Contractor under the Contract, less the price of the Services which have been accepted by the Authority as at the date of termination;

² Or earlier, depending on the severity of the breach.

- (c) the Contractor shall immediately deliver property belonging to or provided by the Authority pursuant to the Contract and all deliverables prepared by the Contractor for the Contract (including works-in-progress if so requested by the Authority).
- (d) in the event of a termination pursuant to Clause 17.1 or 17.2, the Authority shall, at its sole discretion, have the right to engage another person to provide the remaining Services to be provided under the Contract, and any additional costs and expenses incurred shall be paid by the Contractor, and the Contractor shall give reasonable assistance to the incoming contractors; and
- (e) in the event of a termination pursuant to Clause 17.2(g), the Authority shall, at its sole discretion, have the right to return any item which have been provided to the Authority as at the date of termination, and the Contractor shall forthwith refund to the Authority all amounts paid to the Contractor under the Contract in respect of such item.

17.4 Nothing in this Clause 17 shall be deemed to prejudice any other rights or remedies available to the Authority against the Contractor for any breach of the Contractor's obligations whether under the Contract or at law or in equity.

18. FORCE MAJEURE

- 18.1 Neither Party shall be liable for any failure to perform its obligations under the Contract if the failure results from events which are beyond its reasonable control ("**Force Majeure Event**") provided always that whenever possible the affected Party will resume that obligation as soon as the factor or event occasioning the failure ceases or abates. For purposes of the Contract, "**Force Majeure Event**" shall include acts of God, acts of civil or military authority, epidemics, civil disturbance, wars, strikes, fires and other catastrophes.
- 18.2 If the effect of any Force Majeure Event continues for a period exceeding thirty (30) days, the Authority may at any time thereafter give notice to the Contractor to terminate the Contract with immediate effect without being liable to the Contractor in damages or compensation.
- 18.3 If a Force Majeure Event occurs, the Contractor or the Authority (as the case may be) shall for the duration of such Force Majeure Event be relieved of any obligation under the Contract as is affected by the Force Majeure Event except that the provisions of the Contract shall remain in force with regard to all other obligations under the Contract which are not affected by the Force Majeure Event.
- 18.4 Failure of the Contractor's Subcontractors or suppliers to perform their obligations shall not be regarded as events beyond the control of the Contractor.

19. CORRESPONDENCE

- 19.1 Subject to Clause 19.2, any notice, request, waiver, consent or approval ("**Notice**") shall be in writing and shall be deemed to have been duly given or made when it is delivered by hand or by prepaid registered post or fax to the Party as follows:
 - (a) in the case of the Contractor, the address and fax number set out in the Tender Offer; and

(b) in the case of the Authority, the details set out in the Cover Letter.

19.2 Any Notice may be made by the Authority to the Contractor by electronic mail or other electronic means and shall be deemed to have been duly given or made when it is sent to the Contractor's electronic mail address set out in the Tender Offer.

19.3 Either Party may change its address, fax number and (in the case of the Contractor) electronic mail address referred to above by giving the other Party written notice of the change.

20. LANGUAGE

20.1 All data, documents, descriptions, diagrams, books, catalogues, instructions, markings and correspondence shall be written in readily comprehensible English language.

20.2 The personnel of the Contractor and any Subcontractor shall be proficient in both written and spoken English for the purpose of performing the Contractor's obligations under the Contract.

21. CONSORTIUM

21.1 As used in the Contract, "**Consortium**" means an unincorporated joint venture through the medium of a consortium or a partnership.

Joint and Several Responsibility

21.2 Each member of the Consortium shall be jointly and severally responsible to the Authority for the due performance of the Contract.

Addition of members to Consortium

21.3 Any introduction of, or changes to, Consortium membership must be approved in writing by the Authority.

21.4 Should additional member(s) be added to the Consortium at any time with the approval of the Authority pursuant to Clause 21.3, he or they shall be deemed to be included in the expression "the Contractor".

Withdrawal from Consortium

21.5 If any member of the Consortium withdraws from the Consortium, goes into liquidation, is wound up or ceases to exist in accordance with the laws of the country of incorporation:

(a) the Contract shall continue and not be terminated, and

(b) the remaining member(s) of the Consortium shall be obliged to carry out and complete the Contract.

