

PART 1 – ORDER FORM



**Department
for Environment
Food & Rural Affairs**

The Secretary of State for Environment, Food & Rural Affairs of Nobel House, 17 Smith Square, London, SW1P 3JR, acting through the Department for Environment, Food & Rural Affairs (DEFRA) and its executive agencies

AND

Appleton Woods Limited, New Lindon House Catesby Park, Kings Norton, Birmingham, B38 8SE (company number 00907224)

08/11/2024

Dear Sirs

Call-Off Contract for the supply of Specialist irradiated vials (under Lot 6 of the Laboratory Consumables and Chemicals IRLA, LAB4043 LU)

- 1 Further to the Framework Agreement dated 02/08/2024, we wish to instruct you to supply the Laboratory Consumables and Chemicals described below in accordance with the terms of the Framework Agreement, this Order Form and the Call-Off Terms and Conditions, as further set out and described in Brief attached at Annex A.
- 2 The particulars of this Call-Off Contract are set out below:

Item	Description
Order Form Reference: (Front page of Call-Off Terms and Conditions)	The Order Form Reference is LAB4043_Lot 6_Ref: C26996 This call-off contract is placed in accordance with Clause 4.3 of the Framework Agreement.
Parties	Between: (1) The Secretary of State for Environment, Food & Rural Affairs of Nobel House, 17 Smith Square, London, SW1P 3JR, acting through the Department for Environment, Food & Rural Affairs (DEFRA) and its executive agencies AND

	(2) Appleton Woods Limited, New Lindon House Catesby Park, Kings Norton, Birmingham, B38 8SE (company number 00907224)
Call-Off KPIs (Cl. 1.1)	KPI's for this contract are set out in Annex B
Charges (Cl.1.1)	The Charge(s) for this Order is: £27,926.40 (Twenty-Seven Thousand, Nine Hundred and Twenty-Six Pounds, Forty Pence) Please see Annex C for further information.
Contract End Date (Cl. 1.1)	Means 28/02/2025
Customer Liability Cap (Cl. 1.1)	Means the amount of £27,926.40 (Twenty-Seven Thousand, Nine Hundred and Twenty-Six Pounds, Forty Pence)
Delivery Date(s) (Cl. 1.1)	The Supplier shall deliver the Goods by the following date: <ul style="list-style-type: none"> • No later than 28/02/2025
Goods (Cl. 1.1)	The Goods to be supplied under this Call-Off Contract are as follows: <ul style="list-style-type: none"> • 24 x 3ml Clear Neutral Vial Sterile (Pack size: 1122 pcs) • 12 x 3ml Drp Assem Blu C White T St (Pack size: 1150 pcs) • 12 x 3ml Drp Assem Grn C White T St (Pack size: 1150 pcs)
Premises (Cl. 1.1)	See Annex A
Supplier Liability Cap (Cl. 1.1)	As per the Framework Agreement Terms and Conditions
Instalments (Cl. 9.4)	The stages of payment described in Clause 9.4 of the Call-Off Terms and Conditions are full payment to be made 30 (thirty) days after receipt of properly rendered invoice(s) following delivery of Goods and subject to acceptance of Goods by the Customer.
Notices (Cl. 21.3)	Any written notice provided under Clause 21.1 shall be sent: In the case of the Customer: To: APHA, Woodham Lane, Addlestone, Surrey, KT15 3NB Email: contractmanagement@apha.gov.uk

	<p>Marked for the attention of: Contract Manager.</p> <p>In the case of the Supplier:</p> <p>To: Appleton Woods Limited, New Lindon House Catesby Park, Kings Norton, Birmingham, B38 8SE</p> <p>Email: [REDACTED]</p> <p>Marked for the attention of: Framework Agreement Account Management</p>	
<p>Data Protection Particulars (Schedule 4)</p>	<p>The subject matter and duration of the Processing</p>	<p>No Personal Data to be processed</p>
	<p>The nature and purpose of the Processing</p>	<p>No Personal Data to be processed</p>
	<p>The type of Personal Data being Processed</p>	<p>No Personal Data to be processed</p>
	<p>The categories of Data Subjects</p>	<p>No Personal Data to be processed</p>

This Call-Off Contract incorporates all the terms and conditions of the Framework Agreement.

For the avoidance of doubt where you have carried out any work prior to the date of this Call-Off Contract in any way related to the Goods and Services be supplied under this Call-Off Contract the terms and conditions of this Call-Off Contract and the Framework Agreement shall apply in respect of such work.

Words and expressions which are defined in the Framework Agreement shall have the same meaning in this Call-Off Contract unless expressly defined otherwise here.

You must not make any amendments to the Call-Off Terms and Conditions.

Nothing in this Call-Off Contract shall confer or purport to confer on any third party any benefit or the right to enforce any term of this letter pursuant to the Contracts (Rights of Third Parties) Act 1999.

Execution of the of the call-off Contract is carried out in accordance with the EU Directive 99/93 (Community framework for electronic signatures) and the electronic communications Act 2000. The call-off Contract is formed on the date on which both parties communicate acceptance of its terms on the Authority’s electronic contract management system (“Atamis”)



Annex A:**Specification Of Requirements**

This Section sets out the Authority's requirements:

1. Introduction

- 1.1 The Authority is the UK Government Department responsible for the environment, food and farming and rural affairs. The Authority's priorities are to secure a healthy natural environment; a sustainable, low-carbon economy; a thriving farming sector and a sustainable, healthy and secure food supply. Further information on the Authority can be found at: <https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>
- 1.2 The Animal and Plant Health Agency (APHA) is responsible for safe-guarding animal and plant health for the benefit of people, the environment and the economy. As part of its regulatory and other official duties, APHA engages with farmers, industry groups and the public, often acting as an interface between industry and government. APHA has responsibility for applying and providing expert advice to decision makers and rapidly responding to emergencies in case of outbreak of diseases. Further information on APHA can be found at: <https://www.gov.uk/government/organisations/animal-and-plant-health-agency>

