



European Maritime Safety Agency

## FRAMEWORK SERVICE CONTRACT

FRAMEWORK CONTRACT NUMBER – 2014/EMSA/OP/08/2014

The European Maritime Safety Agency (hereinafter referred to as "EMSA"),  
represented by Markku Mylly, Executive Director,

on the one part, and

[full official name]  
[official legal form]  
[statutory registration number]  
[full official address]  
[VAT registration number]

(hereinafter referred to as "the contractor"), [represented by [forename, surname  
and function,]]

on the other part,

HAVE AGREED

to the **special conditions**, the **general conditions for service framework contracts**, the model Specific Contract and the following annexes:

**Annex I** Tender specifications (reference No EMSA/OP/08/2014 of .....)

**Annex II** Contractor's tender (reference No [complete] of [insert date])

**Annex III** Statement of Contractor concerning right to delivered result

**Annex IV** VPN Conditions of Use

which form an integral part of this framework contract (hereinafter referred to as "the FWC").

- The terms set out in the special conditions shall take precedence over those in the other parts of the FWC.
- The terms set out in the general conditions shall take precedence over those in model Specific Contract The terms set out in model Specific Contract shall take precedence over those in the other Annexes.
- The terms set out in the tender specifications (Annex I) shall take precedence over those in the tender (Annex II).
- The terms set out in the framework contract shall take precedence over those in Specific Contracts.
- The terms set out in the Specific Contracts shall take precedence over those in the requests for services.

## **I - SPECIAL CONDITIONS**

### **ARTICLE I.1 – SUBJECT MATTER**

- I.1.1** The subject matter of the FWC is Enhancement and Maintenance Services for EMSA's SharePoint collaboration platform.
- I.1.2** Signature of the FWC imposes no obligation on EMSA to purchase. Only performance of the FWC through Specific Contracts is binding on EMSA.

### **ARTICLE I.2 – ENTRY INTO FORCE AND DURATION**

- I.2.1** The FWC shall enter into force on the date on which it is signed by the last party.
- I.2.2** Under no circumstances may performance commence before the date on which the FWC enters into force. Execution of the tasks may under no circumstances begin before the date on which the Specific Contract enters into force.
- I.2.3** The FWC is concluded for a period of 48 months with effect from the date on which it enters into force. Unless otherwise specified, all periods specified in the FWC are calculated in calendar days.
- I.2.4** The Specific Contracts shall be signed by both parties before the FWC expires.

The FWC shall continue to apply to such Specific Contracts after its expiry. They shall be executed no later than six months after its expiry.

### **ARTICLE I.3 – PRICES**

- I.3.1** The maximum amount of the FWC shall be EUR [amount in figures and in words]. However, this must in no way be construed as a commitment on EMSA to purchase for the maximum amount.

The maximum prices of the services shall be: as listed in Annex II.

- I.3.2** In exceptional cases and only on written demand of the Agency, the necessity to deliver services outside of the normal working days and the normal working hours may occur.

For work outside of normal working hours and normal working days the following surcharges will be applied to the prices stated in Part C of the contractor's offer (Annex II):

- Service delivery on normal working days, but outside of normal working hours: surcharge of 50% of the applicable day rate.
- Service delivery outside of normal working days: surcharge of 100% of the applicable day rate.

## **ARTICLE I.4 – PAYMENT ARRANGEMENTS AND PERFORMANCE OF THE FRAMEWORK CONTRACT**

### **I.4.1 Specific Contract for maintenance and/or enhancements**

Within 10 working days of a request for services being sent by EMSA to the contractor, EMSA shall receive a specific tender back, duly signed and dated.

Within 10 working days of a Specific Contract being sent by EMSA to the contractor, EMSA shall receive it back, duly signed and dated.

### **I.4.2 Payment modalities**

Payment scheme for enhancements and/or maintenance shall be established in the Specific Contract.

## **ARTICLE I.5 – BANK ACCOUNT**

Payments shall be made to the contractor's bank account denominated in [*euro*] identified as follows:

Name of bank: [complete]  
Full address of branch: [complete]  
Exact designation of account holder: [complete]  
Full account number including [bank] codes: [complete]  
[IBAN<sup>1</sup> code: [complete]]

## **ARTICLE I.6 – COMMUNICATION DETAILS AND DATA CONTROLLER**

For the purpose of Article II.6, the data controller shall be Head of Unit A.3.

Communications shall be sent to the following addresses:

### **EMSA:**

European Maritime Safety Agency  
Frank Premereur  
Praça Europa 4  
1249-206 Lisboa  
Portugal  
Email: [DepA-contracts-cell@emsa.europa.eu](mailto:DepA-contracts-cell@emsa.europa.eu)

### **Contractor:**

[Full name]  
[Function]  
[Company name]  
[Full official address]  
Email: [complete]

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<sup>1</sup> BIC or SWIFT code for countries with no IBAN code.

Invoices shall be sent to the following address:

European Maritime Safety Agency  
Invoice Registration (IR)  
Unit A.2 – Legal and Financial Affairs  
Praça Europa 4  
1249-206 Lisboa  
Portugal

## **ARTICLE I.7 – APPLICABLE LAW AND SETTLEMENT OF DISPUTES**

**I.7.1** The FWC shall be governed by Union law, complemented, where necessary, by the law of Portugal.

**I.7.2** 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 courts of Lisbon, Portugal.

## **ARTICLE I.8 - EXPLOITATION OF THE RESULTS OF THE CONTRACT**

### **I.8.1 Modes of exploitation**

In accordance with Article II.10.2 whereby the EMSA acquires ownership of the results as defined in the tender specifications (Annex I), these results may be used for any of the following purposes:

- (a) use for its own purposes:
  - (i) making available to the staff of EMSA
  - (ii) making available to the persons and entities working for EMSA or cooperating with it, including contractors, subcontractors whether legal or natural persons, Union institutions, agencies and bodies, Member States' institutions
  - (iii) installing, uploading, processing
  - (iv) arranging, compiling, combining, retrieving
  - (v) copying, reproducing in whole or in part and in unlimited number of copies
  
- (b) distribution:
  - (i) publishing in hard copies
  - (ii) publishing in electronic or digital format
  - (iii) publishing on the internet as a downloadable/non-downloadable file
  - (iv) broadcasting by any kind of technique of transmission
  - (v) public presentation or display
  - (vi) communication through press information services
  - (vii) inclusion in widely accessible databases or indexes
  - (viii) otherwise in any form and by any method
  
- (c) modifications by EMSA or by a third party in the name of EMSA:
  - (i) shortening
  - (ii) summarizing
  - (iii) modifying of the content
  - (iv) making technical changes to the content:

- necessary correction of technical errors
  - adding new parts or functionalities
  - changing functionalities
  - providing third parties with additional information concerning the result (e.g. source code) with a view of making modifications
  - (v) addition of new elements, paragraphs titles, leads, bolds, legend, table of content, summary, graphics, sound, etc.
  - (vi) preparation in audio form, preparation as a presentation, animation, pictograms story, slide-show, public presentation etc.
  - (vii) extracting a part or dividing into parts
  - (viii) use of a concept or preparation of a derivative work
  - (ix) digitisation or converting the format for storage or usage purposes
  - (x) modifying dimensions
  - (xi) translating:
    - English, French, German
    - all official languages of EU
    - languages used within EU
    - languages of candidate countries
- (d) the modes of exploitation listed in article II.10.4
- (e) rights to authorise, license, or sub-license in case of licensed pre-existing rights, the modes of exploitation set out in any of the points (a) to (c) to third parties.