22. SUB-CONTRACT, TRANSFER AND ASSIGNMENT

- 22.1 The Contractor shall not, without the prior written consent of the Authority, sub-contract its obligations, or transfer or assign the benefit of the whole or any part of the Contract.
- 22.2 The Contractor shall be responsible for the acts, defaults, negligence and omissions of any Subcontractor, their agents, servants or workmen.

23. DEFAULT INTEREST

- 23.1 If the Contractor defaults in the payment when due of any sum payable under the Contract its liability shall be increased to include interest on such sum from the date when such payment is due until the date of actual payment (after as well as before judgment). The interest shall be calculated on a daily basis at a rate per annum of 5.5% or any lower rate for specified period(s) as determined by the Authority.

24. REMEDIES

- 24.1 The rights and remedies of a Party under the Contract are cumulative and are without prejudice and in addition to any rights or remedies such Party may have at law or in equity. No exercise by a Party of any one right or remedy under the Contract, or at law or in equity shall operate so as to hinder or prevent the exercise by it of any other right or remedy under the Contract, at law or in equity.
- 24.2 The Authority shall have the right, at its sole discretion, to elect to claim general damages in common law from the Contractor instead of imposing liquidated damages under the Contract.

25. VARIATION

- 25.1 No variation of the Contract shall be of any force unless agreed upon in writing and signed by the authorised signatories of both Parties.

26. WAIVER

- 26.1 In no event shall any delay, failure or omission on the part of either of the Parties in enforcing any right, power, privilege, claim or remedy ("**Remedy**"), which is conferred under the Contract or at law or in equity, or arises from any breach by the other Party, (a) be deemed to be or be construed as a waiver or variation thereof, or of any other such Remedy, in respect of the particular circumstances in question, or (b) operate so as to bar the enforcement or exercise thereof, or of any other such Remedy in any other instances at any time or times thereafter.
- 26.2 No waiver of any breach of the Contract shall be deemed to be a waiver of any other or of any subsequent breach.
- 26.3 Any waiver granted under the Contract must be in writing and may be given subject to conditions. Such waiver under the Contract shall be effective only in the instance and for the purpose for which it is given.

27. SET-OFF

- 27.1 Whenever under the Contract any sum of money (including liquidated damages and any other damages) shall be recoverable from or payable by the Contractor, the same may be deducted from any sum then due or which at any time thereafter may become due to the Contractor under the Contract or any other agreement with the Authority.

28. ENTIRE AND WHOLE AGREEMENT

- 28.1 The Contract contains the entire and whole agreement between the Parties relating to the subject matter of the Contract.

29. SEVERABILITY

- 29.1 In the event any provision in the Contract is determined to be illegal, invalid or unenforceable, in whole or in part, such provision or part of it shall, to the extent it is illegal, invalid or unenforceable, be deemed not to form part of the Contract and the legality, validity and enforceability of the remainder of the Contract shall not be affected.

30. RIGHTS OF THIRD PARTIES

- 30.1 A person who is not a party to the Contract shall have no right under the *Contracts (Rights of Third Parties) Act* to enforce any term of the Contract.

31. SURVIVING PROVISIONS

- 31.1 Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Contract, including Clauses 16 (Gifts, Inducements and Rewards), 17.3 and 17.4 (Termination), 19 (Correspondence), 23 (Default Interest), 24 (Remedies), 25 (Variation), 26 (Waiver), 27 (Set-off), 28 (Entire and Whole Agreement), 29 (Severability), 30 (Rights of Third Parties), 31 (Surviving Provisions), 32 (Governing Law), 32A (Escalation of Disputes), 33 (Mediation), 34 (Dispute Resolution) and 35 (Order of Precedence), shall survive the termination or expiry of the Contract.

32. GOVERNING LAW

- 32.1 The Contract shall be deemed to be made in Singapore and shall be governed by and construed in accordance with the laws of the Republic of Singapore.

32A. ESCALATION OF DISPUTES

- 32A.1 In the event of any dispute, claim, question or disagreement arising out of or relating to the Contract or its subject matter or formation (a “**Dispute**”), no Party shall proceed to mediation or any form of dispute resolution unless the Parties have referred the Dispute to a senior officer of each Party (each, an “**Officer**”) who shall negotiate in good faith with a view to resolution of such Dispute.

32A.2 If such Dispute is not resolved by agreement between the Officers within thirty (30) days after the date of referral of the Dispute to the Officers, any Party may proceed to:

- (a) if the Dispute is within the jurisdiction of the Small Claims Tribunals, refer the Dispute to the Small Claims Tribunals; or
- (b) give the other Party written notice for mediation as contemplated in Clause 33 (Mediation).