2. Requirement

- 2.1 APHA requires a one-off supply of irradiated clear glass dropper bottles with coloured dropper assemblies. The Goods are required for serological testing and to store Salmonella anti-sera for use within APHA.
- 2.2 The Table below shows the Goods and volumes required:

Product Code	Description	Volume
MP101080	3ml Clear Neutral Vial Sterile	26,928
MP800017	3ml Dropper Assemblies in Blue to fit the clear glass dropper bottles	13,800
MP8000171	3ml Dropper Assemblies in Green to fit the clear glass dropper bottles	13,800

3. Packaging

- 3.1 Prior to gamma irradiation, the clear neutral vials will be packaged in trays of three hundred and seventy-four (374) vials per tray (twenty-two (22) x seventeen (17) rows). This will be further packaged with three (3) trays per box.
- 3.2 Trays will be double shrink wrapped for sterility.
- 3.3 Prior to gamma irradiation, the blue and green dropper assemblies will be assembled in controlled area. Fifty (50) assemblies will be placed into one (1) clean plastic polybag 6" x 9".
- 3.4 The plastic polybag will be heat sealed above the closed grip, then placed in a second bag and heat sealed again, above the closed grip, for sterility.
- 3.5 Each outer bag will be labelled using product code, description, inner pack size & batch number.
- 3.6 Twenty-three (23) heat sealed / double bagged inner units of fifty (50) will be further placed into a large plastic bag and tied.
- 3.7 When assembling the box, any void will be filled if necessary. The large plastic bag of irradiated vials will be placed into a box surrounded by bubble wrap and secured with tape.
- 3.8 A product label will be attached to top left-hand corner of the front of the box.
- 3.9 All items, boxes and packaging to be sterilised by gamma irradiation.
- 3.10 The clear neutral vials and the blue and green dropper assemblies should be separately packaged in suitable outer packaging to prevent any damage.

Gamma Irradiation

- 3.11 The clear neutral vials and the blue and green dropper assemblies will be irradiated within the agreed tolerances using Co60 Gamma irradiation.
- 3.12 The minimum dose (the lowest dose absorbed by the product) will be twenty-five (25) kGy (kiloGrays) and the maximum dose (the highest dose absorbed) will be forty-two (42) kGy (kiloGrays).
- 3.13 The irradiated Goods shall have a minimum shelf life of two (2) years from the date of Delivery.

4. Delivery

- 4.1 All Goods, described in Section 2.1, will be Delivered by 28/02/2025.

- 4.2 The Delivery address will be:

APHA, Central Stores Woodham Lane Addlestone, Surrey KT15 3NB

- 4.3 Deliveries shall be made within normal Working Hours 9am - 5pm Monday to Friday (excluding Public Holidays).
- 4.4 All freight costs, door-to-door, to be met by the Supplier.

5. Performance Management Framework (including Key Performance Indicators and Service Credits)

- 5.1 As part of the Authority's continuous drive to improve the performance of all Contracts, this Performance Management Framework (PMF) will be used to monitor, measure and control all aspects of the Supplier's performance of contract responsibilities.
- 5.2 The purpose of the PMF is to set out the obligations on the Supplier, to outline how the Supplier's performance will be evaluated and to detail the sanctions for performance failure. The Supplier is responsible for the performance of any sub- contractors.
- 5.3 Key Performance Indicators (KPIs) are essential in order to align Supplier performance with the requirements of the Authority and to do so in a fair and practical way. KPIs have to be realistic, measurable and achievable; they also have to be met otherwise indicating that the service is failing to deliver. Without the use of service credits in such a situation, this service failure places strain on the relationship as delivery falls short of agreed levels.
- 5.4 The proactive approach to correcting failures and addressing their cause improves the relationship and enables a partnership rather than a confrontational style of working. Its focus is on managing and improving service.
- 5.5 The Authority shall review performance against KPI's and, if appropriate, instigate meetings and work closely with the Supplier to agree action plans. The Authority expects the Supplier to agree and implement these plans. If this does not happen, only then shall service credit principles be applied.
- 5.6 The KPIs for this Contract are set out at Annex A.

Service Credit Principles

- 5.7 Service credits sit within the wide service management approach being pursued by the Supplier and the Authority. Use of service credits does not preclude any other remedy for failure of performance available to the Authority under the terms and conditions of the contract.
- 5.8 The service credit regime shall be instigated on each occasion where there is a service failure. Failure to meet a KPI may also give rise to a remediation plan.
- 5.9 KPIs with a service credit rating of 1 will have a service credit of 3% of the invoice amount for the monitoring period, applied for each KPI failure
- 5.10 The Authority has full and complete discretion on whether to claim all, part or none of a service credit to which it is due.
- 5.11 Service credits claimed shall be paid to APHA as a credit note within one (1) month following the date at which the service credits were applied.

- 5.12 The full, agreed service credit regime will operate from the Contract start date until the end of the contract period. The KPIs may be adjusted to ensure that they are appropriate and achievable.

Annex B

Key Performance Indicators			
Description	Measure	KPI Target	Service Credit Rating
KPI 1 - Delivery on time	The Goods shall be Delivered (as specified in section four (4) of the Specification of Requirements) by, no later than, 28/02/2025.	100%	1
KPI 2- Quality standards	The Goods meet the stated requirements in section three (3) of the specification and are accepted as suitable by APHA.	100%	1

Annex C

Appleton Woods Quotation

The following firm pricing shall apply for the provision of the Goods in accordance with this Agreement.

Item Code	Description	Quantity	Unit Price	Total Price
MP101080	3ml Clear Neutral Vial Sterile <i>Pack size: 1122 pcs</i>	24		
MP800017	3ml Drp Assem Blu C White T St <i>Pack size: 1150 pcs</i>	12		
MP8000171	3ml Drp Assem Grn C White T St <i>Pack size: 1150 pcs</i>	12		

Carriage	At Cost
Total (Ex Vat)	£27,926.40

Payment shall be made on receipt of an invoice after completion of each Delivery of the Goods to the satisfaction of APHA, in accordance with Part 2: Call-Off Terms and Conditions, Clause 9.4.