Where EMSA becomes aware that the scope of modifications exceeds that envisaged in the contract EMSA shall consult the contractor. Where necessary, the contractor shall in turn seek the agreement of any creator or other right holder. The contractor shall reply to EMSA within one month and shall provide its agreement including any suggestions of modifications free of charge. The creator may refuse the intended modification only when it may harm his honour, reputation or distort integrity of the work.

### **I.8.2 Pre-existing rights and transmission of rights**

All pre-existing rights shall be licensed to EMSA in accordance with Article II.10.3.

The contractor shall provide to EMSA a list of pre-existing rights and third parties' rights including its personnel, creators or other right holders as provided for in Article II.10.5.

The contractor shall present relevant and exhaustive evidence about the acquisition of all the necessary pre-existing rights and third parties' rights together with delivery of the final deliverable at the latest. This obligation should be fulfilled by presentation of the contractor's statement prepared in accordance with Annex III and the relevant evidence listed in article II.10.5 as appropriate.

**ARTICLE I.9 – TERMINATION BY EITHER PARTY**

Either party may, unilaterally and without being required to pay compensation, terminate either the FWC or the FWC and Specific Contracts by notifying the other party and by giving three months’ notice. Should EMSA terminate the FWC or Specific Contracts, the contractor shall only be entitled to payment corresponding to the part-performance of the services ordered before the termination date. The first paragraph of Article II.14.3 shall apply.

**ARTICLE I.10 – VPN REMOTE ACCESS**

Should the contractor be granted remote access, the Condition of Use shall be signed between the contractor and EMSA.

**SIGNATURES**

For the contractor,

For EMSA,

[*Company  
name/forename/surname/function*]

Markku Mylly, Executive Director

signature[s]: \_\_\_\_\_

signature: \_\_\_\_\_

Done at [place], [date]

Lisbon,

In duplicate in English.

## **II – GENERAL CONDITIONS FOR SERVICE FRAMEWORK CONTRACTS**

### **ARTICLE II.1 – PERFORMANCE OF THE FWC**

**II.1.1** The contractor shall perform the FWC to the highest professional standards.

**II.1.2** 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 him are to be executed.

**II.1.3** 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.1.4** 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.1.5** The contractor shall neither represent EMSA 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.1.6** The contractor shall be solely responsible for the personnel who executes the tasks assigned to him.

The contractor shall stipulate the following employment or service relationships with its personnel:

(a) personnel executing the tasks assigned to the contractor may not be given orders direct by EMSA;

(b) EMSA may not under any circumstances be considered to be the employer of the personnel referred to in point (a) and the personnel shall undertake not to invoke against EMSA any right arising from the contractual relationship between EMSA and the contractor.

**II.1.7** In the event of disruption resulting from the action of one of the contractor's personnel working on EMSA'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 without delay. EMSA 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 him resulting from the replacement of personnel

**II.1.8** 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 EMSA. 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.1.9** Should the contractor fail to perform its obligations under the FWC or order form or Specific Contract, EMSA may-without prejudice to its right to terminate the FWC order form or Specific Contract or-reduce or recover payments in proportion to the scale of the unperformed obligations. In addition, EMSA may claim compensation or impose liquidated damages in accordance with Article II.12.

## **ARTICLE II.2 – MEANS OF COMMUNICATION**

**II.2.1** Any communication relating to the FWC or to its performance shall be made in writing and shall bear the FWC number, and if applicable the order form or 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.2.2** Electronic communication shall be deemed to have been received by the parties on the day of dispatch of that communication provided it is sent to the addressees listed in Article I.6. Without prejudice to the preceding, if the sending party receives a message of non-delivery to or of absence of the addressee, it shall make every effort to ensure the actual receipt of such communication by the other party.

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.2.3** Mail sent using the postal services is deemed to have been received by EMSA on the date on which it is registered by the department responsible referred to in Article I.6.

Any formal notification shall be made by registered mail with return receipt or equivalent, or by equivalent electronic means.

## **ARTICLE II.3 – LIABILITY**

**II.3.1** The contractor shall be solely responsible for complying with any legal obligations incumbent on it.

**II.3.2** EMSA shall not be held liable for any damage caused or sustained by the contractor, including any damage caused by the contractor to third parties during or as a consequence of performance of the FWC, except in the event of wilful misconduct or gross negligence on the part of EMSA.

**II.3.3** The contractor shall be liable for any loss or damage sustained by EMSA in performance of the FWC, including in the event of subcontracting, and for any claim by a third party, but only to an amount not exceeding three times the total amount of the relevant order form or Specific Contract. Nevertheless, if the damage or loss is caused by the gross negligence or wilful misconduct of the contractor or by its personnel or subcontractors, the contractor shall have unlimited liability for the amount of the damage or loss.

**II.3.4** The contractor shall indemnify and hold EMSA harmless for all damages and costs incurred due to any claim. The contractor shall provide compensation in the event of any action, claim or proceeding brought against EMSA by a third party as a result of damage caused by the contractor during the performance of the FWC. In the event of any action brought by a third party against EMSA in connection with the performance of the FWC including any alleged breach of intellectual property rights, the contractor shall assist EMSA. Such expenditure incurred by the contractor may be borne by EMSA.

**II.3.5** The contractor shall take out insurance policy against risks and damage relating to performance of the FWC if required by the relevant applicable legislation. It shall take out supplementary insurance as reasonably required by standard practice in the industry. A copy of all the relevant insurance contracts shall be sent to EMSA should it so request.

#### **ARTICLE II.4 - CONFLICT OF INTERESTS**

**II.4.1** The contractor shall take all necessary measures to prevent any situation of conflict of interest. Such situation arises where the impartial and objective performance of the FWC is compromised for reasons involving economic interest, political or national affinity, family or emotional ties, or any other shared interest.

**II.4.2** Any situation constituting or likely to lead to a conflict of interest during the performance of the FWC shall be notified to EMSA in writing without delay. The contractor shall immediately take all necessary steps to rectify the situation. EMSA reserves the right to verify that the steps taken are appropriate and may require that additional steps be taken within a specified deadline.

**II.4.3** The contractor declares that it has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain and has not accepted and will not accept, any advantage, financial or in kind, to or from any party whatsoever, when such advantage constitutes an illegal practice or involves corruption, either directly or indirectly, in so far as it serves as an incentive or reward relating to performance of the FWC.

**II.4.4** The contractor shall pass on all the relevant obligations in writing to its personnel and to any natural person with the power to represent it or take decisions on its behalf and ensure that it is not placed in a situation which could give rise to conflicts of interest. The contractor shall also pass on all the relevant obligations in writing to third parties involved in the performance of the FWC including subcontractors.