33. MEDIATION

33.1 Notwithstanding anything in the Contract, in the event of any Dispute and subject to Clauses 32A, 33.3 and 33.4, no Party shall proceed to any form of dispute resolution unless the Parties have made reasonable efforts to resolve the same through mediation in accordance with the mediation procedure of the Singapore Mediation Centre. The Parties shall be deemed to have made reasonable efforts in accordance with this Clause 33.1 if they have gone through at least one mediation session at the Singapore Mediation Centre.

33.2 A Party who receives a written notice for mediation from the other Party shall consent and participate in the mediation process in accordance with Clause 33.

33.3 The mediation session is to commence no later than **ninety (90)** days from the date of the written notice of mediation failing which either Party may proceed to dispute resolution.

33.4 Clause 33.1 shall not apply to a Dispute referred to the Small Claims Tribunals, provided that:

- (a) the Parties attend a consultation session before a Registrar (where the Parties will be given an opportunity to resolve the Dispute amicably) after a claim is filed with the Small Claims Tribunals; and
- (b) the proceedings relating to such Dispute are not:
 - (i) discontinued by the Registrar pursuant to Section 17(3) of the Small Claims Tribunal Act; or
 - (ii) transferred out of the Small Claims Tribunals before or pursuant to such consultation session.

33.5 Failure to comply with Clause 33.1 or 33.2 shall be deemed to be a breach of the Contract.

34. DISPUTE RESOLUTION

- 34.1 Each Party irrevocably agrees that the courts of Singapore shall have exclusive jurisdiction to settle any Dispute. Each Party irrevocably submits to the jurisdiction of such courts.

35. ORDER OF PRECEDENCE

- 35.1 In the event and to the extent only of any conflict between any provisions of the Contract, the conflict shall be resolved, subject to Clause 35.2, in accordance with the following order of precedence:

- (a) these Conditions of Contract;
- (b) the Requirement Specifications;
- (c) the Letter of Acceptance;
- (d) INTENTIONALLY LEFT BLANK
- (e) any formal agreement executed between the Parties;
- (f) the Contractor's Tender Offer (as amplified or modified by any correspondence exchanged between the Authority and the Contractor which has been agreed to by the Authority in writing as amplifying or modifying the Contractor's Tender Offer).

- 35.2 Where the Contractor's Tender Offer (as amplified or modified by any correspondence exchanged between the Authority and the Contractor which has been agreed to by the Authority in writing as amplifying or modifying the Contractor's Tender Offer) contains provisions which are more favourable to the Authority in relation to the rest of the Contract, such provisions of the Contractor's Tender Offer shall prevail. The Authority shall in its absolute and sole discretion determine whether any provision is more favourable to it in relation to the Contract.

- 35.3 For the avoidance of doubt, this Clause shall form an integral part of the Conditions of Contract referred to in Clause 35.1(a).

COMPENDIUM OF ADDITIONAL CLAUSES (SERVICES)

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A3. OPTION TO PURCHASE

A3.1 The Contractor grants the Authority in respect of each item specified in Price Schedule (ITT Part 5) (each, an “**Option Item**”), an option to purchase such Option Item (each, an “**Option to Purchase**”).

A3.2 Each Option to Purchase shall be exercisable by written notice given by the Authority to the Contractor before the deadline for the exercise of the Options to Purchase as specified in Price Schedule.

A3.3 If the Authority exercises an Option to Purchase, references to “**Services**” in the Contract shall include the Option Item in respect of which such Option to Purchase was exercised.

A4. CONFIDENTIALITY AND SECURITY

A4.1 Except with the written consent of the Authority, the Contractor shall:

- (a) treat as strictly confidential and not disclose any Confidential Information to any person other than employees, servants and agents of the Contractor or its Subcontractors on a need-to-know basis for the purposes of performing the Contractor’s obligations under the Contract; and
- (b) only use the Confidential Information for the sole purpose of performing the Contractor’s obligations under the Contract and shall not use it for any other purpose.

A4.2 The Contractor shall take all reasonable precautions in dealing with Confidential Information so as to prevent any unauthorised person from having such access to such Confidential Information. The Contractor shall procure that all its directors, officers, employees, servants, agents and Subcontractors to whom Confidential Information is to be made available observe the obligations contained in this Clause A4 and shall, at the request of the Authority, procure that each of its directors, officers, employees, servants, agents, and Subcontractors sign an undertaking in Annex B if they have not already done so.