All prices are exclusive of VAT.

All prices are shown in £ Sterling (GBP):

All prices include Delivery.

Part 2 – Call-Off Terms and Conditions

CUSTOMER

and

SUPPLIER

**Call-Off Contract for the supply of Specialist irradiated vials
(under Lot 6 of the Laboratory Consumables and Chemicals
IRLA, LAB4043 LU)**

08/11/2024

ORDER FORM REFERENCE: LAB4043_LOT 6_REF: C26996

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Call-Off Terms and Conditions

Dated: 06/11/2024

Between:

- (1) the Customer; and
 - (2) the Supplier,
- (the identities of the Customer and Supplier are set out in the Order Form).

Whereas:

- (A) The Authority acts as the lead organisation on behalf its Member Institutions (as defined below) providing its Member Institutions with pre-tendered arrangements for a variety of goods and services.
- (B) The Authority issued a contract notice 2023/S 000-031111 on 20th October 2023 the Official Journal of the European Union seeking expressions of interest from potential suppliers for the provision of certain Goods and Services to Member Institutions and Participating Consortia (each as defined below).
- (C) Following a tender process compliant with the requirements of the Public Contracts Regulations 2015, the Authority selected a group of suppliers to be eligible to provide the Goods on a call-off basis and entered into individual framework agreements with those suppliers and this included the Authority and the Supplier entering into the Framework Agreement (as defined below).
- (D) Pursuant to the Framework Agreement, the Customer has appointed the Supplier to provide the Goods in accordance with the Contract (as defined below).
- (E) These Call-off Terms and Conditions set out the terms and conditions for the provision of the Goods and the obligations of the Supplier in the provision of the Goods.

Now it is hereby agreed as follows:-

1 Definitions and Interpretation

- 1.1 In this Contract the following words and expressions shall have the following meanings:

Authority means Southern Universities Purchasing Consortium, an operating unit of Southern Universities Management Services, company number 02732244, registered charity number 1042175 and whose registered office is at Reading Enterprise Centre, The University of Reading, Whiteknights, Reading, England, RG6 6BU;

ADR Notice has the meaning given in Clause 27.5;

Anti-Slavery Laws has the meaning given in Clause 29.1;

Brief means the Customer's requirements for the supply of the Goods annexed to the Order Form and any changes to the same notified by the Customer to the Supplier from time-to-time;

Call-Off KPIs means the key performance indicators set out in the Order Form;

Call-Off Terms and Conditions means the terms and conditions set out in this Contract, as referred to in the Framework Agreement;

CEDR Model Mediation Procedure means the model mediation procedure of The Centre for Effective Dispute Resolution;

Charges means the charges set out in the Order Form (and **Charge or Charge(s)** shall be construed accordingly);

Contract means the written agreement between the Customer and the Supplier consisting of the Order Form (and any appendices thereto), the Brief (annexed to the Order Form) and these Call-Off Terms and Conditions;

Contract End Date means the date detailed as such in the Order Form as such date may be extended pursuant to Clause 3.3 of this Contract

Customer Liability Cap means the amount detailed as such in the Order Form;

Customer's IP means all Intellectual Property Rights in any Documentation provided by the Customer under the Contract;

Data Protection Legislation means all laws and regulations relating to the Processing of Personal Data as the same may be in force from time to time;

Delivery Date(s) means the date(s) detailed as such in the Order Form;

Dispute means any dispute or difference of whatsoever nature in relation to the formation, operation or interpretation of, or otherwise in connection with, or arising out of, the Contract;

Dispute Notice means a written notice of any Dispute, setting out the Dispute's nature and full particulars of the Dispute and which states it is a "Disputes Notice";

Documentation means any data, information, records or documents in any media and form whatsoever (including paper or electronic form);

Effective Date means the date of these Call-Off Terms and Conditions;

EIR means the Environmental Information Regulations 2004;

FOIA means the Freedom of Information Act 2000;

Force Majeure Event means the occurrence of: (a) extreme abnormal weather conditions; (b) nuclear, chemical or biological contamination; (c) war, civil commotion or terrorist attack; (d) interruption or failure of a utility service including electric power, gas or water; or (e) acts of God, floods or earthquakes; or (f) any other matter outside of the control of the party, but excluding in each case: (i) strikes or other forms of industrial action by the employees, agents or subcontractors of that party; or (ii) any other failure in Supplier's supply chain (other than that caused by (a) to (e)); or (iii) only to the extent the party could not mitigate the event by means of prudent contingency planning or any other prudent business means or precautions which ought reasonably to have been taken by that party;

Framework Agreement means the framework agreement for the supply of the Goods made between: (i) the Authority; and (ii) the Supplier;

Framework Agreement KPIs means the key performance indicators set out in Schedule 6 to the Framework Agreement;

Framework Levy has the meaning given in the Framework Agreement;

Framework Levy Rate has the meaning given in the Framework Agreement;

FTS means the Find a Tender service, being the UK's e-notification service on which notices for new procurements are published;

Good Industry Practice means the exercise of such degree of skill, diligence, care and foresight which would reasonably and ordinarily be expected from a skilled and experienced supplier engaged in the provision of Goods similar to the Goods under the same or similar circumstances as those applicable to this Contract;

Goods means the goods identified as such in the Order Form;

Intellectual Property Rights means all intellectual property rights anywhere in the world including domain names, patents, design rights, copyrights including rights in computer software and databases (including database rights), rights in source code, topography right, trademarks, trade names, logos, trade secrets and know-how, and any applications or the right to make applications for any of the above, existing now or at any time in the future and whether registered or registrable or not;

KPIs means the Framework Agreement KPIs and the Call-Off KPIs;

Law means any applicable Act of Parliament, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of section 2 of the European Communities Act 1972, regulatory policy, guidance or industry code, any applicable judgment of a relevant court of law which is a binding precedent in England and Wales, or directives or requirements of any Regulatory Body;