#### **ARTICLE II.5 – CONFIDENTIALITY**

**II.5.1** EMSA and the contractor shall treat with confidentiality any information and documents, in any form, disclosed in writing or orally in relation to the performance of the FWC and identified in writing as confidential.

The contractor shall:

- (a) not use confidential information and documents for any purpose other than fulfilling its obligations under the FWC, order form or Specific Contract without prior written agreement of EMSA;
- (b) ensure the protection of such confidential information and documents with the same level of protection it uses to protect its own confidential information, but in no case any less than reasonable care;
- (c) not disclose directly or indirectly confidential information and documents to third parties without prior written agreement of EMSA.

**II.5.2** The confidentiality obligation set out in Article II.5.1 shall be binding on EMSA and the contractor during the performance of the FWC and for five years starting from the date of the payment of the balance unless:

- (a) the disclosing party agrees to release the other party from the confidentiality obligation earlier;
- (b) the confidential information becomes public through other means than in breach of the confidentiality obligation, through disclosure by the party bound by that obligation;
- (c) the disclosure of the confidential information is required by law.

**II.5.3** The contractor shall obtain from any natural person with the power to represent it or take decisions on its behalf, as well as from third parties involved in the performance of the FWC, order form or Specific Contract an undertaking that they will comply with the confidentiality obligation set out in Article II.5.1.

## **ARTICLE II.6 – PROCESSING OF PERSONAL DATA**

**II.6.1** Any personal data included in the FWC shall be processed pursuant to Regulation (EC) 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Such data shall be processed by the data controller 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.6.2** The contractor shall have the right to access its personal data and the right to rectify any such data. The contractor should address any queries concerning the processing of its personal data to the data controller.

**II.6.3** The contractor shall have right of recourse at any time to the European Data Protection Supervisor.

**II.6.4** Where the FWC requires the processing of personal data by the contractor, the contractor may act only under the supervision of the data controller, in particular with regard to the purposes of the processing, the categories of

data which may be processed, the recipients of the data and the means by which the data subject may exercise his rights.

**II.6.5** The contractor shall grant personnel access to the data to the extent strictly necessary for the performance, management and monitoring of the FWC.

**II.6.6** The contractor undertakes to 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:

- a) prevent any unauthorised person from having access to computer systems processing personal data, and especially:
  - (i) unauthorised reading, copying, alteration or removal of storage media;
  - (ii) unauthorised data input as well as any unauthorised disclosure, alteration or erasure of stored personal data;
  - (iii) unauthorised using of data-processing systems by means of data transmission facilities;
- b) ensure that authorised users of a data-processing system can access only the personal data to which their access right refers;
- c) record which personal data have been communicated, when and to whom;
- d) ensure that personal data being processed on behalf of third parties can be processed only in the manner prescribed by EMSA;
- e) ensure that, during communication of personal data and transport of storage media, the data cannot be read, copied or erased without authorisation;
- f) design its organisational structure in such a way that it meets data protection requirements.

## **ARTICLE II.7 – SUBCONTRACTING**

**II.7.1** The contractor shall not subcontract without prior written authorisation from EMSA nor cause the FWC to be de facto performed by third parties.

**II.7.2** Even where EMSA 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.7.3** The contractor shall make sure that the subcontract does not affect rights and guarantees granted to EMSA by virtue of this FWC, notably by Article II.18.

## **ARTICLE II.8 – AMENDMENTS**

**II.8.1** Any amendment to the FWC or order form or Specific Contract shall be made in writing before fulfilment of all contractual obligations. An order form or a Specific Contract may not be deemed to constitute an amendment to the FWC.

**II.8.2** The amendment may not have the purpose or the effect of making changes to the FWC or to order forms or Specific Contracts which might call into question the decision awarding the FWC, order form or Specific Contract or result in unequal treatment of tenderers or contractors.

## **ARTICLE II.9 – ASSIGNMENT**

**II.9.1** The contractor shall not assign the rights including claims for payments, and obligations arising from the FWC, in whole or in part, without prior written authorisation from EMSA.

**II.9.2** 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 EMSA and shall have no effect on it.

## **ARTICLE II.10 – OWNERSHIP OF THE RESULTS – INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHTS**

### **II.10.1 Definitions**

In this FWC the following definitions apply:

- (1) 'results' means any intended outcome of the performance of the FWC which is delivered and finally accepted by EMSA.
- (2) 'creator' means any natural person who contributed to the production of the result and includes personnel of EMSA or a third party.
- (3) 'pre-existing rights' means any industrial and intellectual property rights, including background technology, which exist prior to EMSA or the contractor ordering them for the purpose of the FWC performance and include rights of ownership and use by the contractor, the creator, EMSA and any other third parties.

### **II.10.2 Ownership of the results**

The ownership of the results shall be fully and irrevocably acquired by EMSA under the FWC including any rights in any of the results listed in the FWC and order forms or Specific Contracts, including copyright and other intellectual or industrial property rights, and all technological solutions and information contained therein, produced in performance of the FWC. EMSA may exploit them as stipulated in this FWC or order forms or Specific Contracts. All the rights shall be acquired by EMSA from the moment the results are delivered by the contractor and accepted by EMSA. Such delivery and acceptance are deemed to constitute an effective assignment of rights from the contractor to EMSA.

The payment of the price as set out in the order forms or Specific Contracts is deemed to include any fees payable to the contractor in relation to the acquisition of ownership of rights by EMSA including all forms of use of the results.

The acquisition of ownership of rights by EMSA under this FWC covers all territories worldwide.

Any intermediary sub-result, raw data, intermediary analysis made available by the contractor cannot be used by EMSA without the written consent of the contractor, unless the FWC or Specific Contract or order form explicitly provides for it to be treated as self-contained result.

### **II.10.3 Licensing of pre-existing rights**

EMSA shall not acquire ownership of the pre-existing rights.

The contractor shall license the pre-existing rights on a royalty-free, non-exclusive and irrevocable basis to EMSA which may use the pre-existing right as foreseen in Article I.8.1 or in order forms or Specific Contracts. All the pre-existing rights shall be licensed to EMSA from the moment the results were delivered and accepted by EMSA.

The licensing of pre-existing rights to EMSA under this FWC covers all territories worldwide and is valid for the whole duration of intellectual property rights protection.

### **II.10.4 Modes of exploitation**

EMSA shall acquire ownership of each of the results produced as an outcome of the FWC which may be used for any of the following purposes:

- (a) giving access upon individual requests without the right to reproduce or exploit, as provided for by Regulation 1049/2001 of the European Parliament and of the Council of 30 May 2001 regarding public access to European Parliament, Council and Commission documents;
- (b) storage of the original and copies made in accordance with this FWC or Specific Contract or order form;
- (c) archiving in line with the document management rules applicable to EMSA.

### **II.10.5 Identification and evidence of granting of pre-existing rights and rights of third parties**

When delivering the results, the contractor shall warrant that they are free of rights or claims from creators and third parties including in relation to pre-existing rights, for any use envisaged by EMSA. This does not concern the moral rights of natural persons.

The contractor shall establish to that effect a list of all pre-existing rights and rights of creators and third parties on the results of this FWC or parts thereof. This list shall be provided no later than the date of delivery of the final results.