A4.3 The Contractor shall not publish or release, nor shall it allow or suffer the publication or release of, any news item, article, publication, advertisement, prepared speech or any other information or material pertaining to any part of the obligations to be performed under the Contract in any media without the prior written consent of the Authority.

A4.4 For the purposes of this Clause A4, “**Confidential Information**” means any information received or obtained as a result of entering into the Contract (or any agreement entered into pursuant to the Contract), including:

- (a) information which relates to the Authority;
- (b) information which relates to the existence and the provisions of the Contract or of any agreement entered into pursuant to the Contract; or
- (c) any analyses, compilations, notes, studies, memoranda or other documents derived from, containing or reflecting such information,

but does not include information that is:

- (d) or has become public knowledge otherwise than through breach of agreement or other legal obligation or through the default or negligence of the Contractor, his employees, servants, agents or Subcontractors;
- (e) lawfully in the possession of the Contractor or already known to the Contractor on a non-confidential basis prior to the Contractor receiving or obtaining such information as a result of entering into the Contract, as evidenced by written records; or
- (f) independently developed by the Contractor.

A4.5 The Contractor shall not be liable for disclosure of Confidential Information in the event and to the extent any Confidential Information is required to be disclosed by the Contractor pursuant to any applicable law, regulations or directives of any relevant government, statutory or regulatory body (including stock exchange) or pursuant to any legal process issued by any court or tribunal of competent jurisdiction, provided the Contractor shall, to the extent practicably possible and permissible by law or regulations, give the Authority prompt and prior notice of any such requirement and shall cooperate with the Authority to limit the scope of such disclosure to the maximum extent legally possible.

A4.6 No later than thirty (30) days from the termination or expiry of the Contract, the Contractor shall:

- (a) return all Confidential Information received from the Authority for the purpose of the Contract and all documents and copies thereof produced in the course of performing its obligations under the Contract;
- (b) securely destroy and erase all softcopies of Confidential Information that exist in hard disk, removable storage media and other storage media or facility whatsoever; and
- (c) upon completion of the obligations under Clauses A4.6(a) and (b), provide a written confirmation that it has complied with Clauses A4.6(a) and (b).

A4.7 The Contractor shall immediately notify the Authority where the Contractor becomes aware of any breach of this Clause A4 by its directors, officers, employees, servants, agents, and Subcontractors and cooperate with the Authority to limit the extent and impact of such breach.

A4.8 This Clause A4 shall survive the termination or expiry of the Contract.

A5. DATA PROTECTION AND SECURITY

A5.1 Data Protection

- A5.1.1 The Contractor shall not, and shall ensure that all of its directors, officers, employees, servants, agents and Subcontractors do not, access, monitor, use or process personal data obtained or held in connection with the Contract, except as reasonably necessary to perform its obligations under the Contract or with the consent of the relevant individuals whose personal data is being accessed, monitored, used, and/or processed.
- A5.1.2 The Contractor shall not, and shall ensure that all of its directors, officers, employees, servants, agents and Subcontractors shall not, disclose any personal data obtained or held in connection with the Contract without the prior consent of the Authority. Any request for the Authority's consent under this Clause A5 must include an explanation of why the proposed disclosure is necessary for the purposes of fulfilling the Contractor's obligations under the Contract.
- A5.1.3 The Contractor shall not cause or permit personal data obtained or held in connection with the Contract to be processed, stored, accessed or otherwise transferred outside Singapore, or allow parties outside Singapore to have access to it, unless with the prior written consent of the Authority and subject to such conditions as the Authority may impose. Any request for the Authority's consent under this Clause A5 shall include an explanation of why the proposed transfer is necessary for the purposes of fulfilling the Contractor's obligations under the Contract. If consent is granted, the Contractor shall provide a written undertaking that the personal data which is transferred outside Singapore will be protected to a comparable standard as it is protected under the Personal Data Protection Act 2012.
- A5.1.4 The Contractor shall immediately notify the Authority when it becomes aware of a breach of Clauses 0.1 to A5.1.3 by itself or any Subcontractor.
- A5.1.5 The Contractor shall immediately notify the Authority as soon as it becomes aware that a disclosure of personal data may be required by law and cooperate at its own costs with the Authority's reasonable requests and directions.
- A5.1.6 The Authority shall under no circumstances be held responsible for any data leak or mishandling of information by the Contractor, its directors, officers, employees, servants, agents, and Subcontractors.
- A5.1.7 The Contractor shall ensure that all of its directors, officers, employees, servants, agents and Subcontractors who are or may be involved in performing the Contractor's obligations under this Contract:
- (a) Observe the requirements in Clause A5 and the requirements in the Section "Data Sharing and Data Confidentiality" of the Requirement Specifications;
 - (b) Are aware that failure to comply with any of the clauses in this section may be a criminal offence and may also lead to disciplinary action taken by the Authority, and/or termination of the Contract; and
 - (c) Sign an undertaking in **Annex B**.