Losses means all liabilities, costs, expenses, damages and losses including but not limited to any direct loss, indirect loss or consequential loss, loss of contribution to incidental costs, loss of profit or overheads, loss of reputation and all interest, penalties and legal costs;

Member Institution has the meaning given in the Framework Agreement;

Mini Tender has the meaning given in the Framework Agreement;

Order means the order placed by the Customer to the Supplier in accordance with the Framework Agreement, which sets out the description of the Goods to be supplied;

Order Form means the document used by the Customer to place the Order for this Contract;

Participating Consortium has the meaning given to it in the Framework Agreement;

Personnel means those personnel of the Supplier as shall be appointed by the Supplier to supply the Goods in accordance with the Contract including the Supplier's employees and subcontractors;

Premises means the premises detailed as such in the Order Form;

Prohibited Act means the following constitute Prohibited Acts: (a) to directly or indirectly offer, promise or give any person working for or engaged by the Customer a financial or other advantage to: (i) induce that person to perform improperly a relevant function or activity; or (ii) reward that person for improper performance of a relevant function or activity; (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Contract; (c) committing any offence: (i) under the Bribery Act 2010; (ii) under legislation creating offences concerning fraudulent acts relating to this Contract or any other contract with the Customer; (iii) at common law concerning fraudulent acts relating to this Contract or any other contract with the Customer; or (iv) of defrauding attempting to defraud or conspiring to defraud the Customer (including offences by the Supplier under Part 3 of the Criminal Finances Act 2017); and (d) activity, practice or conduct which would constitute one of the offences listed under (c) if such activity, practice or conduct had been carried out in the UK;

Project IP means all Intellectual Property Rights in any Documentation provided by the Supplier under the Contract and all other Intellectual Property Rights created or discovered by the Supplier as a result of, for or in connection with the performance of its obligations under the Contract, but excluding Supplier's Background IP;

PCR means the Public Contracts Regulations 2015;

Regulatory Body means any government department and regulatory, statutory and other entity, committee, ombudsman and/or body which, whether under statute, rules, regulations, codes of practice or otherwise, is entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Customer;

Schedule(s) means any one or more of the schedules attached to these Call-Off Terms and Conditions;

Supplier Liability Cap means the amount detailed as such in the Order Form;

Supplier's Background IP means all Intellectual Property Rights existing prior to the date of the Contract and used by the Supplier for or in connection with the performance of its obligations under the Contract;

Supply Rates means the rates set out in Schedule 1 of the Framework Agreement as may be amended pursuant to the procedures set out in that Schedule 1;

Term means the period from the date of the Contract up to and including the earliest of:

(a) *the Contract End Date; or*

(b) *the date the Contract is terminated in accordance with Clause 19;*

Third Party Agreements has the meaning given in Clause 6.2;

Value Added Tax means value added tax at the rate prevailing at the time of the relevant supply charged in accordance with the provisions of the Value Added Tax Act 1994; and

Variation has the meaning given in Clause 7.

- 1.2 In these Call-Off Terms and Conditions unless the context otherwise requires:
 - 1.2.1 clause headings are inserted for convenience only and shall not affect the construction and interpretation of this Contract and all references to Clauses, sub-Clauses, or Schedules are to Clauses and sub-Clauses of, and Schedules to, these Call-Off Terms and Conditions; and
 - 1.2.2 words denoting the singular number include the plural and vice versa; and
 - 1.2.3 words denoting the masculine include the feminine and vice versa; and
 - 1.2.4 references to persons include reference to bodies corporate and unincorporate; and
 - 1.2.5 references to statutes or statutory instruments or any Law are to be construed as references to any consolidation, modification, extension, amendment, replacement or re-enactment of them from time to time and any subordinate legislation under it.
 - 1.2.6 All Equipment/Goods/Services are intended for research purposes only, unless expressly agreed in writing with the supplier in question on every occasion, and on a case-by-case basis.

2 **Contract Documents**

- 2.1 The Contract consists of the following documents:
 - 2.1.1 these Call-Off Terms and Conditions;
 - 2.1.2 the Schedule(s) to these Call-Off Terms and Conditions;
 - 2.1.3 the Order Form (and any appendices thereto); and
 - 2.1.4 the Brief (annexed to the Order Form).
- 2.2 The Contract is made pursuant to the Framework Agreement.
- 2.3 In the event of any inconsistency or conflict between:
 - 2.3.1 the Framework Agreement and the Contract, the Framework Agreement shall prevail; or
 - 2.3.2 the Contract documents in Clause 2.1 above, the order of precedence shall be the order in which those documents appear.
- 2.4 Save in respect of the Framework Agreement, the Contract supersedes all other oral and/or written communications, representations, agreements or undertakings between the parties.

3 **Appointment**

- 3.1 The Customer appoints the Supplier as the supplier of the Goods set out in the Order Form.
- 3.2 The Contract shall take effect on and from the date of the Contract and shall expire automatically at the end of the Term.
- 3.3 The Customer may, by giving written notice to the Supplier not less than 3 (three) month(s) before the Contract End Date, extend the Contract End Date for any further period or periods specified in the Order Form provided that the total Term does not exceed 4 years. The provisions of the Contract will apply throughout any such extended period.
- 3.4 Any omission on the part of the Customer to inspect, review or disapprove shall not diminish or relieve the Supplier from any of its obligations or responsibilities under or in connection with the Contract.
- 3.5 Not used

4 **No Partnership or Agency**

- 4.1 Nothing in this Contract is intended to, or shall be deemed to:
 - 4.1.1 establish any partnership or joint venture between any of the parties;
 - 4.1.2 constitute any party as the agent of another party; or
 - 4.1.3 authorise any party to make or enter into any commitments for or on behalf of any other party.
- 4.2 The Supplier confirms it is acting on its own behalf and not for the benefit of any other person.