In the results the contractor shall clearly point out all quotations of existing textual works. The complete reference should include as appropriate: name of the

author, title of the work, date and place of publishing, date of creation, address of publication on internet, number, volume and other information which allows the origin to be easily identified.

Upon request by EMSA, the contractor shall provide evidence of ownership or rights to use all the listed pre-existing rights and rights of third parties except for the rights owned by EMSA.

This evidence may refer, inter alia, to rights to: parts of other documents, images, graphs, tables, data, software, technical inventions, know-how etc. (delivered in paper, electronic or other form), IT development tools, routines, subroutines and/or other programs ("background technology"), concepts, designs, installations or pieces of art, data, source or background materials or any other parts of external origin.

The evidence shall include, as appropriate:

- (a) the name and version number of a software product;
- (b) the full identification of the work and its author, developer, creator, translator, data entry person, graphic designer, publisher, editor, photographer, producer;
- (c) a copy of the licence to use the product or of the agreement granting the relevant rights to the contractor or a reference to this licence;
- (d) a copy of the agreement or extract from the employment contract granting the relevant rights to the contractor where parts of the results were created by its personnel;
- (e) the text of the disclaimer notice if any.

Provision of evidence does not release the contractor from its responsibilities in case it is found that it does not hold the necessary rights, regardless of when and by whom this fact was revealed.

The contractor also warrants that it possesses the relevant rights or powers to execute the transfer and that it has paid or has verified payment of all due fees including fees due to collecting societies, related to the final results.

#### **II.10.6 Creators**

By delivering the results the contractor warrants that the creators undertake not to oppose that their names be recalled when the results are presented to the public and confirms that the results can be divulged. Names of authors shall be recalled on request in the manner communicated by the contractor to EMSA.

The contractor shall obtain the consent of creators regarding the granting of the relevant rights and be ready to provide documentary evidence upon request.

#### **II.10.7 Persons appearing in photographs or films**

If natural, recognisable persons appear in a result or their voice is recorded the contractor shall submit a statement of these persons (or of the persons exercising parental authority in case of minors) where they give their permission for the

described use of their image or voice on request by EMSA. This does not apply to persons whose permission is not required in line with the law of the country where photographs were taken, films shot or audio records made.

#### **II.10.8 Copyright for pre-existing rights**

When the contractor retains pre-existing rights on parts of the results, reference shall be inserted to that effect when the result is used as set out in Article I.8.1 with the following disclaimer: © - year - EMSA. All rights reserved. Certain parts are licensed under conditions to EMSA.

#### **II.10.9 Visibility of EMSA funding and disclaimer**

When making use of the results, the contractor shall declare that they have been produced within a contract with EMSA and that the opinions expressed are those of the contractor only and do not represent EMSA's official position. EMSA may waive this obligation in writing.

### **ARTICLE II.11 – FORCE MAJEURE**

**II.11.1** 'Force majeure' means any unforeseeable and exceptional situation or event beyond the parties' control which prevents either of them from fulfilling any of their obligations under the FWC, which was not attributable to error or negligence on their part or on the part of a subcontractors, which proves to be inevitable in spite of exercising due diligence. Any default of a service, defect in equipment or material or delays in making them available, unless they stem directly from a relevant case of force majeure, as well as labour disputes, strikes or financial difficulties, cannot be invoked as force majeure.

**II.11.2** A party faced with force majeure shall notify the other party without delay, stating the nature, likely duration and foreseeable effects.

**II.11.3** The party faced with force majeure shall not be held in breach of its contractual obligations if it has been prevented from fulfilling them by force majeure. Where the contractor is unable to fulfil its contractual obligations owing to force majeure, it shall have the right to remuneration only for the tasks actually executed.

**II.11.4** The parties shall take all the necessary measures to limit any damage due to force majeure.

### **ARTICLE II.12 – LIQUIDATED DAMAGES**

EMSA may impose liquidated damages should the contractor fail to complete its contractual obligations, also with regard to the required quality level, according to the tender specifications.

Should the contractor fail to perform its contractual obligations within the time-limits set by the FWC or the relevant order form or Specific Contract, then, without prejudice to the contractor's actual or potential liability or to EMSA's right to terminate the FWC or the relevant order form or Specific Contract, EMSA 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;

*d* is the duration specified in the relevant order form or Specific Contract or, failing that, the period between the date specified in Article I.4.1 and the date of delivery or performance specified in the relevant order form or Specific Contract, expressed in calendar days

The contractor may submit arguments against this decision within 30 days of receipt of the formal notification. In the absence of a reaction on its part or of written withdrawal by EMSA within 30 days of the receipt of such arguments, the decision imposing the liquidated damages shall become enforceable.

The parties expressly acknowledge and agree 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.

## **ARTICLE II.13 – SUSPENSION OF THE PERFORMANCE OF THE FWC**

### **II.13.1 Suspension by the contractor**

The contractor may suspend the performance of the FWC or order form or Specific Contract or any part thereof if a case of force majeure makes such performance impossible or excessively difficult. The contractor shall inform EMSA about the suspension without delay, giving all the necessary reasons and details and the envisaged date for resuming the performance of the FWC, order form or Specific Contract.

Once the circumstances allow resuming performance, the contractor shall inform EMSA immediately, unless EMSA has already terminated the FWC, order form or Specific Contract.

### **II.13.2 Suspension by EMSA**

EMSA may suspend the performance of the FWC or order form or Specific Contract or any part thereof:

- (a) if the FWC or order form or Specific Contract award procedure or the performance of the FWC prove to have been subject to substantial errors, irregularities or fraud;
- (b) in order to verify whether presumed substantial errors, irregularities or fraud have actually occurred.

Suspension shall take effect on the day the contractor receives formal notification, or at a later date where the notification so provides. EMSA shall as soon as possible give notice to the contractor to resume the service suspended or inform the contractor that it is proceeding with the termination of the FWC or order form or Specific Contract. The contractor shall not be entitled to claim compensation on account of suspension of the FWC or order form or Specific Contract or of part thereof.

## **ARTICLE II.14 – TERMINATION OF THE FWC**

### **II.14.1 Grounds for termination**

EMSA may terminate the FWC, an order form or a Specific Contract respectively in the following circumstances:

- (a) if a change to the contractor's legal, financial, technical or organisational or ownership situation is likely to affect the performance of the FWC or order form or Specific Contract substantially or calls into question the decision to award the FWC.
- (b) if execution of the tasks under a pending order form or a Specific Contract has not actually commenced within 15 days of the date foreseen, and the new date proposed, if any, is considered unacceptable by EMSA, taking into account article II.8.2;
- (c) if the contractor does not perform the FWC or an order form or Specific Contract as established in the tender specifications or request for service or fails to fulfil another substantial contractual obligation; termination of three or more order forms or Specific Contracts on this ground shall constitute ground for termination of the FWC;
- (d) in the event of force majeure notified in accordance with article II.11 or if the performance of the FWC or order form or Specific Contract has been suspended by the contractor as a result of force majeure, notified in accordance with article II.13, where either resuming performance is impossible or the modifications to the FWC or order form or Specific Contract might call into question the decision awarding the FWC or order form or Specific Contract, or result in unequal treatment of tenderers or contractors;
- (e) if the contractor is declared bankrupt, is being wound up, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or is in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (f) if the contractor or any natural person with the power to represent it or take decisions on its behalf has been found guilty of professional misconduct proven by any means;
- (g) if the contractor is not in compliance with its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established or with those of the country of the applicable law of this FWC or those of the country where the FWC is to be performed;
- (h) if EMSA has evidence that the contractor or any natural persons with the power to represent it or take decisions on its behalf have committed fraud, corruption, or are involved in a criminal organisation, money laundering or any other illegal activity;
- (i) if EMSA has evidence that the contractor or any natural persons with the power to represent it or take decisions on its behalf have committed

substantial errors, irregularities or fraud in the award procedure or the performance of the FWC, including in the event of submission of false information;

