

## REQUEST FOR PROPOSALS

<b>ERP – HR &amp; Self-service</b>	<b>Tender Name</b>
<b>PUR-002966</b>	<b>Tender Number</b>
<b>19/02/2026</b>	<b>Release Date</b>
<b>02/03/2026</b>	<b>Questions Deadline</b>
<b>09/03/2026</b>	<b>Tender Closing Date</b>
<b>Bids must be submitted All proposals shall be submitted through the portal, with technical and financial proposals submitted separately.</b>	<b>Submission</b>

## 1. Saudi Water Partnership Company (SWPC)

Saudi Water Partnership Company S.M.L.L.C established pursuant to the Supreme Economic Council's resolution number 5/23 dated 23/03/1423, is owned 100% by the Ministry of Finance. Vision 2030 recognizes the critical importance of ensuring the future reliable provision of water supplies and sanitation services for the well-being and quality of life for all citizens of the Kingdom of Saudi Arabia ("KSA"). MEWA is responsible for achieving the water, agricultural and environmental related targets of Saudi Arabia's Vision 2030.

Pursuant to a KSA Royal Court (40) Royal Order issued on 15/1/1440H (corresponding to 25 September 2018), MEWA was given the right to procure a number of projects with private sector participation. MEWA has delegated its right to be procurer for the water projects to .

The role for includes the following:

- To be the off taker for all future Independent Water Projects ("IWPs"), Independent Water and Power Projects ("IWPPs"), Independent Sewage Treatment Projects ("ISTPs") and Independent Strategic Water Reservoirs ("ISWR").
- To manage and lead the procurement process (in coordination with all stakeholders) for such independent projects from project initiation till negotiations, contract signing with developers, and oversight over construction; and,
- To be fully involved in the downstream water sector, including activities like demand forecasting & management, selling of water and related power services to water authorities/independent bulk off-takers/ transmission companies and potentially management of subsidy payments and balance of accounts for the water sector.

## 2. Purpose of the Project

Saudi Water Partnership Company (SWPC) is issuing this Request for Proposal (RFP) to appoint a qualified and experienced vendor to provide comprehensive managed services, functional and technical support, system optimization, integrations, documentation, training, and continuous enhancement for the organization's Microsoft Dynamics 365 Human Capital Management (HCM), Payroll, and Employee/Manager Self-Service modules.

The objective of this engagement is to ensure the stability, accuracy, performance, security, compliance, and business continuity of SWPC's Human Resources and Payroll ecosystem while enabling structured and time-bound enhancements aligned with SWPC's HR strategy, regulatory and labor law requirements, and operational efficiency goals. The selected vendor shall be responsible for maintaining and supporting existing HR modules, resolving incidents, managing configurations, monitoring integrations with external entities, and delivering functional and technical improvements without disruption to day-to-day HR and payroll operations.

The selected vendor shall deliver end-to-end managed services, including functional support, technical support, performance monitoring, system updates, integration maintenance, documentation, and knowledge transfer, under a three-year contractual agreement.

## 3. Scope of Work

### a. Core Managed Services Deliverables (Continuous – Years 1–3)

#### D-01 Break-Fix & Incident Resolution

- HR transaction errors resolution
- Payroll discrepancies resolution
- Workflow and approval failures correction
- Root cause analysis and preventive action reports
- SLA compliance

#### D-02 Performance Monitoring & Optimization

- Payroll processing performance monitoring
- Attendance processing optimization
- ESS portal stability monitoring
- Monthly performance reports

#### D-03 Security & Compliance Management

- Employee data privacy controls
- User access control & role management
- Audit trail review
- Compliance with Saudi Labor & PDPL regulations

#### D-04 Updates & Maintenance

- HCM module updates
- Regression testing
- Deployment management

- DEV / TEST / PROD lifecycle management

#### D-05 Integration Monitoring & Support

- Muqem integration monitoring
- GOSI integration stability
- Banking integrations monitoring
- Attendance devices integrations
- Azure services integrations
- Error resolution and logging

### **b. Functional HCM Module Deliverables (Continuous)**

#### D-06 Organization Management Support

- Organization structure configuration
- Positions & job management
- Worker profiles and competencies
- Workforce hierarchy management
- All functionalities within Organization Management module

#### D-07 Manpower & Recruitment Support

- Position forecasting
- Recruitment requisitions & workflows
- Career portal management
- Applicant tracking & onboarding lifecycle
- Recruitment projects and assessments
- All functionalities within Recruitment module

#### D-08 Training Management Support

- Internal and external training lifecycle
- Courses, surveys, exams, certificates
- Training expenses & approvals
- Competency updates
- All functionalities within Training module

#### D-09 Performance Management Support

- Employee goals and journals
- Performance review cycles
- 180° / 360° appraisals
- Bell curve enforcement
- Satisfaction reviews
- All functionalities within Performance module

#### D-10 Bonus Management Support

- Bonus cycles and calculations
- Grade bonus factors
- Annual bonus targets
- WPS bonus payment generation
- All functionalities within Bonus module

#### D-11 Promotion Management Support

- Promotion criteria engine
- Grade hierarchy & experience tracking
- Salary increments and quartile changes
- Promotion cycles
- All functionalities within Promotion module

#### D-12 Payroll Management Support

- Contracts & salary scales
- Automatic salary and accrual calculations
- EOS, leave, ticket, overtime postings to GL
- Payslip generation & bank files
- All functionalities within Payroll module

#### D-13 Attendance Management Support

- Attendance tracking & deductions
- Shift rotations
- Overtime and excuses approvals
- Fingerprint device integrations
- All functionalities within Attendance module

#### D-14 Workspace Analytics & Dashboards

- Headcount & turnover statistics
- Earnings & deductions analysis
- Employee CTC analytics
- All analytics and dashboard functionalities

#### D-15 Employee Self-Service (ESS Workspace)

- Worker profile management
- Benefits, competencies, certificates
- Job & contract details
- All ESS workspace functionalities

#### D-16 Employee Requests (Self-Service Processes)

- Leave, loan, grievance, expenses, overtime, tickets, education, end-of-service requests
- Identification & bank process requests
- All employee self-service request workflows

#### D-17 Manager Requests & Inquiries

- Promotions, transfers, salary increments
- Recruitment & disciplinary processes
- Team attendance & payroll inquiries
- All manager workflow functionalities

#### D-18 ESS Mobile Application Support

- Mobile self-service requests
- Notifications & announcements
- Pay slips & documents

- Worker profile management
- All ESS mobile functionalities

#### D-19 Documentation & Training

- Standard Operating Procedures (SOPs) for all implemented HCM modules
- HR User Manuals and step-by-step guides
- Quarterly Functional & Technical Workshops for HR and IT teams
- Knowledge Transfer Sessions to SWPC internal staff
- System Administrator Training for configuration, security roles, and basic troubleshooting
- Updated documentation after every major enhancement or release

### c. ERP Development & Enhancement Deliverables (Roadmap Based – Human Capital)

#### i. Recruitment & Onboarding Enhancements

- D-20 – Full Hiring Lifecycle Automation – Target: 2026 Q1
- D-21 – Onboarding & Feedback Lifecycle – Target: 2026 Q1
- D-22 – Coop & Special Recruitment Cycles – Target: 2026 Q3

#### ii. Training & Development Enhancements

- D-23 – Post-Training Employee Feedback Lifecycle – Target: 2026 Q1
- D-24 – PR Integration with Training Requests – Target: 2026 Q3

#### iii. Performance & Satisfaction Enhancements

- D-25 – Full Performance Lifecycle Enhancements – Target: 2026 Q1
- D-26 – Annual Employee Satisfaction Survey – Target: 2026 Q3

#### iv. Workforce Planning & Dashboards

- D-27 – Manager & Employee Dashboards – Target: 2026 Q2
- D-28 – Centralized Outsourced Staff Lifecycle – Target: 2026 Q2
- D-29 – Manpower Planning Engine – Target: 2026 Q4

#### v. Payroll & Employee Relations Enhancements

- D-30 – Payroll Annual Increment & Promotions – Target: 2027
- D-31 – Employee Relations (Resignation, Exit Interviews, Letters) – Target: 2027

#### vi. Integration & AI Enhancements

- D-32 – Muqem & GOSI Full Automation – Target: 2028 Q2
- D-33 – AI CV Screening & Recruitment Automation – Target: 2028 Q1

#### vii. Year by Year Plan

- D-34 – Annual HR Enhancement Plan within SLA

**viii. JIRA Tickets & Progress**

D-35 – Provide access for 2 SWPC employees to Jira or Web-Based Ticketing System

**ix. Open development hours for small to medium features**

D-36 – The vendor shall provide open development hours for small to medium features and enhancements

**d. SLA Commitment**

Severity Level	Definition	Initial Response Time	Target Resolution Time
P1 – Critical Outage	Complete system outage, production unavailable, or major business process halted with no workaround	4 Hours	24 Hours
P2 – High Impact	Major functionality impaired, partial outage, or significant performance degradation with limited workaround	12 Hours	3 Business Days
P3 – Medium Impact	Degraded service, non-critical functionality affected, workaround available	24 Hours	7 Business Days
P4 – Low Impact	Information request, minor issue, cosmetic defect, or enhancement inquiry	48 Hours	10 Business Days

- System Availability Target: 99.9% uptime during business hours.
- Business Hours Support: 8:00 AM – 6:00 PM (KSA Time).
- Critical Issue Coverage: 24/7 response for P1 incidents.
- Monthly SLA Reporting: Incident metrics, response compliance, and resolution performance.
- Escalation Matrix: Vendor shall provide named contacts for Level 1, Level 2, and Executive escalation.