5 **Non-Exclusivity**

The Supplier acknowledges that, in entering the Contract, no form of exclusivity has been granted by the Customer for the supply of any Goods and that the Customer is at all times entitled to enter into other contracts and arrangements with any other suppliers for the supply of any Goods which are the same or similar to that which the Supplier may supply.

6 **Supply of the Goods**

- 6.1 The Supplier warrants and undertakes to the Customer that:
 - 6.1.1 it shall supply the relevant Goods and Services and in accordance with the Contract and in compliance with all applicable Laws and Good Industry Practice;
 - 6.1.2 it has exercised and shall continue to exercise in the performance of all its duties under the Contract all the skill, care and diligence reasonably to be expected of a properly qualified and competent supplier experienced in the supply of Goods and Services of a similar nature to the Goods and Services;
 - 6.1.3 it shall supply the relevant Goods and Services in such a manner and at such times so that no act, omission or default of the Supplier shall cause or contribute to any breach of Law;

- 6.1.4 it shall supply the relevant Goods and Services in compliance with all reasonable instructions given in writing under or in connection with the Contract;
- 6.1.5 it shall at all times observe and provide the Goods and Services in accordance with the KPIs;
- 6.2 The Supplier shall, so far as practically possible, have regard to all obligations on the part of the Customer in any third party agreements or in any other documentation relating to the Contract to which the Customer is a party to and of which copies (subject to the deletion of any confidential information therein) have been provided by or on behalf of the Customer (**Third Party Agreements**). The Supplier warrants and undertakes to the Customer that the Supplier will supply the relevant Goods and will use reasonable endeavours to perform its obligations under the Contract in such a manner and at such times that no act, omission or default of the Supplier shall cause or contribute to any breach by the Customer of any of its obligations under the Third Party Agreements or other documentation mentioned in this Clause 6.2.
- 6.3 If the Supplier becomes aware of any matter that may impact on its ability to deliver the relevant Goods in accordance with the Contract, it must immediately notify the Customer and shall propose and, if accepted by the Customer, implement any measures which may be practical to overcome or reduce any adverse impact on the Customer. The Supplier shall bear the cost of implementing such measures save where the relevant matter is a direct result of any wilful act, negligence or breach by the Customer of its obligations under the Contract.
- 6.4 The Supplier shall comply with the provisions of Schedule 4 (KPIs).
- 6.5 The Supplier shall comply with the provisions of **Error! Reference source not found.** (Supply of Goods)
- 7 Not Used
- 7.1 Not Used
- 8 **Variations to the Contract**
- 8.1 The parties acknowledge that the Customer may, at any time:
 - 8.1.1 instruct the Supplier to add or omit any Goods to or from that which is being supplied under the Contract; or
 - 8.1.2 instruct a change to the Brief annexed to the Order Form,
(a **Variation**)
provided always that such Variation shall not amount to a substantial variation for the purposes of regulation 72 of PCR (which the Customer shall determine in its sole discretion).
- 8.2 If any Variation instructed by the Customer shall:
 - 8.2.1 in respect of the Goods being supplied under the Contract, increase or decrease the relevant Charge(s); and/or

- 8.2.2 in respect only of the Goods being supplied under the Contract, affect the Supplier's ability to supply the Goods by the relevant Delivery Date(s)
- 8.3 Within 10 (ten) days of receipt of a Supplier's quotation pursuant to Clause 8.2, the Customer shall either accept the quotation, in which case the relevant Charge(s) and Delivery Date(s) shall be adjusted accordingly, or withdraw the Variation instruction
- 8.4 Until the Supplier's quotation is accepted in accordance with Clause **Error! Reference source not found.**, the Supplier shall continue to perform its obligations under the Contract as if the Variation had not been instructed and the Supplier agrees that the preparation of a quotation to be provided under Clause 8.2 will not cause any delay to the supply of the relevant Goods, Service and/or Software.
- 8.5 The Supplier shall have no entitlement to any increase in the relevant Charge or any extension(s) to the relevant Delivery Date(s) where it complies with a Variation instruction prior to its quotation being accepted in accordance with Clause **Error! Reference source not found.**.
- 8.6 The Customer shall be entitled to refuse any Variation which does or could amount to a substantial variation for the purposes of regulation 72 of PCR.
- 8.7 The Supplier may request, in writing, a variation to the Charge(s) in the event there is a change in Law which was not reasonably foreseeable prior to the date of the Contract which impacts on the Charge under the Contract. If the Supplier so requests a variation, the parties shall meet within 10 (ten) days of the date of such written request and shall agree any changes to the Charge in writing.
- 8.8 The Supplier and Customer acknowledge that in the event that the Supply Rates are amended in accordance with the procedures set out in Schedule 1 of the Framework Agreement, such amendments shall not apply to the Charge under this Contract unless agreed otherwise in writing between the parties and the Authority (in accordance with paragraph 8 of Schedule 1 of the Framework Agreement).
- 9 **Payment of the Charge(s) and the Framework Levy**
- Payment of the Charge(s)**
- 9.1 The Customer shall pay the Supplier the Charge(s) as stated in the Order Form as full remuneration for the supply of the Goods and Services in accordance with the Contract.
- 9.2 Each Charge is fully inclusive of all costs and expenses of every kind incurred by the Supplier in connection with the supply of the Goods and Services.
- 9.3 For the avoidance of doubt, each Charge shall be exclusive of Value Added Tax. The Customer shall account for and pay the total amount of Value Added Tax properly due thereon.
- 9.4 The Charge(s) shall be paid to the Supplier in accordance with any stages set out in the Order Form and within 30 (thirty) days of receipt of properly rendered invoice(s) in accordance with Clause 9.5
- 9.5 The Supplier shall submit invoices to the Customer in respect of any of the Charge(s) properly due to the Supplier under the Contract and all invoices

submitted by the Supplier shall show amounts due, amounts invoiced to date and will provide any additional supporting documentation as the Customer may request (acting reasonably).