- (j) if the contractor is unable, through its own fault, to obtain any permit or licence required for performance of the FWC or order form or Specific Contract;
- (k) if the needs of EMSA change and it no longer requires new services under the FWC;
- (l) when due to the termination of the FWC with one or more of the contractors there is no minimum required competition within the multiple framework contract with reopening of competition.

#### **II.14.2 Procedure for termination**

When EMSA intends to terminate the FWC or order form or Specific Contract it shall notify the contractor of its intention specifying the grounds thereof. EMSA shall invite the contractor to make any observations and, in the case of point (c) of Article II.14.1, to inform EMSA about the measures taken to continue the fulfilment of its contractual obligations, within 30 days from receipt of the notification.

If EMSA does not confirm acceptance of these observations by giving written approval within 30 days of receipt, the termination procedure shall proceed. In any case of termination EMSA shall notify the contractor about its decision to terminate the FWC or order form or Specific Contract. In the cases referred to in points (a), (b), (c), (e), (g), (j), (k) and (l) of Article II.14.1 the formal notification shall specify the date on which the termination takes effect. In the cases referred to in points (d), (f), (h), and (i) of Article II.14.1 the termination shall take effect on the day following the date on which notification of termination is received by the contractor.

#### **II.14.3 Effects of termination:**

In the event of the contractor shall waive any claim for consequential damages, including any loss of anticipated profits for uncompleted work. On receipt of the notification of termination the contractor shall take all appropriate measures to minimise costs, prevent damage, and cancel or reduce its commitments. The contractor shall have 60 days from the date of termination to draw up the documents required by the special conditions or order forms or Specific Contracts for the tasks already executed on the date of termination and produce an invoice if necessary. EMSA may recover any amounts paid under the FWC.

EMSA may claim compensation for any damage suffered in the event of termination.

On termination EMSA may engage any other contractor to execute or complete the services. EMSA shall be entitled to claim from the contractor all extra costs incurred in this regard, without prejudice to any other rights or guarantees it may have under the FWC.

## **ARTICLE II.15 – REPORTING AND PAYMENTS**

### **II.15.1 Date of payment**

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

### **II.15.2 Currency**

The FWC shall be in euros.

Payments shall be executed in euros or in the local currency as provided for in Article I.5.

Conversion between the euro and another currency shall be made according to the daily euro exchange rate published in the *Official Journal of the European Union* or, failing that, at the monthly accounting exchange rate established by the European Commission and published on its website, applicable on the day on which the payment order is issued by EMSA.

### **II.15.3 Costs of transfer**

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

- (a) costs of dispatch charged by the bank of EMSA shall be borne by EMSA,
- (b) cost of receipt charged by the bank of the contractor shall be borne by the contractor,
- (c) costs for repeated transfer caused by one of the parties shall be borne by the party causing repetition of the transfer.

### **II.15.4 Invoices and Value Added Tax**

Invoices shall contain the contractor's identification, the amount, the currency and the date, as well as the FWC reference and reference to the order form or Specific Contract.

Invoices shall indicate the place of taxation of the contractor for value added tax (VAT) purposes and shall specify separately the amounts not including VAT and the amounts including VAT.

EMSA 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.15.5 Pre-financing and performance guarantees:**

Pre-financing guarantees shall remain in force until the pre-financing is cleared against interim payments or payment of the balance and, in case the latter takes

the form of a debit note, three months after the debit note is notified to the contractor. EMSA shall release the guarantee within the following month.

Performance guarantees shall cover performance of the service in accordance with the terms set out in the request for services until its final acceptance by EMSA. The amount of the performance guarantee shall not exceed the total price of the order form or Specific Contract. The guarantee shall provide that it remains in force until final acceptance. EMSA shall release the guarantee within a month following the date of final acceptance.

Where, in accordance with Article I.4, a financial guarantee is required for the payment of pre-financing, or as performance guarantee, it shall fulfil the following conditions:

(a) the financial guarantee is provided by a bank or an approved financial institution or, at the request of the contractor and agreement by EMSA, by a third party;

(b) the guarantor stands as first-call guarantor and does not require EMSA to have recourse against the principal debtor (the contractor).

The cost of providing such guarantee shall be borne by the contractor.

#### **II.15.6 Interim payments and payment of the balance:**

The contractor shall submit an invoice for interim payment upon delivery of intermediary results, accompanied by a progress report or any other documents, as provided for in Article I.4 or in the tender specifications or in the order form or Specific Contract.

The contractor shall submit an invoice for payment of the balance within 60 days following the end of the period referred to in Article III.2.2, accompanied by a final progress report or any other documents provided for in Article I.4 or in the tender specifications or in the order form or Specific Contract.

Upon receipt, EMSA shall pay the amount due as interim or final payment, within the periods specified in Article I.4, provided the invoice and documents have been approved and without prejudice to Article II.15.7. Approval of the invoice 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.15.7 Suspension of the time allowed for payment**

EMSA may suspend the payment periods specified in Article I.4 at any time by notifying the contractor 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.

EMSA shall inform the contractor in writing as soon as possible of any such suspension, giving the reasons for it.

Suspension shall take effect on the date the notification is sent by EMSA. The remaining payment period shall start to run again from the date on which the

requested information or revised documents are received or the necessary further verification, including on-the-spot checks, is carried out. Where the suspension period exceeds two months, the contractor may request EMSA 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, EMSA reserves the right to terminate the order form or Specific Contract in accordance with Article II.14.1(c).

#### **II.15.8 Interest on late payment**

On expiry of the payment periods specified in Article I.4, and without prejudice to Article II.15.7, 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 percentage 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.15.7 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.15.1.

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.16 - REIMBURSEMENTS**

**II.16.1** Where provided by the special conditions or by the tender specifications, EMSA shall reimburse the expenses which are directly connected with execution of the tasks on production of original supporting documents, including receipts and used tickets

**II.16.2** Travel expenses are reimbursed on the following basis:

- (a) The shortest and most economical normal route by rail (first class) between the seat of the contractor and the place where the task is to be executed.
- (b) If the journey includes at least six hours of night travel between 22:00 and 7:00, the cost of accommodation in a double sleeper.
- (c) Seat reservations and transport of necessary luggage, and supplements for high-speed trains.
- (d) Expenses arising for journeys by sea are reimbursed on presentation of the supporting documents. The cost of transporting a car by sea is not reimbursed.
- (e) Where the person concerned travels by car, travel expenses are reimbursed on the basis of the first class rail fare, excluding any supplements. The person is requested to provide supporting documents as to the actual price of a first class rail ticket for the journey in question at the occasion the experts is participating in.