**4. Project Implementation Timetable:**

Year 1,2 & 3 Plan Implementation	3 years
ERP HR & Self-Service SLA	3 years

**5. Project Implementation Location.**

Saudi Water Partnership Company Headquarter – Riyadh, Saudi Arabia

## 6. BOQ

No	Item	Quantity	UOM
1	ERP HR & Self-service SLA	12	Quantity

## 7. Evaluation:

Technical 70%

Financial 30%

## 8. Technical Criteria with percentage:

Criteria	Weight
The bidder demonstrates clear understanding and compliance with Saudi regulatory, Labor, and audit requirements, including NCA cybersecurity guidelines, PDPL data privacy controls, GOSI and Muqem integrations compliance, payroll statutory obligations, and SWPC internal governance standards.	<b>5%</b>
The bidder proposes a secure, scalable, and production-ready Microsoft Dynamics 365 HCM managed services and enhancement approach, covering Organization Management, Recruitment, Training, Performance, Payroll, Attendance, Employee & Manager Self-Service (web and mobile), Integrations, Reporting, Security, and Monitoring, aligned with SWPC operational needs and strategic HR roadmap.	<b>25%</b>
The bidder proposes a secure, scalable, and production-ready Microsoft Dynamics 365 HCM managed services and enhancement approach, covering Organization Management, Recruitment, Training, Performance, Payroll, Attendance, Employee & Manager Self-Service (web and mobile), Integrations, Reporting, Security, and Monitoring, aligned with SWPC operational needs and strategic HR roadmap.	<b>15%</b>
The bidder presents a clear and realistic delivery and enhancement roadmap methodology aligned with SWPC's 2026–2028 Human Capital plan, including governance structure, quarterly milestones, documentation standards, administrator training, knowledge transfer, and risk management approach.	<b>10%</b>
The bidder demonstrates capability to provide long-term operational support and managed services, meet SLA response and resolution targets, deliver monthly and quarterly performance reports, ensure continuous improvement, and provide transparent resource planning and cost management throughout the full three-year contract duration.	<b>15%</b>
<b>Total</b>	<b>70%</b>

Financial percentage: 30%

## 9. Assumptions & Constrains

### Assumptions:

- Resource Availability: SWPC will allocate the necessary resources, including personnel, equipment, and facilities, to support the project.
- Stakeholder Engagement: SWPC stakeholders will actively participate in workshops, interviews, and discussions to provide valuable insights and feedback.
- Data Access: SWPC will provide timely access to relevant data sources, systems, and information required for the project.
- Change Management: SWPC will implement an effective change management process to support the adoption and integration of digital transformation and AI technologies.
- Budget Approval: SWPC will secure the required budget for the project, including costs associated with vendor services, software licenses, hardware, and training.
- Timely Decision-Making: SWPC will make timely decisions and approvals to ensure the project progresses according to the defined timeline.
- External Dependencies: The project may rely on external vendors or third-party services for certain components. SWPC will facilitate necessary collaborations and agreements with these external parties.

### Constraints:

- Time Constraints: The project must adhere to the defined timeline and milestones to ensure timely completion.
- Budget Constraints: The project must operate within the allocated budget, ensuring cost-effective solutions and resource utilization.
- Regulatory Compliance: The solution must comply with relevant industry standards, regulations, and guidelines, including data privacy, cybersecurity, and accessibility requirements.
- Technical Limitations: The project may face technical limitations related to existing systems, infrastructure, and integration capabilities. These limitations must be identified and addressed to ensure successful implementation.
- Resource Constraints: Availability of key personnel and resources may be limited, requiring effective resource management and prioritization.
- Change Management: Implementing digital transformation and AI technologies may require significant organizational change. SWPC must be prepared to manage and address potential resistance and ensure a smooth transition.

## 10. Payment Terms:

Milestones	Payment Percentage
Year 1: ERP HR & Self-service SLA	Quarterly
Year 2: ERP HR & Self-service SLA	Quarterly
Year 3: ERP HR & Self-service SLA	Quarterly
<b>Total</b>	<b>100%</b>

## 11. Sanctions

If the supplier is late in completing the scope of work and delivering it in full on the specified dates, and the company did not terminate the contract, the supplier is obliged to pay compensation for the period in which the completion or completion of the work is delayed. The fine shall be calculated as follows:

- A quarter of the average daily cost for each day of delay in the first 15 days (1-15 days).
- Half the average daily cost for each day of delay of the fifteen days following the above period (16-30 days).
- Full daily average cost for each day of delay after 30 day (30 days).
- The sum of the fine shall not exceed 20% of the value of the contract.
- 10% of payment sanction of not delivered ERP features in each year (10% for each feature)

## 12. Termination

The Saudi Water Partnership Company has the right, if the contractors win, to terminate the contract whoever receives it.

The Saudi water partnership company may at any time terminate this Contract by giving written termination notice to the Second Party specifying the effective date of termination. And without the First party having any liability, compensation, or fees to the Second party except that the Second Party shall be paid for services rendered up to the date of termination.

## 13. Local Content.

The applicant must comply with all the requirements and conditions contained in the controls for giving preference to local content and the guiding rules for offering business and purchases to state-owned companies issued by Council of Ministers Resolution No. (658) dated 11/22/1443 AH, and the contracting company with the company to carry out business and purchases is committed to applying the provisions of these controls. The preference standard for small and medium enterprises and the price preference standard for small and medium enterprises were also applied.

## 14. Conflict of Interest

- The Bidder shall fully and proactively disclose any actual or potential conflict of interest that may arise, or that could reasonably be perceived as a conflict of interest, whether direct or indirect, in connection with this Request or any related parties.

- A conflict of interest shall be deemed to exist if the Bidder, or any of its partners, employees, representatives, or subcontractors, has any personal, financial, or professional interest that may affect, or could reasonably be expected to affect, its impartiality, independence, or integrity in performing the works subject to this Request for Proposals.
- The Bidder declares that no conflict of interest exists that would prevent its participation in this Request. Should any conflict of interest exist or arise at a later stage, the Bidder shall immediately notify the Requesting Entity in writing and take all necessary measures to resolve the conflict to the satisfaction of the Entity.
- The Requesting Entity reserves the right to disqualify the Bidder's proposal or terminate the contract if a conflict of interest is identified that was not disclosed or was addressed in an unacceptable manner, without prejudice to its right to take any other legal or regulatory actions.