A5.2 Security

A5.2.1 The Contractor shall take all reasonable measures to ensure that personal data held in connection with the Contract is protected against loss or damage (whether accidental or otherwise), and against unauthorised access, use, modification, disclosure or other misuse in accordance with the procedures set out in Requirement Specifications (see Section “Data Sharing and Data Confidentiality”) and that only authorised personnel shall have access to the data. The Contractor shall not vary the security procedures set out in Requirement Specifications (Section “Data Sharing and Data Confidentiality”) without the prior written approval of the Authority.

A5.2.2 The Contractor shall, in respect of any personal data held by it in connection with the Contract, comply with any reasonable requests, directions or guidelines of the Authority relating to the handling of personal data.

A5.2.3 The Contractor shall immediately notify the Authority when it becomes aware of a breach of Clause 0 by itself or any Subcontractor.

A5.3 Definitions

For the purposes of this Clause A5, the words “personal data” shall have the same meaning in the Contract as its definition in the Personal Data Protection Act 2012 (No. 26 of 2012).

A5.4 Survival

This Clause A5 shall survive the termination or expiry of the Contract.

A6. LOSSES

A6.1 The Contractor shall indemnify and keep indemnified the Authority against any and all Losses sustained, incurred, paid by or suffered by the Authority arising out of or in connection with any act or omission on the part of the Contractor, Subcontractor or any of their directors, officers, personnel, employees, servants or agents (the “**Contractor Parties**”) unless the Contractor can show that:

- (a) it is not due to the Contractor’s breach, failure or delay in the performance of the Contract; and
- (b) it is not due to the negligent, unlawful or wrongful action or omission, fraud, bad faith, wilful misconduct or breach of any duty of any of the Contractor Parties.

A6.2 If any claim is commenced against the Authority that may give rise to a claim against the Contractor under Clause A6.1, notice thereof shall be given to the Contractor as soon as practicable.

A6.3 Upon receipt of such notice, if required by the Authority, the Contractor shall immediately take control of the defence and investigation of such claim and shall employ and engage attorneys reasonably acceptable to the Authority to handle and defend the same, at the Contractor’s sole cost and expense.

A6.4 In the event the Contractor takes control of the defence and investigation of the claim, the Authority shall co-operate, at the cost of the Contractor, in all reasonable respects with the Contractor and its attorneys in the investigation, trial and defence of such claim and any

appeal arising therefrom; provided, however, that this will not limit the Authority's right to participate, at the Contractor's cost and expense, through their attorneys or otherwise, in such investigation, trial and defence of such claim and any appeal arising therefrom. No settlement of a claim that involves a remedy other than the payment of money by the Contractor shall be entered into without the consent of the Authority.

A6.5 Notwithstanding anything to the contrary in the Contract, the Authority shall, at all times, have the right to defend the claim in such manner as it may deem appropriate, at the sole cost and expense of the Contractor. If required by the Authority, the Contractor shall immediately relinquish control of the defence and investigation of such claim.

A6.6 This Clause A6 shall survive the termination or expiry of the Contract.

A7. LIMITATION OF LIABILITY

A7.1 Notwithstanding anything in this Contract, except for death and personal injury resulting from the negligence of the Authority or any of its employees or agents, the Authority shall not be liable to the Contractor for any Losses arising out of or in connection with: (a) any representation, statement, act or omission, including any negligence of the Authority (or any of its employees or agents), in relation to this Contract.

A8. OWNERSHIP OF INTELLECTUAL PROPERTY RIGHTS

A8.1 Nothing in the Contract shall affect any person's right to own or licence Background IP.

A8.2 The Authority agrees that all rights, title to or interest in, all Foreground IP created by the Contractor shall vest in the Contractor.