- (f) Where the distance by rail exceeds 400 km, or where the route includes a sea crossing, the cost of travel by air will be reimbursed on the basis of the fare in economy class or, if that is not available, business class.
- (g) Taxi fares are not reimbursed

**II.16.3** Subsistence expenses are reimbursed on the following basis:

- (a) For journeys of less than 200 km (return trip) no subsistence expenses shall be payable.
- (b) Reimbursement of accommodation is based on actual costs of accommodation on production of an original invoice up to the ceiling as indicated in Annex IV per necessary over night stay related to the tasks executed. Accommodation shall be arranged and paid directly by the contractor.
- (c) Flat rate daily allowance as specified in Annex III shall be reimbursed for days during which the tasks are executed. This amount covers all expenses at the place where the tasks related to the contract are executed, including the cost of meals and local transport (incl. taxi).
- (d) Daily allowance for up to two days may be paid for extra over night stays necessary to qualify for a reduced transport fare through e.g. a stay over from Saturday to Sunday, provided the reduction amounts at least to the extra allowance paid.

**II.16.4** The cost of shipment of equipment or unaccompanied luggage shall be reimbursed provided EMSA has given prior written authorisation.

**II.16.5** Conversion between the euro and another currency shall be made as specified in Article II.5.2.

**ARTICLE II.17 – RECOVERY**

**II.17.1** If an amount is to be recovered under the terms of the FWC, the contractor shall repay EMSA the amount in question according to the terms and by the date specified in the debit note.

**II.17.2** If the obligation to pay the amount due is not honoured by the date set by EMSA in the debit note, the amount due shall bear interest at the rate indicated in Article II.15.8. Interest on late payments shall cover the period from the day following the due date for payment up to and including the date when EMSA receives the full amount owed.

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

**II.17.3** If payment has not been made by the due date, EMSA may, after informing the contractor in writing, recover the amounts due by offsetting them against any amounts owed to the contractor by EMSA or by calling in the financial guarantee, where provided for in Article I.4 or in the Specific Contract.

## **ARTICLE II.18 – CHECKS AND AUDITS**

**II.18.1** EMSA and the European Anti-Fraud Office may check or carry out an audit on the performance of the FWC. It may be carried out either directly by its own staff or by any other outside body authorised to do so on its behalf.

Such checks and audits may be initiated during the performance of the FWC and during a period of five years which starts running from the date of expiry of the FWC.

The audit procedure shall be deemed to be initiated on the date of receipt of the relevant letter sent by EMSA. Audits shall be carried out on a confidential basis.

**II.18.2** The contractor shall keep all original documents stored on any appropriate medium, including digitised originals when they are authorised by national law and under the conditions laid down therein, for a period of five years which starts running from the date of expiry of the FWC.

**II.18.3** The contractor shall allow EMSA's staff and outside personnel authorised by EMSA 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 shall 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.18.4** 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, EMSA may recover all or part of the payments made and may take any other measures which it considers necessary.

**II.18.5** By virtue of Council Regulation (Euratom, EC) No 2185/96 of 11 November 1996 concerning on-the-spot checks and inspection carried out by the Commission in order to protect the European Communities' financial interests against fraud and other irregularities and Regulation (EC) No 1073/1999 of the European Parliament and the Council of 25 May 1999 concerning investigation conducted by the European Anti-Fraud Office (OLAF), the OLAF may also carry out on the spot checks and inspections in accordance with the procedures laid down by Union law for the protection of the financial interests of the Union against fraud and other irregularities. Where appropriate, the findings may lead to recovery by EMSA.

**II.18.6** The Court of Auditors shall have the same rights as EMSA, notably right of access, for the purpose of checks and audits.



**SPECIFIC CONTRACT No [complete]\***

implementing Framework contract No [complete]

The European Maritime Safety Agency (hereinafter referred to as 'EMSA'),  
represented by [insert name, title Authorising Officer]<sup>2</sup>,

on the one part,

and

[full official name]  
[official legal form]<sup>3</sup>  
[statutory registration number]<sup>4</sup>  
[full official address]  
[VAT registration number]

(hereinafter referred to as "the contractor"), [represented by [forename, surname  
and function,]]<sup>5</sup>

on the other part,

---

\* **Options [in italics] to be deleted where not applicable.**

**Options [in roman] to be completed.**

<sup>2</sup> Head of Unit ( $\leq 60\,000$  €) Head of Department ( $\leq 200\,000$  €) Executive Director ( $> 200\,000$ €).

<sup>3</sup> Delete if contractor is a natural person or a body governed by public law.

<sup>4</sup> Delete if contractor is a body governed by public law. For natural persons, indicate the number of their identity card or, failing that, of their passport or equivalent.

<sup>5</sup> In the case of a joint offer and provided the invitation to tender so specifies, the following clause should be added below the identification of the parties: "The parties identified above and hereinafter collectively referred to as 'the Contractor' shall be jointly and severally liable vis-à-vis EMSA for the performance of this contract".

HAVE AGREED

### **ARTICLE III.1 - SUBJECT MATTER**

**III.1.1** This specific contract implements Framework Contract (FWC) No [complete] signed by EMSA and the contractor on [complete date].

**III.1.2** The subject matter of this specific contract is [short description of subject]. [*This specific contract relates to lot [complete] of the FWC.*]

**III.1.3** The contractor undertakes, in accordance with the terms set out in the FWC and in this specific contract and the annex[es] thereto, which form an integral part thereof, to perform the [following tasks:] [tasks specified in Annex [complete].]

### **ARTICLE III.2 - ENTRY INTO FORCE AND DURATION**

**III.2.1** This specific contract shall enter into force [on the date on which it is signed by the last party] [on [insert date] if it has already been signed by both parties].

**III.2.2** The service(s) as specified in section III.1.1 shall be provided within [days/months] from the date of entry into force of the Contract. Execution of the tasks shall start from [the date of entry into force of this specific contract] [insert date].

The period of execution of the tasks may be extended only with the express written agreement of the parties before such period elapses.

### **ARTICLE III.3 - PRICE**

**III.3.1** The maximum total price to be paid under this specific contract shall be EUR [amount in figures and in words] covering all tasks executed.

**III.3.2** In addition to the maximum total price [no reimbursable expenses are foreseen][expenses up to the amount of EUR [amount in figures and in words] shall be reimbursed according to the provisions of the FWC].