## **15.Contract Version & Termes & Conditions**



**“Draft Of contract”**

<p><b>Contract of*****</b> This Contract is made and entered into on the ***/144*H, corresponding to the ***/202*G, in Riyadh, Saudi Arabia between the following parties:</p>	<p><b>عقد*****</b> تم الاتفاق على هذا العقد بتاريخ ***/144* هـ الموافق ***/202* م، في مدينة الرياض، المملكة العربية السعودية بين الأطراف التالية:</p>
<p>First party: Saudi Water Partnership Company S.M.L.L.C A Single Member limited liability company organized and existing under the laws of the Kingdom of Saudi Arabia with commercial registration number (1010189400), whose Article of Association Amendment is registered with Notary Public in No. (41972904) dated 04/05/1441H, and having its principal office: Short Address No. (RGRB7586), Building No. (7586) King Fahad Road secondary No. (4119) Al 4119) Unit -Rahmaniyah, Post code(12341 No.(18), Moon Tower, Riyadh, Kingdom of Saudi Arabia, Telephone/ 00966112808918 and whose represented by: CEO, Mr. Khalid AL Qureshi. Hereinafter referred to as the “First Party” or the “Company”, or “SWPC”. And *****Second party: , organized and *****It is existing under the laws of the Kingdom of Saudi Arabia with commercial registration , *****) dated *****number ( and its main office address is at: Short ), Saudi Arabia *****Address No. ( District, Riyadh, *****) ***** ( ), *****) Postal Code (****secondary No. ( , represented by: *****Telephone No: , hereinafter ***** as an the ***** referred to as the “Second Party”, “CONTRACTOR”, “advisor” or “Service provider”. The First Party and Second Party are collectively referred to as the “Parties”</p>	<p><b>الطرف الأول: الشركة السعودية لشراكات المياه ش.و.ذ.م.م</b> وهي شركة شخص واحد ذات مسؤولية محدودة منظمة وقائمة وفقاً لأنظمة المملكة العربية السعودية بموجب السجل التجاري رقم (١٠١٠١٨٩٤٠٠)، والمثبت تعديل عقد تأسيسها لدى كاتب العدل بالرقم (٤١٩٧٢٩٠٤) وتاريخ ١٤٤١/٥/٤ هـ، وعنوان مكتبها الرئيسي: العنوان المختصر (RGRB7586)، (٧٥٨٦) طريق الملك فهد، الرقم الفرعي (٤١١٩) حي الرحمانية، الرمز البريدي (٤١١٩-١٢٣٤١) وحدة رقم (١٨)، الرياض، برج القمر، المملكة العربية السعودية، هاتف رقم/٠٠٩٦٦١١٢٨٠٨٩١٨. ويمثلها: الرئيس التنفيذي السيد خالد القريشي، ويُشار إليها فيما يلي بـ "الطرف الأول" أو "الشركة". و <b>الطرف الثاني:*****</b> وهي قائمة وفقاً لأنظمة المملكة العربية السعودية بموجب السجل التجاري رقم (*****) وتاريخ *****هـ، وعنوان مكتبها الرئيسي في: ***** ***** *****، ويمثلها: ***** بصفته ***** ويشار إليها فيما بعد بـ "الطرف الثاني" أو "مقدم الخدمة" أو "المتعاقد" أو "استشاري". كما يشار إلى الطرف الأول والطرف الثاني مجتمعين بـ "الأطراف" أو "الطرفين" أو "الطرفان".</p>
<p>Preamble: whereas the second party is license by *****holding NO.(***** ) Dated On ***/**/***** *****</p>	<p><b>التمهيد</b> حيث أن الطرف الثاني يحمل ترخيص صادر من *****رقم (***** ) وتاريخ ***/**/***** هـ، لمزاولة مهنة</p>

<p>AH, to practice the ***** , and have experience, knowledge, and background in In providing ***** , and where the first party expressed its desire to benefit from those services for ***** the Parties with mutual consent and Acceptance which they are in full capacity according to sharia and law have agreed to the following:</p>	<p>***** ولديه الخبرة والمعرفة والخلفية في تقديم خدمات ***** ، وحيث أبدى الطرف الأول رغبته في الاستفادة من تلك الخدمات للقيام بتقديم خدمات ***** وعليه تم الاتفاق بالرضى والقبول المتبادل بين الطرفين وهما بكامل الأهلية المعتبرة شرعاً ونظماً على ما يلي:</p>
<p>Article 1: Introduction Inclusion The above preamble shall be deemed as an integral part hereof.</p>	<p><u>المادة الأولى: شمولية المقدمة</u> تعتبر المقدمة أعلاه جزءاً لا يتجزأ من هذا العقد.</p>
<p>Article 2: Scope of Work The scope of work is as per RFP ISSUED ON **/**/2024</p>	<p><u>المادة الثانية: نطاق العمل</u> يعتبر نطاق العمل وفقاً لما جاء وثيقة طلب العروض</p>
<p>Article 3: Location of Work Riyadh, or any city in the Kingdom of Saudi Arabia according to the business need.</p>	<p><u>المادة الثالثة: موقع العمل</u> في مدينة الرياض وأي مدينة أخرى بالمملكة العربية السعودية حسب حاجة العمل.</p>
<p>Article 4: Contract Price The Price of this contract is (*****) ***** Saudi riyals inclusive of all fees, expenses, VAT, and any other taxes payable by the Second Party to implement this Contract.</p>	<p><u>المادة الرابعة: مبلغ العقد</u> إجمالي مبلغ هذا العقد هو (*****) ***** ريال سعودي شاملة كافة المصاريف والرسوم والآتعب والنفقات والضرائب المستحقة نظاماً على الطرف الثاني من أجل تنفيذ هذا العقد</p>
<p>Article 5: Payment Terms 1- Invoices are paid after deductions, if -١ any, by the first party based completion and submission of each study or task from the contract by the second party and after sending the invoice for approval and payment within (30) days, provided that the first party approves it. The payment to the second party to be -٢ through: Bank: Al *** Account Number: ***** I</p>	<p><u>المادة الخامسة: شروط السداد</u> ١- يتم سداد الفواتير بعد الخصومات إن وجدت من قبل الطرف الأول بعد تقديم كل دراسة أو مخرج من العقد من قبل الطرف الثاني يوماً وشريطة (٣٠) وبعد إرسال الفاتورة للاعتماد والدفع خلال موافقة الطرف الأول عليها. ٢- يتم تسديد مبلغ العقد للطرف الثاني عبر التحويل البنكي إلى: اسم البنك: ***** رقم الحساب: *****.</p>
<p>Article 6: Contract Period and Termination 1- The duration of the contract is (12) -١ twelve months starting from the date of */***/202* ,</p>	<p><u>المادة السادسة: مدة العقد والإنهاء</u> ١- مدة العقد هي (**) شهرًا تبدأ من تاريخ */***/٢٠٢* م.</p>

<p>٢- The First Party alone, may at any time terminate this Contract by giving written termination notice to the Second Party specifying the effective date of termination. And without the First party having any liability, compensation, or fees to the Second party except that the Second Party shall be paid for services rendered up to the date of termination.</p>	<p>٢- يستطيع الطرف الأول بمفرده إنهاء هذا العقد في أي وقت وذلك بإشعار الطرف الثاني خطياً، موضحاً بإشعاره تاريخ إنهاء العقد من دون تحمل الطرف الأول أي مسؤولية أو تعويض أو نفقات للطرف الثاني، ويتم دفع قيمة الأعمال التي تم تقديمها من الطرف الثاني حتى تاريخ الانهاء.</p>
<p><b>Article 7: Contract Documents</b> This Contract consists of provisions stated herein and, in addition, to the terms and conditions stated in the following documents, which shall be deemed integral parts of this Contract: ١- Second Party's Legal documents. ٢- The Company's General Terms and Conditions. ٣- Request for proposals dated on ***/**/202*. ٤- Second Party Technical and financial on ***/**/202* proposal dated</p> <p>In case of contradiction between the Contract and the provisions of the Contract documents, the Contract then each document prevails upon the one that follows it in the order indicated in this article.</p>	<p><b>المادة السابعة: وثائق العقد</b> بالإضافة إلى الأحكام الواردة في هذا العقد، يتألف هذا العقد من الأحكام والشروط الواردة في الوثائق التالية وتكون جزء لا يتجزأ من هذا العقد: ١- المستندات النظامية للطرف الثاني. ٢- الشروط والأحكام العامة للشركة. ٣- وثيقة طلب العروض للطرف الأول بتاريخ ***/**/٢٠٢*. ٤- عرض الطرف الثاني بتاريخ ***/**/٢٠٢* م.</p> <p>وفي حالة وجود تناقض بين العقد وأحكام وثائق العقد، فإن العقد ثم كل وثيقة متقدمة تسود على الوثيقة التي تليها في الترتيب الوارد في هذه المادة.</p>
<p><b>Article 8: Sanctions</b> ١- If the Second Party is late for completing the work and delivering it in full on the specified dates agreed upon between the two parties and the company did not terminate the contract, the Second Party is obliged to pay compensation for the period in which the completion or completion of the work is delayed, the fine shall be calculated as follows: a. A quarter of the average daily cost for each day of delay in the first 15 days (1-15 days). b. Half the average daily cost for each day of delay of the fifteen days following the above period (16-30 days). c. Full daily average cost for each day of delay after 30 day (30 days).</p>	<p><b>المادة الثامنة: العقوبات</b> ١. إذا تأخر الطرف الثاني عن إتمام العمل وتسليمه كاملاً في المواعيد المحددة المتفق فيها بين الطرفين ولم تقم الشركة بإنهاء العقد فيلتزم الطرف الثاني بدفع تعويض عن المدة التي تأخر فيها عن إتمام أو إكمال العمل، وتحتسب الغرامة على النحو التالي: أ- ربع متوسط التكلفة اليومية عن كل يوم تأخير في مدة الخمسة عشر يوماً الأولى (١-١٥ يوم). ب- نصف متوسط التكلفة اليومية عن كل يوم تأخير من مدة الخمسة عشر يوماً التالية للمدة أعلاه (١٦-٣٠ يوم). ج- كامل متوسط التكلفة اليومية عن كل يوم تأخير بعد مدة الثلاثين يوماً (بعد ٣٠ يوم). ٢. لا يجوز أن يتجاوز مجموع الغرامة نسبة ٢٠% من قيمة العقد.</p>