- 9.6 The Supplier acknowledges and agrees that the Authority, or any other Participating Consortia or any Member Institution has no liability to the Supplier for the payment of any Charges due to the Supplier pursuant to the Contract, unless the Authority or such Participating Consortia or Member Institution is the Customer under the Contract.

Payment of the Framework Levy

- 9.7 The parties acknowledge that where the Customer is a Member Institution:
- 9.7.1 the Supplier shall pay the Framework Levy in accordance with the provisions of the Framework Agreement; and
- 9.7.2 if the Supplier is in breach of any of the obligations set out in clause 6 of the Framework Agreement in connection with the Framework Levy, the Supplier may be suspended from its appointment under the Framework Agreement until such time as those obligations are fulfilled to the satisfaction of the Authority, in accordance with clauses 7.7 and 15.1 of the Framework Agreement.

10 Set Off

- 10.1 The parties acknowledge that the Customer may at any time, without notice to the Supplier, set-off any liability owed by the Supplier to the Customer against any liability owed by the Customer to the Supplier, whether either liability is present, liquidated or unliquidated and whether or not liability arises under the Contract. Any such exercise of set-off by the Customer shall not limit or affect any of the Customer's rights or remedies available under this Contract.
- 10.2 For the avoidance of doubt, all amounts due from the Supplier to the Customer under this Contract shall be paid in full without any set-off, counterclaim, deduction or withholding by the Supplier.

11 Personnel

- 11.1 Not Used

12 Premises

- 12.1 The Customer grants the Supplier a non-exclusive licence to access the Premises, as may be reasonably required for the sole purpose of performing its obligations under the Contract.
- 12.2 The Supplier shall co-operate with all other suppliers or personnel who may also have access to the Premises.
- 12.3 At the end of the Term, the Supplier shall:
- 12.3.1 remove from the Premises all the Supplier's equipment and unused materials;
- 12.3.2 clear away all rubbish arising out of or in connection with the supply of the relevant Goods and Services; and

- 12.3.3 leave the Premises in a clean and tidy condition to the Customer's reasonable satisfaction.
- 12.4 If the Supplier fails to comply with Clause 12.3, the Customer may remove and dispose of the Supplier's equipment and unused materials and clear away and clean the Premises as required by Clauses 12.3.2 and 12.3.3 and the Customer shall be entitled to recover the cost of doing so from the Supplier as a debt.
- 12.5 Where the Supplier leaves any equipment or materials on the Premises during the Term, it does so at its own risk and the Customer shall have no liability to the Supplier in relation to such equipment or materials.

13 **Assignment and Sub-contracting**

- 13.1 Subject to Clause 13.2, the Supplier shall not assign, charge or transfer any right or obligation under this Contract or in any way deal or part with its interest in this Contract or any part of it to any person, without the Customer's prior written consent, which shall not be unreasonably withheld (provided always that the Customer shall be entitled to refuse to consent to any assignment, charge or transfer which could or does breach any regulation(s) of the PCR).
- 13.2 Save where permitted pursuant to Clause 13.3, the Supplier shall not sub-contract to any person the performance of any of its obligations under this Contract:
 - 13.2.1 except with the Customer's prior written consent, such consent not to be unreasonably withheld;
 - 13.2.2 if any such sub-contracting would be inconsistent with the Supplier's tender in the Original Tender Process and/or the Mini Tender; and
 - 13.2.3 if any such sub-contracting could or would in the sole opinion of the Customer breach any regulation(s) of the PCR.
- 13.3 Notwithstanding Clause 13.2 above, the Customer hereby grants the Supplier consent to sub-contract its delivery obligations under this Contract.
- 13.4 If the Customer consents to the Supplier to sub-contract, then the Supplier shall co-ordinate and integrate such services provided by the sub-supplier with his own and no sub-contracting by the Supplier and no consent by the Customer shall in any way relieve the Supplier from any liability or obligation in respect of the performance of its obligations under this Contract.
- 13.5 The Customer may at any time assign by absolute legal assignment the benefit of all the Supplier's obligations and the entire benefit arising under or out of this Contract to
 - 13.5.1 any Contracting Authority (as defined in the PCR);
 - 13.5.2 any other body established by the Crown or under statute to substantially perform any of the functions that had previously been performed by the Customer;
 - 13.5.3 any private sector body which substantially performs the functions of the Customer,

provided that any such assignment shall not increase the Supplier's obligations under the Contract.

- 13.6 If the Supplier sub-contracts the Contract in accordance with this Clause 13, the sub-contract must be entered into on equivalent and no less onerous terms than the terms of this Contract.

14 **Intellectual Property Rights**

- 14.1 Any Customer's IP shall remain vested in the Customer and the Customer shall grant the Supplier an irrevocable, transferable, non-exclusive, royalty free licence to use such IP for the purpose of performing its obligations under this Contract.

- 14.2 The Project IP shall immediately vest in the Customer upon its creation or discovery and the Customer shall grant the Supplier an irrevocable, transferable, non-exclusive, royalty free licence to use the Project IP for the purpose of performing its obligations under this Contract.

- 14.3 The Supplier's Background IP shall remain vested in the Supplier and the Supplier shall grant the Customer an irrevocable, transferable non-exclusive, royalty free licence to use the Supplier's Background IP for any purpose related to this Contract and the *Goods and/or Services* supplied hereunder.

- 14.4 The licences granted under this Clause 14 include a right to sub-license.

- 14.5 All royalties or other sums payable in respect of the supply and use of any patented article, processes or inventions required for and in relation to the performance of the Supplier's obligations under this Contract shall be paid by the Supplier.

- 14.6 The Supplier shall not be liable for any use of the Supplier's Background IP or Project IP other than that for which they were prepared.

- 14.7 The Customer shall not be liable for any use of the Customer's IP other than that for which they were prepared.