A8.3 In consideration of the Authority agreeing to the vesting of the Foreground IP in the Contractor:

(a) the Contractor hereby grants to the Licensee and its agents, free of any additional charge, an irrevocable, Singapore, perpetual, non-exclusive licence to use, modify and reproduce all Foreground IP (including all future Foreground IP) in connection with:

(i) the use of any Services;

(ii) the repair, maintenance, refurbishment, reproduction, modification, adaptation, integration or development of any Services;

(iii) the use, reproduction or adaptation of any documentation delivered under the Contract; or

(iv) in the event of a termination pursuant to Clause 17.1 or 17.2, the obtaining of the remaining Services to be provided under the Contract as contemplated under Clause 17.3(d),

((i) to (iv), the "**Permitted Uses**");

- (b) the Contractor shall procure that its Subcontractors and suppliers grant to the Licensee and its agents , free of any additional charge, an irrevocable, Singapore, perpetual, non-exclusive licence, to use, modify and reproduce all Foreground IP which is or becomes vested in the Subcontractors or the Contractor’s suppliers in connection with the Permitted Uses.

A8.4 The Contractor:

- (a) hereby grants to the Authority and its agents , free of any additional charge, a Singapore, perpetual, non-exclusive licence, to use all Background IP owned by or licensed to the Contractor in connection with the Permitted Uses; and
- (b) shall procure that its Subcontractors and suppliers grant to the Authority and its agents, free of any additional charge, a Singapore, perpetual, non-exclusive licence, to use all Background IP owned by or licensed to such Subcontractor or supplier in connection with the Permitted Uses.

A8.5 Nothing in Clause A8 shall give the Contractor any right, title or interest in or to any IP in any results, report, data or information generated or produced by the Licensee or another person on behalf of the Licensee as a result of the Contract. The title to all IP in any such results, report, data or information generated or produced by the Licensee or another person on behalf of the Licensee as a result of the Contract shall be owned by the Licensee.

A8.6 If the Contractor, its Subcontractor or supplier intends to sell or transfer its Background IP or Foreground IP, the Contractor shall ensure that:

- (a) the purchaser of the Background IP or Foreground IP and every successor in title to the interest in the Background IP or Foreground IP (each, a “**Purchaser**”):
 - (i) has prior written notice of this Clause A8; and
 - (ii) undertakes to the Authority in writing that it will comply with this Clause A8.6 in all respects as if references to “the Contractor” had referred to the Purchaser; and
- (b) such sale or transfer is subject to the licences granted or required to be granted under this Clause A8.

A8.7 The Contractor undertakes to do all acts and things and sign and execute all such documents as the Authority may reasonably request to perfect, protect or enforce any of the rights granted or promised to the Licensee under this Clause A8. Without prejudice to the generality of the foregoing, if any licence granted under or pursuant to this Clause A8 is registrable under any IP registration system in Singapore, the Contractor shall:

- (a) register the licence under the IP registration system in Singapore; and
- (b) deliver copies of documentary proof of such licence registration to the Authority as soon as possible.

A8.8 In the Contract:

“Background IP” means IP in or in connection with the Services which is created prior to or independently of the Contract.

“Foreground IP” means IP (including future IP) which results from, or is generated pursuant to or for the purpose of the Contract.

A8.9 This Clause A8 shall survive the termination or expiry of the Contract.

A9. INTELLECTUAL PROPERTY INDEMNIFICATION

A9.1 The Contractor:

- (a) represents, warrants and undertakes to the Authority that all Services supplied by the Contractor and all IP used or introduced by the Contractor in the course of performing its obligations under the Contract do not infringe any rights or interests of any third party in IP; and
- (b) shall give the Authority prompt notice in writing of any claim of infringement of any such rights or interests made by any third party.

A9.2 The Contractor shall indemnify the Authority and its officers against all Losses which the Authority or its officers may at any time and from time to time incur or suffer by reason of:

- (a) any breach of Clause A9.1; or
- (b) any claim of infringement or alleged infringement of any IP used or introduced by the Contractor in the course of performing its obligations under the Contract.

A9.3 Without prejudice to the Authority’s right to defend a claim alleging such infringement, the Contractor shall, if requested by the Authority but at the Contractor’s expense, defend such claim. The Contractor shall observe the Authority’s directions relating to the defence or negotiation for settlement of such claim.

A9.4 The Authority shall, if requested but at the Contractor’s expense, provide the Contractor with reasonable assistance in conducting the defence of such claim.