<p>The sum of the fine shall not exceed 20% -٢ of the value of the contract.</p>	
<p>Article 9: Intellectual Property All documents prepared by the Second Party in the course of performing the work shall be the propriety right of the First Party.</p>	<p><b>المادة التاسعة: الملكية الفكرية</b> تعتبر المستندات المعدة والمقدمة من الطرف الثاني حق ملكية فكرية للطرف الأول</p>
<p>Article 10: Jurisdiction and Governing Law This Contract shall be governed by the laws of the Kingdom of Saudi Arabia and any dispute that may arise between the Parties and which cannot be settled amicably shall be referred to the competent authorities in Riyadh according to the laws and regulations in the Kingdom of Saudi Arabia.</p>	<p><b>المادة العاشرة: الاختصاص القضائي والقانون الواجب التطبيق</b> يخضع هذا العقد طبقاً لأنظمة المملكة العربية السعودية وأي خلاف أو نزاع قد ينشأ بين الأطراف يتم تسويته بالطرق الودية ما أمكن، فإن تعذر ذلك يُصار إلى حله عن طريق جهات الاختصاص القضائية بمدينة الرياض حسب الأنظمة واللوائح المتبعة في المملكة العربية السعودية.</p>
<p>Article 11: Copies and Signatures The Parties have signed this bilingual Contract on */*/202* G, in Riyadh in duplicate original copies with each copy consisting of Arabic and corresponding English provisions; and in the event of any contradiction between the two languages the Arabic language shall prevail. Each of the Parties has received an original signed copy of this Contract.</p>	<p><b>المادة الحادية عشر: النسخ والتوقيع</b> حرر هذا العقد من نسختين أصليتين وباللغتين العربية والانجليزية وتم التوقيع عليهما من قبل الأطراف يوم الأحد الموافق */*/٢٠٢٠م، في مدينة الرياض، وفي حال التعارض بين اللغتين فإن اللغة العربية هي التي يُعتد بها، وقد استلم كل طرف نسخة أصلية موقعة عن هذا العقد للعمل بموجبها.</p>
<p>First Party Signature:  Name: Khaled AlQureshi Chief Executive Officer Title: Date:  Second Party Signature:  Name: Title: *****  Date:</p>	<p>الطرف الأول التوقيع:  الاسم: خالد القريشي صفته: الرئيس التنفيذي التاريخ:  الطرف الثاني التوقيع:  الاسم: ***** صفته: *****  التاريخ:</p>

## General Terms & Conditions

### 1. DEFINITIONS

- 1.1 "CONTRACTOR" means the professional entity, and/or any of its SUBCONTRACTORS, providing the services.
- 1.2 "CONTRACTOR REPRESENTATIVE" means a party of parties authorized by the CONTRACTOR to act on behalf of the CONTRACTOR with whom COMPANY may consult at all reasonable times and whose

- instructions, requests and decisions shall be binding on the CONTRACTOR as to all matters pertaining to the CONTRACT.
- 1.3 "AMENDMENT" means any written alteration to the CONTRACT signed by both parties.
- 1.4 "CHANGE" has the meaning set forth in Paragraph 14.1.
- 1.5 "CHANGE ORDER" has the meaning set forth in Paragraph 14.4.
- 1.6 "COMPANY" means Saudi Water Partnership Company S.M.L.L.C.
- 1.7 "COMPANY REPRESENTATIVE" means a party or parties authorized by the COMPANY to act on behalf of the COMPANY to coordinate the CONTRACT activities and may consult at all reasonable times, and whose instructions, requests and decisions shall be binding on the CONTRACTOR as to all matters pertaining to the CONTRACT.
- 1.8 "CONTRACT" means \*\*\*\*\*\_these GENERAL TERMS AND CONDITIONS.
- 1.9 "FORCE MAJEURE" as used in the GENERAL TERMS AND CONDITIONS shall mean any act, event, cause, or occurrence rendering a party unable to perform its obligations which is not within the reasonable control of such party or its subcontractors.
- 1.10 "GENERAL TERMS AND CONDITIONS" this document.
- 1.11 "KINGDOM" means the Kingdom of Saudi Arabia.
- 1.12 "PROPOSAL" means the proposal prepared by the CONTRACTOR to the COMPANY entitled for the Media coverage of events and occasions and incorporated by reference under the CONTRACT.
- 1.13 "SERVICES" means all the work and services to be performed by the CONTRACTOR pursuant to this CONTRACT.
- 1.14 "SERVICES SITE" means all locations at which the CONTRACTOR performs any portion of the SERVICES.
- 1.15 "SUBCONTRACT" means any subcontract entered into between the CONTRACTOR and any of its SUBCONTRACTORS.
- 1.16 "**CONFIDENTIAL INFORMATION**" means all information of the COMPANY (whether of a technical, legal, business, or financial nature or otherwise) in whatever form, including:
- (a) any techniques, methods, programs, source code, object code, software, materials, photographs, documents, or manuals of the COMPANY used in its business.
  - (b) any information relating to the shareholders, employees, affiliates, business affairs, accounts, procurement plans, prospects, research, management, or finances of the COMPANY.
  - (c) any databases, specifications, drawings, records, reports, software, or any source of information obtained and paid for by the COMPANY.
  - (d) the terms and contents of this CONTRACT.
  - (e) all information and documents designated or marked as "confidential" or "proprietary" and disclosed by or on behalf of the COMPANY to the CONTRACTOR,
  - (f) any information regarding the Project or any other projects being considered, prepared, or procured by the COMPANY; and
  - (g) any other documents, material, and information whether in writing or otherwise concerning the COMPANY to which the CONTRACTOR gains access, or of which the CONTRACTOR becomes aware of or learns whether before, during or after this CONTRACT with the COMPANY,
- but does not include information that:
- (h) is or becomes generally known to the public otherwise than through a breach of this CONTRACT or other obligation of confidentiality owed to the COMPANY or a third party.
  - (i) is obtained by the CONTRACTOR from a third party without breach by that third party of any obligation of confidence concerning that information.

business, or financial nature or otherwise) in whatever form, including:

- (j) any techniques, methods, programs, source code, object code, software, materials, photographs, documents, or manuals of the COMPANY used in its business.
- (k) any information relating to the shareholders, employees, affiliates, business affairs, accounts, procurement plans, prospects, research, management, or finances of the COMPANY.
- (l) any databases, specifications, drawings, records, reports, software, or any source of information obtained and paid for by the COMPANY.
- (m) the terms and contents of this CONTRACT.
- (n) all information and documents designated or marked as "confidential" or "proprietary" and disclosed by or on behalf of the COMPANY to the CONTRACTOR,
- (o) any information regarding the Project or any other projects being considered, prepared, or procured by the COMPANY; and
- (p) any other documents, material, and information whether in writing or otherwise concerning the COMPANY to which the CONTRACTOR gains access, or of which the COMPANY becomes aware of or learns whether before, during or after this CONTRACT with the COMPANY,

but does not include information that:

- (q) is or becomes generally known to the public otherwise than through a breach of this CONTRACT or other obligation of confidentiality owed to the COMPANY or a third party.
- (r) is obtained by the CONTRACTOR from a third party without breach by that third party of any obligation of confidence concerning that information.

## **2.0 GENERAL OBLIGATIONS OF CONTRACTOR**

The CONTRACTOR shall, in accordance with and subject to the terms and conditions of the CONTRACT, these GENERAL TERMS AND CONDITIONS and in conformity with the PROPOSAL:

- 2.1 Perform the SERVICES described in the PROPOSAL in accordance with the specifications and standards set forth or referred therein.
- 2.2 Except as otherwise provided in the PROPOSAL, provide all the labour and supervision required to perform the SERVICES.
- 2.3 Except as otherwise provided in the PROPOSAL, provide computer equipment, computer programs, technical aids, office supplies, materials, tools, and equipment required to perform the SERVICES.
- 2.4 Obtain all permits, licenses and other governmental or other authorizations which must be obtained in the CONTRACTOR's name, and which are necessary for the performance of the SERVICES.
- 2.5 Appoint one or more CONTRACTOR REPRESENTATIVE(s) for the duration of the CONTRACT.
- 2.6 Provide catering, accommodation, and transportation for all the CONTRACTOR's personnel.
- 2.7 Perform all other obligations required by the terms and conditions of the CONTRACT.