15 **Confidentiality and publicity**

- 15.1 Subject to Clauses 16 and 25, each party will keep confidential all financial information, supplier lists, manuals, software (including its source code), trade secrets, business forecasts, specifications, correspondence, books, records, documents, agreements, photographs, quotations, invoices, files, plans, drawings, any other similar material or information relating in any way to this Contract, and/or the business of the other party. Neither party will disclose details of these to any person, other than to its professional advisers, insurers and personnel, without the consent of the other party, and then only insofar as such disclosure is necessary for the effective performance of the Supplier's obligations under this Contract. The provisions of this Clause will continue to apply notwithstanding any novation and/or termination of this Contract for any reason and notwithstanding the completion of the performance of either party's obligations under this Contract.

- 15.2 Neither party shall be liable for the disclosure of any confidential material which is referred to in Clause 15.1 which:

- 15.2.1 is or becomes available to the public, other than by means of a breach of this Contract; or

15.2.2 is required by Law to be disclosed.

15.3 Neither party shall, without the other party's prior written consent, use the other party's corporate name or any other unnamed trademark associated with the other party for any purpose, including but not limited to by illustration, advertising, publicising, marketing or selling services and/or products, except as may otherwise be required by Law. In that event, that party shall provide the other party with written notice of such request as soon as reasonably practicable, sufficient to allow the other party an opportunity to object prior to such disclosure.

15.4 Notwithstanding the provisions in this Clause 15 and Schedule 3 (Data Protection), the parties shall comply with the Data Protection Legislation.

16 **Freedom of Information**

16.1 The Supplier acknowledges that the Customer may be subject to the FOIA and the EIR and the Supplier shall, at its cost, use all reasonable endeavours and take all necessary steps to assist the Customer in complying with the FOIA and/or the EIR.

16.2 If the Supplier receives a 'request' from any third party (as that term is defined in the FOIA and the EIR, as applicable), it shall immediately provide the Customer with a written copy of that request.

16.3 The Supplier shall use reasonable endeavours to ensure, to the extent it is able to do so, that the provisions of this Clause 16 are included in any subcontract it enters into in respect of this Contract.

17 **Insurance**

17.1 The Supplier warrants that it currently maintains and shall continue to maintain:

17.1.1 product liability insurance;

17.1.2 public liability insurance; and

17.1.3 employer's liability insurance,

for the periods set out in Clause 17.1 of the Framework Agreement, all with a well-established and reputable insurance office or underwriter of repute carrying on business in the United Kingdom and the European Union with a limit and basis of indemnity as set out in Article 3 of the Memorandum of Agreement in the Framework Agreement for each and every claim provided always that such insurance is generally available in the United Kingdom and the European Union to the business of the Supplier at commercially reasonable rates and terms. The Supplier shall immediately inform the Customer if such insurance ceases to be generally available at commercially reasonable rates and terms and for the avoidance of doubt it is hereby agreed and declared that any increased or additional premium required by insurers by reason of the Supplier's own claims record or other acts, omissions, matter or things particular to the Supplier shall be deemed to be within commercially reasonable rates.

17.2 As and when the Supplier is reasonably requested in writing to do so by the Customer, the Supplier shall produce for inspection sufficient documentary evidence in the form of a standard insurance broker's certificate that the

insurance required under Clause 17.1 is being maintained in accordance with the terms of this Contract. If the Supplier fails to supply the relevant evidence, the Customer shall be at liberty to effect such insurance cover as it deems necessary at the Supplier's cost.

- 17.3 The Supplier shall not, once a claim under Clause 17.1 of this Contract has been notified to it, voluntarily do anything which would reduce or tend to reduce the scope of indemnity under its insurance policies or the amount of indemnity monies which will be available thereunder were the claim against it to succeed in full.
- 17.4 The Supplier shall:
- 17.4.1 do nothing to invalidate any insurance policy or to prejudice the Customer's entitlement under it; and
- 17.4.2 notify the Customer if any policy is (or will be) cancelled or its terms are (or will be) subject to any material change.
- 17.5 The Supplier's liabilities under this agreement shall not be deemed to be released or limited by the Supplier taking out the insurance policies referred to in Clause 17.1.
- 17.6 If the Supplier fails or is unable to maintain insurance in accordance with Clause 17.1, or fails to provide for inspection the sufficient documentary evidence referred to in Clause 17.2, the Customer may, so far as it is able, purchase such alternative insurance cover as it deems to be reasonably necessary and shall be entitled to recover all reasonable costs and expenses it incurs in doing so from the Supplier.

18 **Warranties and Undertakings**

- 18.1 Each party warrants and undertakes to the other party on the Effective Date that:
- 18.1.1 it has the power and is duly authorised to enter into, perform and comply with its obligations under this Contract;
- 18.1.2 this Contract is executed by one of its authorised representatives;
- 18.1.3 it has obtained and shall maintain for the duration of this Contract all requisite regulatory and supervisory consents, licences, authorisations and approvals necessary for it to carry out its obligations under this Contract; and
- 18.1.4 its entry into this Contract and its performance of and compliance with its obligations under it do not and will not violate any restriction imposed by:
- (a) *any regulation to which it is subject;*
- (b) *its memorandum or articles of association; or*
- (c) *any agreement to which it is a party.*
- 18.2 The Supplier warrants and undertakes to the Customer on the Effective Date that in entering into this Contract it has not committed any Prohibited Act.