### **ARTICLE III.4 - PERFORMANCE GUARANTEE**

[Not applicable]

[Option 1 - Performance guarantee by deduction from payment of balance]

[A performance guarantee shall be constituted by deduction of 10% of the total value of the specific contract on the payment of the balance. It shall be withheld for up to [complete] months from the date of payment of the balance. ]

[Option 2 - Performance guarantee by financial guarantee]

*[A performance guarantee for an amount of EUR [amount in figures and in words] shall be issued no later than [insert date][the date of dispatch of the invoice for payment of the balance]<sup>6</sup> according to the conditions laid down in Article II.15.5.]*

### **ARTICLE III.5 - EXPLOITATION OF THE RESULTS**

*[Not applicable]*

*[Insert details on the intended use of results linked to the specific request for service supplementing or replacing clause I.8 of the special conditions]*

### **ANNEXES**

Request for service

Contractor's specific tender (No [complete]<sup>7</sup> of [insert date])

### **SIGNATURES**

For the contractor,

For EMSA

*[Company  
name/forename/surname/function]*

*[Insert name and title of the  
Authorising Officer]*

signature[s]: \_\_\_\_\_

signature[s]: \_\_\_\_\_

Done at [place], [date]

Done at [Lisbon], [date]

In duplicate in [English].

---

<sup>6</sup> This bank guarantee can be requested later in the execution of the contract, not necessarily at the beginning, since it covers ex-post performance and the longer a guarantee is, the more expensive it is.

<sup>7</sup> Number to be inserted in case of competitive multiple framework contract.



European Maritime Safety Agency

## **ANNEX I**

### **Tender Specifications**



European Maritime Safety Agency

**ANNEX II**

**Contractor's Tender (No ..... of .....)**



**ANNEX III**

**Statement of Contractor concerning right to delivered result**

I, *[name and function]*, representing *[company name]*, party to the contract 2014/EMSA/OP/08/2014, warrant that the contractor holds full right to the delivered Enhancement and Maintenance Services for EMSA's Sharepoint Collaboration platform which is free of any claims, including claim of the creators who transferred all their rights and *[were fully paid] [will be paid as agreed within [complete] weeks from [delivery of this statement.] [receipt of confirmation of acceptance of the work].*

Date, place, signature

## ANNEX IV

### CONDITIONS OF USE REMOTE ACCESS TO EMSA IT NETWORK

EMSA provides remote access to its IT systems to selected contractors in order to facilitate the performance of services. Contractors are required to accept and observe the current Conditions of Use in order to ensure the EMSA IT systems are not compromised in the course of using the remote access facility.

#### 1. Physical and logical protection measures of the Contractor

As defined in its ICT Security Policy in Annex II of this agreement, the Contractor protects its IT network and sub-networks from which remote access to the EMSA IT network is performed efficiently against intrusion, malware, malicious code and other threats. All tasks are carried out in a physically protected environment with logically protected information technology equipment, which EMSA representatives may inspect at request.

The Contractor's network is connected to any other network through a firewall corresponding to the latest industry standards.

The Contractor implements strictly its IT Security Policy which has been submitted to EMSA. Any changes to this policy and any incident that calls the efficiency of its security policy in question shall be reported with no delay to EMSA.

The Contractor performs the remote access to EMSA's VPN through professional Personal Computers specially designated for that purpose, and not through any other private or public Personal Computer.

These Personal Computers operate at all time during the use of the remote access facility with an operating system compatible with the EMSA VPN client software with the latest security patches, are configured with industry standard anti-virus software using the latest anti-virus signatures files and are malware free when scanned by the EMSA VPN anti-malware scanner.

#### 2. Connecting to EMSA network

The Contractor's specifically designated staff and other collaborators access EMSA networks solely from the Contractor's network. The Contractor ensures that remote access will not be implemented from any other network or stand-alone host by introducing adequate measures, including an adequate physical control and protection of the physical protection devices (tokens) that are provided by EMSA.

The Contractor maintains a register of designated authorised staff and other collaborators and provides a list of such to EMSA. Any changes to the list of designated authorised staff and other collaborators shall be communicated to EMSA.

The Contractor informs the designated authorised staff and other collaborators about these Conditions of Use and requires an undertaking in writing by the designated authorised staff and other collaborators to comply with the rules and standards in place at any time when accessing EMSA IT networks under the remote access arrangements. Any failure to accept such undertaking in writing shall lead to the exclusion of the staff and other collaborators from the project carried out under the service contract.

The Contractor ensures that the software and hardware measures and mechanisms to ensure identification and authentication of any remote access defined and provided by EMSA are properly installed and used in compliance with this agreement and solely for the purposes of the contractual tasks defined in this agreement and the service contract.

The Contractor is responsible for the internal management and assignment of the authentication and identification mechanism(s) to its designated authorised staff and other collaborators.

The Contractor is liable for the consequences of the misuse or loss of the authentication and identification mechanism(s) allowing the use of EMSA systems by persons not belonging to the designated authorised staff and other collaborators.

### **3. Specific duties of the Contractor**

The Contractor undertakes:

- to use the resources provided by EMSA for no other purpose than to execute the tasks for which they are provided;
- to destroy all data, which he has transferred to his premises or other data storage facility under his control in order to perform the tasks defined by this agreement once they are no longer needed for the tasks required by EMSA,
- not to put out of service the mechanisms set up in the course of this agreement,
- to apply best efforts to remedy as soon as possible any fault, problem, weakness that could appear and for which he is responsible, including those not foreseen in the course of this agreement and inform the EMSA IT Security Coordinator of any such incidences,
- not to disclose to any third party or any member of staff unless on a strict need-to-know basis and technical information or data that may facilitate unlawful or malicious intrusion into EMSA networks. Such information shall be kept under strict physical control (safe) and shall be protected against undetected copying.

### **4. Designated authorised staff and other collaborators**

Members of the designated authorised staff and other collaborators:

- conform to the security rules and policies of the Contractor;
- do not disclose any information held by the Contractor on behalf of EMSA to third parties, except on a need-to-know basis where authorised;
- make use of all reasonable means of controlling access provided by the Contractor and in balance with the sensitivity of the information system concerned to prevent unauthorised persons from using the resources at their disposal, in particular by ensuring that computer terminals are not accessible during absences, however short these absences may be;
- do not access services for which they have not been explicitly granted authorisation, whether or not the services in question belong to the Contractor or to EMSA;
- do not disclose authentication procedures or share them with third parties unless strictly required to do so by the needs of the service and following consultation of the EMSA IT Security Coordinator;
- do not install or use on computers (work stations, local or central servers, etc.) any equipment or programmes, from portable storage media (diskettes, optical disks, etc.) or downloaded from electronic bulletin boards, e-mail systems or telecommunications networks belonging to third parties, unless explicitly authorised by the Contractor;
- do not install or have installed connections with networks without explicit authorisation from the Contractor;
- do not set up electronic bulletin boards, e mail systems, modem connections or any other type of information communication system that could enable unauthorised persons gaining access to the Contractor's or EMSA's systems;
- do not use equipment or software that is their private property when connected to the Contractor's and/or EMSA's network without prior explicit authorisation from the Contractor;
- notify their superior as soon as they suspect any failure or incident affecting the security of their own IT Network environment or of other systems;
- take all possible steps in respect of availability, confidentiality and integrity to safeguard the security of their working environment, particularly as regards working methods they have introduced or developed themselves.

### **5. Obligations**

The contractor and EMSA undertake:

- to inform each other of any attack on the security mechanisms of their systems that could affect the security of the other;
- not to hold each other liable for delays occasioned by shutdowns of their systems in order to enforce security or repair damage caused by attacks from a third party whether known or unknown;
- to act immediately to cease data communication with the other if in good faith they believe that the security of either of the networks for which they are responsible is at risk and until that risk is identified and countered.