## **3.0 CONTRACTOR'S PERSONNEL**

- 3.1 The CONTRACTOR warrants that it has sufficient competent and fully qualified personnel able and reasonably available to execute the SERVICES in the manner and within the time required by the CONTRACT. As soon as reasonably possible after signature of the CONTRACT, the CONTRACTOR shall submit to the COMPANY, for the COMPANY's approval, a list of curricula vitae of the key personnel selected to perform the SERVICES. The CONTRACTOR's personnel approved by the COMPANY shall not be removed, reassigned, or replaced by the CONTRACTOR

- for any reason without the COMPANY's approval which shall not be unreasonably withheld.
- 3.2 In obtaining additional personnel to supplement its permanent staff in the performance of the in-KINGDOM portion of the SERVICES, the CONTRACTOR shall give priority to qualified KINGDOM Nationals.
- 3.3 The CONTRACTOR specifically acknowledges its responsibility to adhere to and abide by the KINGDOM's requirements with regards to the issuance of visas for its expatriate personnel. Non issuance of visas to the CONTRACTOR's expatriate personnel by the KINGDOM shall not relieve the CONTRACTOR of its obligation to perform the SERVICES. The CONTRACTOR's expatriate personnel shall obtain the required passports, visas, and permits necessary to gain entrance into, and exit from, the KINGDOM.
- 3.4 The CONTRACTOR shall not during the SERVICES, offer employment to any KINGDOM National who is at such time an employee of the COMPANY, without COMPANY's prior written consent.
- 3.5 When working in the KINGDOM, all of the CONTRACTOR's personnel shall have in their possession all required and properly validated licenses or certificates prescribed by the KINGDOM as being necessary for the performance of those aspects of the SERVICES to which they are assigned. The CONTRACTOR shall provide to the COMPANY upon the COMPANY's request copies of these licenses or certificates.
- 3.6 The CONTRACTOR or CONTRACTOR's personnel, shall pay all taxes, penalties, custom duties, fees, levies, assessments, and charges required or levied by the Government of the KINGDOM and the government of any country, or any political subdivision thereof, arising out of or relating to the performance of the SERVICES without claim for reimbursement from the COMPANY.
- 3.7 While working in the COMPANY's offices, or on the designated site, the CONTRACTOR's personnel shall comply with all applicable work rules, health and safety rules and instructions issued by the COMPANY or the owner of the property for its own employees.
- 3.8 The CONTRACTOR agrees to defend, indemnify, and hold the COMPANY harmless from any expense, loss, damage, fine or penalty incurred by, assessed against, or demanded from the COMPANY as a result of CONTRACTOR's failure to fulfil the obligations set forth in this Paragraph 3.
- 3.9 All of the CONTRACTOR's and the SUBCONTRACTOR's personnel performing the SERVICES in the KINGDOM shall be physically fit and free from communicable diseases as defined by the Ministry of Health of the KINGDOM, the CONTRACTOR shall immediately inform the COMPANY REPRESENTATIVE upon discovery of any cases of communicable diseases among its personnel or the personnel of its SUBCONTRACTOR's and the action it has taken in accordance with the Ministry of Health reporting requirements.
- 3.10 The CONTRACTOR specifically acknowledges its responsibility to its personnel pursuant to the Labour Law of the KINGDOM and of its country.
- 3.11 Upon the COMPANY's written request based on objective reasons, the CONTRACTOR shall at its own expense, remove from employment in the SERVICES any CONTRACTOR personnel determined unsuitable by the COMPANY, acting reasonably, and promptly replace them with personnel acceptable to the COMPANY.
- 3.12 All the CONTRACTOR'S personnel shall be able to speak, read and write English and be able to read and interpret documents required for the performance of the SERVICES.

#### **4.0 SERVICES REVIEW BY COMPANY**

The COMPANY REPRESENTATIVE shall be entitled to be present at all locations where the CONTRACTOR is engaged in the performance of the SERVICES at all times to review and verify all aspects of their performance of the SERVICES.

#### **5.0 CONTRACTOR SAFETY AND LOSS PREVENTION REQUIREMENTS**

- 5.1 The CONTRACTOR shall, when performing the SERVICES in the KINGDOM, at all times comply with, and ensure that its employees and agents comply with established International Conventions

of Safety and Loss Prevention rules and regulations. The CONTRACTOR shall take, or cause to be taken, any additional measures which the COMPANY REPRESENTATIVE may direct to protect against injury to, death of, any person, or damage to, or loss of, any property during the CONTRACTOR's performance of the SERVICES.

5.2 If the working environment so requires, the CONTRACTOR shall provide and enforce the use of necessary personnel protective and safety equipment.

#### **6.0 GENERAL OBLIGATION OF COMPANY**

In accordance with the CONTRACT, the COMPANY shall:

6.1 Perform all of COMPANY's obligations in such time and manner as to facilitate the orderly execution of the SERVICES.

6.2 Obtain all permits, licenses, and other governmental authorizations which must be obtained in the COMPANY's name, and which are necessary for the performance of the SERVICES; and

6.3 Appoint one or more COMPANY REPRESENTATIVE(s).

#### **7.0 TITLE TO DOCUMENTATION**

7.1 All relevant documents furnished to the CONTRACTOR are, and shall continue to be, the property of the COMPANY. Neither the CONTRACTOR nor any SUBCONTRACTOR shall reproduce or copy any such materials in whole or in part except as required to perform the SERVICES. All such material together with all copies of such documents, upon request from the COMPANY, shall promptly be returned to the COMPANY upon expiration or termination of the CONTRACT.

7.2 All SERVICES developed by the CONTRACTOR under the CONTRACT, whether completed or not, upon payment of the relevant payment milestone by the COMPANY, shall become the property of the COMPANY. Upon settling the payment of the relevant milestone, the COMPANY shall have the unlimited and unrestricted right to use and possess such for whatever purpose.

7.3 Neither the CONTRACTOR nor any of its SUBCONTRACTORS, their personnel or agents, shall divulge to anyone other than persons designated by the COMPANY any information supplied by the COMPANY during the course of the SERVICES so long as and to the extent that, the information does not become part of the public domain. The restriction on disclosure of information shall not apply to information furnished or made known to the CONTRACTOR by a third party without restriction as to its use or was within the CONTRACTOR's possession at the time of disclosure by the COMPANY.

7.4 The CONTRACTOR warrants that any SERVICES rendered by the CONTRACTOR for or under the CONTRACT shall not infringe any valid copyright owned or controlled by any other party. As regards such, the CONTRACTOR shall indemnify and hold the COMPANY harmless from any claims, losses, expenses, or damages arising out of or incurred by reasons of any actual or alleged infringement of copyright.

#### **7.5 Confidentiality**

7.5.1 The CONTRACTOR covenants and undertakes:

(a) to keep confidential all CONFIDENTIAL INFORMATION.

(b) not to disclose any CONFIDENTIAL INFORMATION to any person other than the CONTRACTOR's Personnel who need the information in the proper performance of the Services (subject always to the provisions of Clause 7.5.1(c), or as required by law, or otherwise with the prior written consent of the COMPANY.

(c) that where the CONTRACTOR discloses any CONFIDENTIAL INFORMATION to the CONTRACTOR's Personnel in accordance with Clause 7.5.1(b), the CONTRACTOR shall in advance of such disclosure first make any such CONTRACTOR's Personnel aware of the terms of this clause 7.5.

- (d) not without the specific prior written consent of the COMPANY to disclose any CONFIDENTIAL INFORMATION to any person (including without limitation any bidder, potential bidder or other market participant) regarding the status of any project, tender or potential project or tender or any decision taken or possible decision to be taken by the COMPANY in connection with any project or tender, other than as expressly authorised by the COMPANY as part of the applicable formal tender process;
- (e) establish and maintain effective security measures to protect the CONFIDENTIAL INFORMATION against unauthorised access, use, copying or disclosure.
- (f) to immediately notify the COMPANY of any unauthorised access to, use or disclosure of the CONFIDENTIAL INFORMATION; and
- (g) to comply with any direction from the COMPANY in relation to the protection of the CONFIDENTIAL INFORMATION.

- 7.5.2 On termination or expiry of this CONTRACT, any right to access, use, copy or disclose the CONFIDENTIAL INFORMATION will cease immediately and the CONTRACTOR must promptly return to the COMPANY any or all copies of CONFIDENTIAL INFORMATION within its custody or control or give an undertaking that all such CONFIDENTIAL INFORMATION has been destroyed. The CONTRACTOR may retain one copy of the CONFIDENTIAL INFORMATION to meet its surviving obligations under this CONTRACT and to fulfil its legal requirements, if any, to retain such information.
- 7.5.3 The CONTRACTOR must ensure that the CONTRACTOR's Personnel do not do, or omit to do, anything which, if done by the CONTRACTOR, would breach this clause 7.5. Notwithstanding anything to the contrary in this CONTRACT, the CONTRACTOR is, and remains, liable for any breaches of confidentiality by the CONTRACTOR's Personnel.
- 7.5.4 The CONTRACTOR must not issue any information, publication, document or article for publication concerning the Services or the Project in any media without the prior written consent of the COMPANY.
- 7.5.5 This clause 7.5 shall remain in full force and effect notwithstanding any termination or expiry of this CONTRACT.