A9.5 If any of the Services supplied by the Contractor or IP used or introduced by the Contractor in the course of performing its obligations under the Contract is alleged to infringe the rights or interests of third parties in IP, the Authority may (in addition to and without prejudice to all other rights or remedies available), at the option of the Authority, require the Contractor, at the Contractor’s own expense, to:

- (a) procure for the Authority the right to continue using the same;
- (b) replace or modify the same so as to avoid the infringement but still meeting the obligations of the Contractor under the Contract (in which event the Contractor shall compensate the Authority for any Losses sustained or incurred by the Authority in connection with such replacement or modification); or
- (c) pay the Authority a sum equivalent to the purchase price of items functionally equivalent to the infringing items upon the return of the infringing items to the Contractor.

- A9.6 All royalties and fees claimable by or payable to any person for or in connection with any IP used or required to be used in connection with the performance of the Contractor's obligations under the Contract shall be deemed to be included in the Contract Price and shall not be further borne by the Authority.
- A9.7 For the purposes of this Clause A9, "**Authority**" shall include all Licensees (as defined in Clause A8 (Ownership of Intellectual Property Rights)).³
- A9.8 This Clause A9 shall survive the termination or expiry of the Contract.

A10. COMMENCEMENT AND DURATION OF CONTRACT

- A10.1 The Contract shall commence on the date of commencement stated in the Letter of Acceptance or any other formal agreement executed between the Parties, and shall remain in force for a period of six (6) years (the "**Initial Contract Period**").
- A10.2 The Authority shall have the option to extend the Initial Contract Period by one or more consecutive periods, to be determined in the Authority's sole discretion provided always that any period of extension shall be in blocks of two (2) years and the cumulative period of extension shall not exceed four (4) years in total, on the same terms and conditions contained in the Contract and on any other terms that may be mutually agreed in writing between the Parties. The Authority shall exercise such option by giving at least one (1) month's written notice to the Contractor.

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A13. EXIT MANAGEMENT

- A13.1 During the Transition Period, the Contractor shall, at its cost and expense, make available to the Authority and any third party succeeding the Contractor appointed by the Authority ("**Incoming Contractor**") such documents and records and provide such assistance (including briefings and training) as the Authority or the Incoming Contractor may reasonably require to allow an orderly transition to the Incoming Contractor with minimal disruption.
- A13.2 In the Contract, "**Transition Period**" means:
- (a) the period of twelve (12) months before the expiry or termination of the Contract (or a duration as otherwise mutually agreed between the Authority and Contractor); or
 - (b) where the notice period for termination of the Contract is shorter than the period referred to in Clause 13.2(a), the period of three (3) months commencing from the date of notice of such termination.

A13.3 The Contractor shall carry out the Exit Plan in accordance with the Requirement Specifications and the timeline stated in the Exit Plan.

A13.4 In the Contract:

“Exit Plan” means the exit plan approved by the Authority pursuant to Section on “Exit Management” of the Requirement Specifications.

A13.5 This Clause A13 shall survive the termination or expiry of the Contract.

A14. INSPECTION, AUDIT AND REPORTING REQUIREMENTS

A14.1 The Contractor shall engage qualified auditors acceptable to the Authority, to conduct an Audit for the purposes set out below, and any other purpose which the Authority may stipulate from time to time:

- (a) To ensure compliance with the Services to be provided under this Contract;
- (b) To ensure accurate disbursement of the Scheme benefits;
- (c) To ensure quality service and that the baseline service standards as set out in the Section “Service Standards” of the Requirement Specifications are met;
- (d) To ensure compliance with the safeguards, controls and quality assurance plans as submitted by the Contractor pursuant to the Sections on “Data Sharing and Data Confidentiality”, “Disbursement/Crediting of Payments into the CDA/CSA”, “Quality Assurance Plan”, “Deliverables” of the Requirement Specifications.

A14.2 The Audit shall be conducted minimally on a bi-annual basis (i.e. once every 2 years), or such other frequency as the Authority may specify. The Contractor shall bear all costs associated with the Audit described in A14.1 and submit its Audit Report, certified by a person of sufficient seniority and authority, within three (3) months after the commencement of the Audit.

A14.3 In addition to the Audit referred to in A14.1, the Contractor shall allow the Authority to conduct investigations, audits or inspections at any location in which the Contractor is providing or has provided Services under the Contract, for the purpose of ensuring proper compliance with the Contract, and that reports and all information submitted to the Authority by the Contractor are accurate, correct and not misleading.