## **6. EMSA remote access environment**

An authentication mechanism and an access control mechanism managed by EMSA are set up at the connection point with EMSA's internal network. These mechanisms ensure that only the designated authorised staff and other collaborators of the Contractor have access to EMSA's internal resources when it is granted to perform contractual tasks. EMSA staff is able to interrupt remote interventions immediately and at any time from its premises. The remote intervention process grants only the access rights assigned by EMSA staff from their premises. An audit trail is generated in the EMSA environment.

## **7. Authentication and identification**

At the boundary of EMSA's network, the mechanism for authentication and identification is based on a two factors authentication using credentials (username + password) plus a one-time-password which is currently provided by a hardware RSA token. EMSA reserves the right to change schema and technologies involved in the authentication process at any time, informing in advance the Contractor. The one-time-password device will be sent to the representative of the Contractor. The associated credentials will only be sent after reception (by means of a fax) of the acknowledgement of reception for the token(s). This document with acknowledgement of receipt must be signed by a duly authorised representative of the Contractor. When a member of the designated authorised staff and other collaborators wants to connect to an EMSA ICT resource (inbound connection), a VPN tunnel shall be initiated establishing a session with the VPN gateway of EMSA. The VPN gateway sends back an authentication request. This request must be answered by sending the credentials together with the value shown on the one-time-password device. If the authentication is successful, the connection to the EMSA resource is open. The tokens are under the sole responsibility of the Contractor.

The establishment of the VPN tunnel imposes the usage of a specific VPN client. Currently EMSA delivers client software for Microsoft Windows only - that the Contractor is required to use. Access by other means such as third party clients or web based clients, is explicitly forbidden. The VPN client software launches a security compliance checking during the VPN tunnel establishment. The windows machine is required to have the latest service pack and security patches installed and an updated anti-virus with on-access scanner capabilities. A quick audit of the client machine is also performed searching for traces of malware. If the windows client machine is found to be non-compliant, the remote access to EMSA is denied.

All costs linked to the remote access to the EMSA network, like telephone costs, costs of leased line, costs of routers and costs of spare hardware VPN client must be borne by the Contractor.

## **8. Access & Contact Grids**

In Appendix 1 of this agreement are detailed the following:

1. Contractor's contacts for remote access setup and incident handling;
2. Contractor's staff for which remote access tokens are requested;
3. EMSA Contacts for remote access setup and general project and ICT security incident handling;
4. To which EMSA applications and information assets the contractor will be granted access;
5. Relevant contractor's data transmission network details.

Accepted:

For the Contractor

Annexes: Annex IV a Access and Contact Grids, Annex IV b Security Policy Docs





### Annex IV a - Access & Contact Grids

CONTRACTOR'S CONTACTS	
Project Manager <i>Set-up and management of the connection</i>	Name
	Function
	Telephone
	Email
Contact person/team <i>Incident handling <b>during</b> working hours (including operational and security incidents)</i>	Name
	Function
	Telephone
	Email
Contact person/team <i>Incident handling <b>outside</b> working hours (including operational and security incidents)</i>	Name
	Function
	Telephone
	Email

<b>Escalation procedure</b>  <i>Incident handling (including operational and security incidents)</i>	Name	
	Function	
	Telephone	
	Email	

<b>Requested token and authorized staff</b>		
<i>Typically EMSA will provide a single token. Should the contractor require additional tokens, it should be reflected on the table below. Additional tokens will only be provided under exceptional circumstances with proper justification.</i>		
Token number		Member staff and role
		Member staff and role
		Member staff and role

## EMSA'S CONTACTS

<b>Project Officer</b> <i>Set-up and management of the connection</i>	Name	
	Function	
	Telephone	
	Email	
<b>ICT Service Desk</b> <i>Set-up and management of the connection</i>	Name	Roar Fondse
	Function	ICT Service Desk
	Telephone	+351 21 1209 321
	Email	ICT.servicedesk@emsa.europa.eu
<b>Contact person/team</b> <i>Incident handling <b>24/7</b> (including operational and security incident)</i>	Name	Maritime Support Service (MSS)
	Function	24/7 Maritime Support
	Telephone	+351 21 1209 415
	Email	maritimesupportservices@emsa.europa.eu

## INBOUND NETWORK ACCESS TO EMSA'S ICT RESOURCES

For each resource, indicate the services required to perform the tasks described in the specific agreement. Use one line per service even if several services are hosted on the same server.

Inbound Connections to EMSA's ICT Resources (Normally completed by EMSA PO with the Input from the contractor)											
ID	Application (and DC Rfc number if applicable)	Associated Application Data Assets (e.g. SSN ship coordinates, user database)	Component (Oracle, WebLogic, Linux account, etc.)	IP Address or NAME (Name or DNS Name or Generic service)	Location (DMZ or Data Centre or EMSA Intranet)	Service Port <sup>1</sup>	Port Description <sup>2</sup>	Access Starting Date <sup>3</sup>	Latest End Date <sup>4</sup>	Description	Authenti- cation Type
1											
2											

- 
- 1 Application port number (ex: TCP 80, TCP 443, TCP 2010 ...). UDP based applications protocols are not permitted.
  - 2 Application (protocol) name (ex: HTTP, HTTPS ...). For custom protocols, enter the name of the protocol (if exist) or the name or the application accessed through this protocol.
  - 3 Access to the specific resource will be **opened** as from this day on.
  - 4 Access to the specific resource will be **blocked** as from this day on

**Inbound Connections to EMSA's ICT Resources**  
*(Normally completed by EMSA PO with the Input from the contractor)*

<b>ID</b>	<b>Application</b> (and DC Rfc number if applicable)	<b>Associated Data Assets</b> (e.g. SSN ship coordinates, user database)	<b>Component</b> (Oracle, WebLogic, Linux account, etc.)	<b>IP Address or NAME</b> (Name or DNS Name or Generic service)	<b>Location</b> (DMZ or Data Centre or EMSA Intranet)	<b>Service Port<sup>1</sup></b>	<b>Port Description<sup>2</sup></b>	<b>Access Starting Date<sup>3</sup></b>	<b>Latest End Date<sup>4</sup></b>	<b>Description</b>	<b>Authentication Type</b>
<b>3</b>											
<b>4</b>											
<b>5</b>											
<b>6</b>											
<b>7</b>											
<b>8</b>											

**CONTRACTOR'S OUTBOUND ACCESS NETWORK AND ICT RESOURCES USED FOR THE ACCESS TO EMSA'S ICT RESOURCES**

<b>Data Transmission Network</b> <i>(This information will be used for compliance checking and troubleshooting purposes)</i>	
<b>Inbound Internet Link Bandwidth</b> <i>("P" for primary connection and "B" for back-up connection)</i>	
<b>Outbound Internet Link Bandwidth</b> <i>("P" for primary connection and "B" for back-up connection)</i>	
<b>Operating System where VPN client will be installed</b> <i>(Specify if Windows XP, Windows Vista or Windows 7)</i>	