## **8.0 WARRANTIES AND REMEDY OF DEFECTS**

- 8.1 The CONTRACTOR warrants that it shall perform the SERVICES in a professional manner and in accordance with best international standards and practices and in accordance with the timeframe set out in this CONTRACT. The CONTRACTOR shall promptly notify the COMPANY in writing if any instruction or revision to the SERVICES affects CONTRACTOR's ability to meet the warranties made herein.
- 8.2 If at any time prior to or within one (1) year after completion of the SERVICES it is discovered that the SERVICES or any part thereof was not performed by the CONTRACTOR in accordance with the obligations under this Paragraph 8.1 the CONTRACTOR shall perform remedial SERVICES at the COMPANY's direction and at the CONTRACTOR'S own expenses necessary to correct the deficiency of the SERVICES. Should the CONTRACTOR fail or refuse to perform such corrective SERVICES, the COMPANY, at its option, may perform itself, or through others, some or the entire corrective work and charge the cost thereof to the CONTRACTOR. Neither the COMPANY's failure to discover defective work, approval of such work or any portion thereof, nor payment to CONTRACTOR shall excuse CONTRACTOR from its obligations under this warranty.

## **9.0 RISKS DISTRIBUTION BETWEEN COMPANY AND CONTRACTOR**

- 9.1 The CONTRACTOR shall be responsible for and shall release and hold harmless the COMPANY and the personnel or agents of the COMPANY, from liability resulting from loss of, or damage to, the CONTRACTOR's or SUBCONTRACTOR's tools and equipment whether owned or rented and wherever located, which are used or intend for use in performing the SERVICES.
- 9.2 The CONTRACTOR shall compensate the COMPANY for loss of, or damage to, the COMPANY's or any

third party's property, which results from the negligence or wilful misconduct of the CONTRACTOR or its SUBCONTRACTOR in the performance of the SERVICES.

- 9.3 The CONTRACTOR shall indemnify and hold harmless the COMPANY and its personnel or agents or any of them (hereafter individually and collectively referred to as "INDEMNIFIED PARTY") from claims, demands and causes of action asserted against the INDEMNIFIED PARTY by any person (including, without limitation, the CONTRACTOR's and the INDEMNIFIED PARTY's employees, the SUBCONTRACTOR's and employees of such SUBCONTRACTORS and any other third party) for personal injury or death and for loss of, or damage to, property to the extent resulting from the negligence or wilful misconduct hereunder of the CONTRACTOR, the SUBCONTRACTORS of the employees or agents of any of them.
- 9.4 The CONTRACTOR shall indemnify and hold harmless the COMPANY from any and all claims, losses, expenses, and damages arising from, or related to, any criminal misappropriations or misapplication by any of the CONTRACTOR's personnel of any property, whether tangible or intangible, occurring during the course of, or in connection with, the performance of the SERVICES.
- 9.5 The CONTRACTOR, its agents and SUBCONTRACTOR's shall not be liable to COMPANY nor shall the COMPANY be liable to the CONTRACTOR, its agents and SUBCONTRACTORS, for any consequential damages, including but not limited to loss of profit or products whether such liability is based or claimed to be based upon any breach of either party's obligations under the CONTRACT, or whether such liability is based, or claimed to be based, upon any negligent act or omission of a party, its personnel, agents, appointed representatives, or any of the SUBCONTRACTORS.
- 9.6 The maximum CONTRACTOR liability shall be equal to the total fee payable.

## **10.0 SUSPENSION OF SERVICES**

- 10.1 The COMPANY may at any time suspend performance of the SERVICES, or any part thereof, by giving the CONTRACTOR fourteen (14) days' prior written notice specifying the SERVICES to be suspended and the effective date of such suspension. The CONTRACTOR shall cease all activities on suspended SERVICES on the effective date of suspension but shall continue to prosecute any unsuspended SERVICES. The CONTRACTOR shall take all actions necessary to maintain and safeguard the suspended SERVICES. The COMPANY shall not be liable for loss of anticipated profits or for any damages or any other costs incurred with respect to suspended SERVICES during the period of suspension but shall be entitled to issue an invoice for a fair proportion of any payment milestones that was requested by SWPC to be initiated and have been partially completed at the time of suspension.
- 10.2 The COMPANY may, at any time, direct the CONTRACTOR to proceed with all or any part of the suspended SERVICES by giving fourteen (14) days' written notice to the CONTRACTOR specifying the part of SERVICES to be resumed and the effective date of the resumption. Suspended SERVICES shall be promptly resumed by the CONTRACTOR after receipt of such notice.
- 10.3 In the event that SWPC does not make prompt payment of any payment milestone (in accordance with the terms), the CONTRACTOR may serve notice on SWPC to remedy such payment default. If the relevant payment default has not been remedied within thirty (30) days, the CONTRACTOR shall have the right to suspend the performance of the WORKS.

## **11.0 TERMINATION AT THE COMPANY'S CONVENIENCE**

- 11.1 The COMPANY may at any time, and at its sole discretion, terminate the CONTRACT or any part of the SERVICES by giving written notice to the CONTRACTOR specifying the SERVICES or portion thereof to be terminated and the effective date of termination.
- 11.2 The COMPANY may at any time, and at its sole discretion, direct the CONTRACTOR to terminate any SUBCONTRACT or any part of the SERVICES performed by any such SUBCONTRACTOR by giving written notice to the CONTRACTOR specifying the SUBCONTRACTOR or the SUBCONTRACTOR'S SERVICES to be terminated and the effective date of termination.
- 11.2 Should the COMPANY terminate the CONTRACT, any SUBCONTRACT, any portion of the SERVICES or any portion of the SERVICES performed under any SUBCONTRACT in accordance with either Paragraph 11.1 or Paragraph 11.2, the CONTRACTOR shall, or shall direct any SUBCONTRACTOR to, stop performance of the SERVICES involved on the effective date of termination.
- 11.3 The CONTRACTOR shall submit, or the CONTRACTOR shall procure that its SUBCONTRACTOR shall

submit, to SWPC all supporting documents in evidence of the costs incurred in consequence of termination. Upon receipt and verification of the CONTRACTOR's invoice and all supporting documents, the COMPANY shall, in full and final settlement of its obligations hereunder, pay the CONTRACTOR all amounts due and payable for the SERVICES performed up to the effective date of termination, including a fair proportion of any payment milestones that was requested by SWPC to be initiated and have been partially completed at the time of termination.

## **12.0 TERMINATION BY COMPANY FOR CAUSE**

- 12.1 Should the CONTRACTOR commit a material breach of the CONTRACT or the GENERAL TERMS AND CONDITIONS, including, for sake of clarity, any material delay, the COMPANY may demand in writing full corrective action. If within thirty (30) days thereafter the CONTRACTOR fails to remedy the breach, the COMPANY may at any time during the continuance of the breach, and without prejudice to the exercise of any other rights or remedies which may be available to it, terminate the CONTRACT, direct the CONTRACTOR to terminate any SUBCONTRACT, any portion of the SERVICES or any portion of the SERVICES performed under any SUBCONTRACT by giving the CONTRACTOR notice to that effect. Should the CONTRACTOR commit an act of bankruptcy or seek legal or equitable relief for reasons of insolvency, or become unable to meet its financial obligations, the COMPANY may without prejudice to the exercise of any other rights or remedies which may be available to it immediately terminate the CONTRACT or any portion of the SERVICES by giving the CONTRACTOR notice to that effect. Any termination pursuant to this Paragraph 12.1 shall be effective on the date specified in the COMPANY's notice.
- 12.2 On the day on which the notice of termination under Paragraph 12.1 above becomes effective, the CONTRACTOR shall, or the CONTRACTOR shall direct its SUBCONTRACTOR to, stop performance of the terminated SERVICES. The COMPANY shall then be entitled to complete the terminated SERVICES either itself or through others, and also retain all amounts which are due and owing to the CONTRACTOR under this CONTRACT or any other agreement between the parties until the damages to the COMPANY resulting from CONTRACTOR's breach of CONTRACT, including the COMPANY's reasonable and verifiable costs of completing the terminated SERVICES have been determined. If the cost to the COMPANY to complete the terminated SERVICES is greater than the compensation the COMPANY would have paid the CONTRACTOR for completing such SERVICES pursuant to the CONTRACT, then the COMPANY shall deduct the difference from the retained amounts. If the difference exceeds the retained amounts, the CONTRACTOR shall pay the COMPANY that difference.
- 12.3 In case if the CONTRACTOR has attempted - by himself or through others, directly or indirectly - to bribe one of the company's or CLINET representatives, or has obtained the CONTRACT through bribery, fraud, or deception, or has practiced any of these during the implementation of the CONTRACT, The CLIENT shall then be entitled to complete the terminated SERVICES either itself or through others, and also retain all amounts which are due and owing to the CONTRACTOR under this CONTRACT or any other agreement between the parties until the damages to the CLIENT resulting from CONTRACTOR's breach of CONTRACT, including the CLIENT's reasonable and verifiable costs of completing the terminated SERVICES have been determined. If the cost to the CLIENT to complete the terminated SERVICES is greater than the compensation the CLIENT would have paid the CONTRACTOR for completing such SERVICES pursuant to the CONTRACT, then the CLIENT shall deduct the difference from the retained amounts. If the difference exceeds the retained amounts, the CONTRACTOR shall pay the CLIENT that difference.