A14.4 All investigations, audits or inspections referred to in A14.3 shall be in the form of a government audit, or a third-party audit conducted by an auditor engaged by the Authority. The costs of conducting any such investigation, audit or inspection shall be borne by the Authority.

A14.5 The Contractor shall cooperate with and provide all support, information and assistance necessary to the Authority, its authorised personnel or its engaged auditor (including access to the Contractor’s financial records) for the conduct of the investigations, audits or inspections referred to in Clause A14.3 and A14.4 at no charge to the Authority.

A14.6 The Contractor shall also submit, minimally on an annual basis, audited financial statements from auditors acceptable to the Authority, within 6 months from the close of the Financial

Year (Contractor)⁴, and prepared by the Contractor's accountant and certified by a person of sufficient seniority and authority, as:

- (i) having been drawn up in compliance with all applicable law and in accordance with the accounting principles, standards and practices generally accepted in Singapore;
- (ii) Clearly showing that all transactions relating to the Scheme and Scheme benefits are used in such manner as prescribed by the Authority and in accordance with the Authority's Requirements as stipulated in the Section "Disbursement/Crediting of Payments into the CDA/CSA" of the Requirement Specifications; and
- (iii) clearly showing that the sum of money provided by the Authority to the Contractor for the purpose of the Scheme are properly accounted for and any unutilised funds are returned to the Authority

A14.7 The Contractor shall maintain all written records pertaining to the operation of the Scheme to allow a proper assessment to be made by the Authority and its authorised personnel as to whether the Contractor has complied, or is complying with the terms and conditions set out in this Contract, including the prevailing Service Model. The Contractor shall retain such records (including call recordings with members of the public), and the reports, statements and information, for a duration that is on par with industry practice, or for a duration that the Authority may require after the CDA is closed, for verification, investigation and auditing purposes. The Contractor's obligation under this Clause is without prejudice and in addition to the Contractor's obligation to comply with all applicable laws and regulations. For example, the Banking Act, Inland Revenue Authority of Singapore etc.

A14.8 The Contractor shall inform the Authority within **seven (7)** days if:

- (a) the Contractor receives official notification in relation to any investigation of the Contractor by a government or regulatory authority; or
- (b) the Contractor receives inquiries from a government or regulatory authority and has reasonable cause to believe that it is under investigation by the government or regulatory authority.

A14.9 The Authority may withhold all or any part of the sum, provided to the Contractor for the purpose of disbursing Scheme benefits, which has yet to be disbursed (as applicable) if the Contractor is under investigation by a government or regulatory authority.

A14.10 These requirements are in addition to the Section on "Audit Requirements" in the Requirement Specifications.

A15. TERMINATION FOR CONVENIENCE

A15.1 The Authority shall have the right to terminate the Contract for convenience by giving **one (1)** month's written notice to the Contractor without having to assign any reason, and the Contractor shall have no claim for any damages or compensation.

⁴ Refers to the financial year of the Contractor.

A16. TERMINATION FOR CHANGE IN CONTROL

A16.1 If the Contractor suffers a change in Control, the Authority shall have the right to terminate the Contract by giving **one (1)** month's written notice to the Contractor and the Contractor shall have no claim for any damages or compensation.

A17. QUALITY ASSURANCE AND INSPECTION OF SERVICES

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A17.3 The Authority shall have the right, after giving the Contractor **twenty one (21)** days' notice, to carry out an audit of the QA plan (as submitted by the Contractor). The Contractor shall make the necessary arrangements to enable the Authority's representatives to conduct the Quality Audit.

A17.4 INTENTIONALLY LEFT BLANK

A17.5 If results of the Quality Audit reveal that the Contractor or its Subcontractors are not in compliance the Contractor shall, upon notice of such non-compliance from the Authority, at its own expense take immediate corrective action to ensure strict compliance and provide objective evidence that the corrective action taken is effective in remedying the non-compliance.

A17.6 The Contractor shall as and when deemed necessary by the Authority, at the Contractor's own expense, conduct periodic quality audits of the QS and whether the Services meet the QR. The Contractor shall submit a report containing the results of such audit (including specific quality records) to the Authority within **twenty-one (21)** days from the date of completion of such audit.

A18. TITLE AND RISK

A18.1 The risk of loss or damage to any documentation delivered pursuant to the Contract shall pass upon receipt of the documentation by the Authority.