## **13.0 CONTRACTOR OBLIGATIONS UPON SUSPENSION OR TERMINATION**

If the CONTRACT or any portion of the SERVICES is suspended or terminated as provided in Paragraphs 10, 11, or 12 of these GENERAL TERMS AND CONDITIONS, and if the COMPANY so requests, the CONTRACTOR shall immediately make every reasonable effort to procure cancellation of some or all existing agreements or other obligations entered in to by the CONTRACTOR with its SUBCONTRACTORS, suppliers or others upon terms satisfactory to the COMPANY. Alternatively, the COMPANY may direct the CONTRACTOR to execute and deliver to the COMPANY all documents related thereto required by the COMPANY and take all steps necessary to fully vest in the COMPANY the rights

and benefits of the CONTRACTOR under existing agreements or other obligations with its SUBCONTRACTORS, suppliers, and others. In addition, the CONTRACTOR shall make all reasonable efforts to protect the SERVICES already in progress, to protect materials, equipment and supplies in transit at the SERVICES SITE and to minimize all costs to the COMPANY and the CONTRACTOR resulting from such suspension or termination.

#### **14.0 CHANGE ORDERS REQUESTED BY COMPANY**

- 14.1 The COMPANY may at any time, by written notice to the CONTRACTOR, request an addition to or deletion from or other changes in the SERVICES (together with any necessary or requested amendments to the CONTRACT with respect thereto) (hereinafter a "CHANGE" or "CHANGES"). The CONTRACTOR shall reasonably review and consider such requested CHANGE and shall make a written response thereto within fourteen (14) days after receiving such request. The COMPANY may also include the expected effect on CONTRACTOR's cost, schedule, warranty obligations and other provisions hereof resulting from the requested CHANGE (particularly in case of reduction).
- 14.2 If CONTRACTOR believes that giving effect to any CHANGE requested by COMPANY will increase or decrease its cost of performing the SERVICES, shorten or lengthen the time needed for completion of the SERVICES, require modification of its warranties in Paragraph 8 of these GENERAL TERMS AND CONDITIONS or require a modification of any other provisions of the CONTRACT, its response to the CHANGE request shall set forth such change (including any amendments to the CONTRACT) that the CONTRACTOR deems necessary as a result of the requested CHANGE and its justification thereof.
- 14.3 In the event that the CONTRACTOR fails to respond to the COMPANY's request for a CHANGE (as requested under Paragraph 14.1) or notify COMPANY of any changes as to cost, schedule, warranty obligations or other provisions hereof (as required under Paragraph 14.2) resulting from the requested CHANGE within fourteen (14) days after receiving the COMPANY's request for such CHANGE, the CONTRACTOR shall be deemed to have accepted the requested CHANGE (including such amendments to the CONTRACT, if any) as specified by the COMPANY (including such amendments to the CONTRACT, if any, as specified therein) unconditionally and without additional consideration or other amendments hereto (except as specified by COMPANY in its request). In which event such requested CHANGE shall be deemed to be a CHANGE ORDER and the CONTRACTOR shall have waived any claims or offsets against the COMPANY as a result of the CHANGE ORDER.
- 14.4 If such changes as to cost, schedule, warranty obligation or other provisions hereof cannot be determined within the specified fourteen (14) day period, and the CONTRACTOR submits a notice to the COMPANY within such fourteen (14) Day period that the requested CHANGES will have an effect on costs, schedule, warranty obligations or other provisions hereof and provides the expected date (which shall be as soon as reasonably practicable) for its response with respect thereto, the requested CHANGE shall not become a CHANGE ORDER so long as the CONTRACTOR provides such information as to the effect on costs, schedule, and warranty obligations and other provisions hereof by the date specified by the CONTRACTOR.
- 14.5 If the CONTRACTOR accepts the CHANGES requested by the COMPANY (together with such amendments to the CONTRACT, if any, specified therein), or if the Parties agree upon a modification of such requested CHANGES, the Parties shall set forth the agreed upon CHANGE in the SERVICES and agreed upon amendments to the CONTRACT, if any, in a written CHANGE ORDER signed by both parties (a "CHANGE ORDER"). The SERVICES of the CHANGE ORDERS shall not be performed prior to the mutual agreement of both Parties.

#### **15.0 CHANGE ORDERS REQUESTED BY CONTRACTOR**

- 15.1 The CONTRACTOR may at any time, by written notice to the COMPANY, request a CHANGE in the SERVICES (together with any necessary or requested amendments to the CONTRACT with respect thereto). The COMPANY shall reasonably review and consider such requested CHANGE and shall make a written response thereto within twenty-one (21) days after receiving such request.
- 15.2 If the CONTRACTOR believes that such requested CHANGE will increase or decrease its cost of performing the SERVICES, length or shorten the time needed for completion of the SERVICES, require modification of its warranties in Paragraph 8 of the GENERAL TERMS AND CONDITIONS or require a modification of any other provisions of the CONTRACT, it shall notify the COMPANY of such in its request

for CHANGE.

- 15.3 If the COMPANY accepts the CHANGES requested by the CONTRACTOR (together such amendments to the CONTRACT, if any, as specified therein), or if the Parties agree upon a modification of such requested CHANGES the Parties shall set forth the agreed upon CHANGES in the SERVICES and agreed upon amendments to the CONTRACT, if any, in a written CHANGE ORDER signed by both Parties.

#### **16.0 CHANGE ORDER PRICING**

- 16.1 The Parties agree to bargain reasonably and in good faith for the execution of a mutually acceptable lump sum CHANGE ORDER, where applicable.

#### **17.0 SETTLEMENT OF CLAIMS AND DISPUTES**

- 17.1 Should any dispute arise between the COMPANY and the CONTRACTOR, during the CONTRACTOR's performance of the SERVICES, the CONTRACTOR shall, unless the COMPANY directs otherwise, continue to perform the SERVICES and any additional SERVICES, which the COMPANY may direct the CONTRACTOR to perform.
- 17.2 It shall be the CONTRACTOR's responsibility to inform the COMPANY within fourteen (14) days following its occurrence or discovery, of any item or event, which the CONTRACTOR knows, may result in a request for additional compensation under the CONTRACT. The Parties shall endeavour to satisfactorily resolve the matter and should it not be disposed of to the CONTRACTOR's satisfaction, the CONTRACTOR shall within fourteen (14) days deliver a written notice of claim to the COMPANY with a copy thereof being sent to:

The Chief Executive Officer  
Saudi Water Partnership Company S.M.L.L.C  
P.O. Box 300091  
Riyadh 11372  
Kingdom of Saudi Arabia  
Telephone: +966-11-2808910  
Telefax: +966-11-2808929

Failure to notify the COMPANY within the above specified period, or failure to supply the COMPANY with information sufficient to evaluate the CONTRACTOR's position, shall constitute a basis for rejecting any claim by the CONTRACTOR based on such item or event.

- 17.3 Should the CONTRACTOR and the COMPANY be unable to agree upon a settlement of any claim, the COMPANY will advise the CONTRACTOR in writing of its determination.
- 17.4 If the CONTRACTOR rejects the COMPANY's written determination in regard to any CONTRACTOR claim.

#### **18.0 TAX CERTIFICATES**

- 18.1 CONTRACTOR hereby agrees to present to COMPANY promptly after the commencement of WORK in the KINGDOM at the beginning of each Gregorian year, or applicable fiscal period thereafter, the appropriate temporary or final certificate from the Saudi Arabian Government Department of Zakat and Income Tax which confirms that all applicable Zakat and CONTRACTOR income tax obligations have been paid by CONTRACTOR throughout the previous year or period. Notwithstanding anything contained elsewhere in this Contract to the contrary, CONTRACTOR agrees that any amount due under this Contract shall be payable only after such certificates, however, CONTRACTOR shall continue to perform diligently and to fulfil all obligations under the Contract. COMPANY shall also withhold payment of CONTRACTOR last invoice submitted during each Gregorian year or applicable fiscal period and of CONTRACTOR's final invoice under this Contract until CONTRACTOR has presented to COMPANY final certificates from the Directorate of Zakat and Income Tax which confirm that all applicable Zakat and

income tax obligations have been paid by CONTRACTOR through the previous year or period.

## **19.0 FORCE MAJEURE**

- 19.1 If either party is unable, either wholly or in part, by reasons of a FORCE MAJEURE EVENT to perform its obligations under the CONTRACT, it is agreed that performance of such obligations by such party insofar as they are affected by such FORCE MAJEURE EVENT, shall be excused from the occurrence of any such event until it is ended. The party claiming an inability to perform shall, immediately after the occurrence of the FORCE MAJEURE EVENT, notify the other party, in writing, of the nature, date of occurrence and expected duration of the FORCE MAJEURE EVENT and the extent to which it will prevent the party giving such notice from performing its obligations under the CONTRACT. The party claiming inability to perform shall promptly mitigate the effect of such FORCE MAJEURE EVENT to the extent it may be mitigated through the exercise of reasonable diligence.
- 19.2 Should the SERVICES be delayed or stopped for more than thirty (30) consecutive days because of the FORCE MAJEURE EVENT, the COMPANY shall have the right to either suspend the SERVICES affected pursuant to Paragraph 10 of the GENERAL TERMS AND CONDITIONS or terminate the CONTRACT or the portion of the SERVICES involved pursuant to Paragraph 11 of the GENERAL TERMS AND CONDITIONS. Except for certain costs incurred after the thirty (30) consecutive days because of termination of the SERVICES as specifically provided in Paragraph 11, neither party shall be liable to the other for costs incurred by the other as result of any delay of failure to perform arising out of the FORCE MAJEURE EVENT.
- 19.3 The CONTRACTOR shall have no obligations to the COMPANY, nor shall the COMPANY have any obligation to the CONTRACTOR with respect to any damage to or loss of property caused by the perils of war (declared or undeclared), insurrection, riot, revolution, nuclear reaction, or other similar perils.

## **20.0 SUBCONTRACTORS**

- 20.1 The CONTRACTOR shall not, without the prior written consent of the COMPANY (which shall not be unreasonably withheld), subcontract or delegate any of the SERVICES to any parties, other than those listed as SUBCONTRACTORS to the CONTRACTOR as contained in the PROPOSAL.
- 20.2 Other than those SUBCONTRACTORS listed in the PROPOSAL, the CONTRACTOR shall procure the performance of any portion of the SERVICES by any additional SUBCONTRACTORS only after the CONTRACTOR has received written authorization from the COMPANY to subcontract that portion of the SERVICES. If not already included within the PROPOSAL, the CONTRACTOR shall promptly submit to the COMPANY REPRESENTATIVE, for the COMPANY's approval, the CONTRACTOR's subcontracting plan. This subcontracting plan shall specifically identify those portions of the SERVICES which CONTRACTOR proposes to subcontract. In procuring such SUBCONTRACTORS, the CONTRACTOR shall only select such SUBCONTRACTORS who are fully qualified to perform said portion of the SERVICES.
- 20.3 After receiving COMPANY's written authorization that a portion of the SERVICES may be subcontracted, the CONTRACTOR shall, before procuring any SUBCONTRACT, submit a notification to COMPANY containing the following information:
- 20.2.1. If the proposed SUBCONTRACTOR is a sole proprietorship or partnership, the name(s), and addresses) of the proprietor of all members of the partnership, as the case may be.
- 20.2.2. If the proposed SUBCONTRACTOR is a company, the place of its incorporation or formation and its corporate headquarters.
- 20.2.3. The name and address of the proposed SUBCONTRACTOR's principal bank; and
- 20.2.4. Evidence acceptable to the COMPANY of the proposed SUBCONTRACTOR's qualification to perform the SERVICES to be subcontracted.
- 20.4 The COMPANY shall, in timely manner:
- 20.3.1 review the information; and
- 20.3.2 provided that the proposed SUBCONTRACTOR is, in the COMPANY's opinion, both professionally competent and financially able to perform the SERVICES to be subcontracted, advise the CONTRACTOR in writing of non-objection to the proposed SUBCONTRACTOR.
- 20.5 If the COMPANY objects to the proposed SUBCONTRACTOR, the CONTRACTOR shall either itself accomplish the SERVICES which would have been performed by the proposed SUBCONTRACTOR or shall select another SUBCONTRACTOR to which the COMPANY has no objection.

- 20.6 In the event of any material breach of the CONTRACT by the CONTRACTOR and without regard as to whether the COMPANY terminates the CONTRACT or portion of the SERVICES pursuant to Paragraph 12, the CONTRACTOR shall, if the COMPANY requests, assign to the COMPANY all of its rights under all SUBCONTRACTS entered into by the CONTRACTOR, and the COMPANY may, to the extent permitted by applicable law and after prior written notice to the CONTRACTOR, enforce directly against any such SUBCONTRACTOR all rights of the CONTRACTOR under such SUBCONTRACT. All SUBCONTRACTS entered into by the CONTRACTOR shall contain a provision whereby the SUBCONTRACTOR agrees and consents to such assignment by the CONTRACTOR to the COMPANY.
- 20.7 In the event of any material breach of the CONTRACT by the SUBCONTRACTOR, subject to the provisions of Paragraph 12, the CONTRACTOR shall, if the COMPANY requests, procure a suitable replacement SUBCONTRACTOR in accordance with the provisions of Paragraphs 20.1 and 20.2. For the sake of clarity, following any request made by the COMPANY pursuant to this Paragraph 20.6, the CONTRACTOR shall not be entitled to any amendment to the amount of any payment milestone, as set out in Article 5.
- 20.8 The CONTRACTOR shall include in every SUBCONTRACT under this CONTRACT, a provision prohibiting any further subcontracting of any portion of the SERVICES by the SUBCONTRACTOR.
- 20.9 The CONTRACTOR shall be fully responsible to the COMPANY for the acts and omissions of all SUBCONTRACTORS and their personnel. Nothing in the CONTRACT shall create any contractual relation between the COMPANY and any SUBCONTRACTOR unless the COMPANY elects to exercise its rights under Paragraph 20.5. The COMPANY's approval to subcontract any portion of the SERVICES and the COMPANY's non-objection to CONTRACTOR's SUBCONTRACTOR selection shall not relieve CONTRACTOR of any of its obligations under this CONTRACT. All reference in this CONTRACT to any performance payment, act, default, omission, breach, or negligence of the CONTRACTOR shall be deemed to include any or the same by a SUBCONTRACTOR.

#### **21.0 PUBLICITY RELEASES**

Should the CONTRACTOR or any SUBCONTRACTORS desire to publish or release any publicity or public relations materials of any kind concerning or relating to the CONTRACT, the CONTRACTOR shall first submit such materials to the COMPANY for review. The CONTRACTOR shall not publish or release and shall ensure that SUBCONTRACTORS do not publish or release, any such material without the COMPANY's prior written approval.

#### **22.0 GOVERNING LAW AND CONTRACT LANGUAGE**

- 22.1 The CONTRACT shall be governed by the laws of the KINGDOM.
- 22.2 The language of the CONTRACT shall be In Arabic and English, In the event of any contradiction between the two languages the Arabic shall prevail.

#### **23.0 GENERAL PROVISIONS**

The CONTRACT supersedes all previous agreements, correspondence and understandings between the parties concerning the SERVICES, and constitutes their entire agreement concerning the SERVICES to be performed hereunder.

#### **24.0 Notices**

Any notice other communication from one Party to the other Party which is required or permitted to be made under the provisions of this Agreement shall be (a) made in the English language, (b) made in writing, (c) delivered personally (by hand deliver or by courier) to the address of the other Party which shown below or to such other address as the other Party shall by notice require, or sent by E mail or sent by facsimile transmission (with receipt of transmission confirmation) to the facsimile number of the other Party which is shown below or to such other facsimile number as the other Party shall by notice require, and (d) marked for the attention of the person(s) designated below or to such other person(s) as the other Party shall by

notice require. Any notice or other communication made by one Party to the other Party in accordance with the foregoing provisions of this Paragraph 1.24 shall be deemed to be received by the other Party, if delivered by hand or by courier on the Day on which it is left at that Party's address, or if sent by facsimile transmission, on the next business day following the day on which it is sent to that Party's address

The Chief Executive Officer  
Saudi Water Partnership Company S.M.L.L.C  
P.O. Box 300091  
Riyadh 11372  
Kingdom of Saudi Arabia  
Telephone: +966-11-2808910  
Telefax: +966-11-2808929

CONTRACTOR

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Managed Services, Party from time to time may change its address, facsimile number, or other information for the purpose of notices to such Party by giving notice specifying such change to other Party at least Five (5) days in advance.

## 25. Cyber security requirements

1. The second party is committed to applying the cybersecurity requirements and policies of the first party and the relevant legislative and regulatory requirements.
2. Assess cybersecurity risks and ensure that there is control over those risks.
3. Cybersecurity operation centres managed for operation and monitoring, using remote access, should be fully located within Saudi Arabia.
4. Cybersecurity requirements should be reviewed with the second party periodically.