19 Suspension and/or Termination

- 19.1 The Customer may, in addition to any other rights and remedies which it may have, by giving not less than:
- 19.1.1 7 (seven) days' written notice to the Supplier, suspend the Supplier's appointment under this Contract; or
- 19.1.2 90 (ninety) days' written notice to the Supplier, terminate the Supplier's appointment under this Contract.
- 19.2 If the Supplier's appointment is suspended pursuant to Clause 19.1 then the Customer may, by giving not less than 7 (seven) days' written notice, require the Supplier to resume performance at any time within a period of 6 (six) months from the date of suspension. The Supplier shall use all reasonable endeavours to resume performance of its obligations under this Contract as soon as possible after receipt of the Customer's written notice. If the Customer has not required the Supplier to resume performance within such period, then the Supplier's appointment under this Contract shall be deemed to have been terminated on the date falling 6 (six) months after the date of suspension.
- 19.3 The Customer or the Supplier may suspend and/or terminate the Supplier's appointment under this Contract upon serving written notice on the other in the event that:
- 19.3.1 the other is in breach of this Contract in any material respect and the other has failed within 30 (thirty) days of the service of the other's written notice to remedy such breach or breaches; and/or
- 19.3.2 distress or execution is levied or threatened upon any of the other's property or any judgement against the other remains unsatisfied for more than 14 (fourteen) days or the other (being an individual) is bankrupt or unable to pay his debts or seeks an arrangement with his creditors, or the other (being a company) has an administrator appointed of it or a receiver or manager or administrative receiver is appointed of it or any of its assets or it enters into liquidation or it proposes or makes any voluntary arrangement with its creditors; any petition is presented or any resolution passed or any steps or proceedings taken which may lead to any of the foregoing occurrences; the other ceases to carry on business; and/or
- 19.3.3 if any of the termination provisions of regulation 73(1) of PCR apply.
- 19.4 The Customer may terminate this Contract in accordance with:
- 19.4.1 0 (Anti-bribery and Corruption) or
- 19.4.2 Schedule 4 (KPIs).
- 19.5 Suspension or termination of the Supplier's appointment under this Contract, howsoever arising, shall be without prejudice to the rights and remedies of either of the parties in relation to any negligence, omission or default of the other prior to such termination.
- 19.6 If the Supplier's appointment under this Contract has been suspended or terminated by the Customer pursuant to Clause 19.1, or terminated by the Supplier pursuant to Clause 19.3 then:

- 19.6.1 after suspension or termination of the Supplier's appointment under this Contract, the Supplier shall immediately provide to the Customer copies of all Documentation for and in relation to this Contract which has been prepared by it or on its behalf or is in its possession;
- 19.6.2 the Supplier shall be entitled to send an invoice to the Customer for all outstanding Charges earned by the Supplier for the Services properly performed (whether wholly or in part) and Value Added Tax due thereon;
- 19.6.3 the Customer shall not be liable for any Losses howsoever arising out of or in connection with the suspension or termination of this Contract; and
- 19.6.4 pursuant to the terms of this Contract, the Customer shall pay to the Supplier any instalments of any Charge and any other amounts which have accrued due prior to the date of suspension or termination, together with a proportion of the next following instalment of any Charge commensurate with the Services properly performed up to the date of suspension or termination carried out prior to the date of suspension or termination.
- 19.7 If the Supplier's appointment under this Contract has been suspended or terminated by the Customer pursuant to Clause 19.3 or 19.4:
 - 19.7.1 after termination of the Supplier's appointment under this Contract, the Supplier shall immediately provide the Customer with copies of all Documentation for and in relation to this Contract which has been prepared by it or on its behalf or is in its possession; and
 - 19.7.2 the Customer shall not be liable for any Losses howsoever arising out of or in connection with the suspension or termination of this Contract.

20 **Force Majeure**

- 20.1 Neither party shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract (except in relation to payment) if such delay or failure result from a Force Majeure Event.
- 20.2 In such circumstances the relevant party shall use all reasonable endeavours to mitigate any such delays and the time for performance shall be extended by a period equivalent to the period during which the performance of the obligation has been delayed or failed to be performed by the Force Majeure Event or the affected party shall be entitled to a reasonable extension of time for performing such obligations.

21 **Communications**

- 21.1 Except as otherwise provided for in this Contract, all notices or other communications under or in respect of this Contract to either party must be in writing and shall be deemed to be duly given or made when delivered, in the case of personal delivery or sent by prepaid recorded delivery or registered post, or when posted, deemed to have been received 48 (forty-eight) hours after the same shall have been posted, or when despatched, in the case of e-mail, to the party addressed to him at the address stated in Clause 21.3 or such other address as such party may by notice in writing nominate for the purpose of service.

- 21.2 A written notice includes a notice by e-mail. A notice or other communication received on a non-working day or after normal business hours in the place of receipt, shall be deemed to be given or made on the next following working day in that place.
- 21.3 Any written notice provided under Clause 21.1 shall be sent:
- 21.3.1 in the case of the Customer, as set out in the relevant Order Form; and
- 21.3.2 in the case of the Supplier, as set out in the relevant Order Form.
- 21.4 Either party may change its respective notice correspondence information referred to in Clause 21.3 by prior written notice to the other party.

22 **Indemnities**

- 22.1 The Supplier shall indemnify and keep indemnified in full the Customer from and against all Losses suffered or incurred by the Customer arising out of or in connection with:
- 22.1.1 the Supplier infringing or being held to infringe any Intellectual Property Rights in the performance of the Supplier's obligations under this Contract;
- 22.1.2 the Customer infringing or being held to infringe any Intellectual Property Rights through the use of the Supplier's Background IP, the Project IP or the relevant Goods;
- 22.1.3 any wilful act, breach or negligent performance or non-performance of its obligations under this Contract by the Supplier;
- 22.1.4 subject to the provisions of Clause 23.2.1, the death or personal injury of any person or physical damage to any property attributable to the Supplier's performance or non-performance of its obligations under this Contract;
- 22.1.5 any breach by the Supplier of its obligations pursuant to Schedule 3 (Data Protection) of this Contract;
- 22.2 The indemnities in Clause 22.1 shall not apply to the extent that the relevant Losses are attributable to the Customer's breach, wilful act or negligent performance or non-performance of this Contract.

23 **Limit of liability**

- 23.1 Except where expressly stated elsewhere in this Contract:
- 23.1.1 the Supplier's total liability to the Customer for all Losses howsoever arising under, for breach of, or in connection with this Contract is limited to, and shall not exceed the Supplier Liability Cap in the aggregate, save in respect of any indemnities granted by it under Clause 22.1 or any Schedule;
- 23.1.2 the Customer's total liability to the Supplier for all losses howsoever arising under, for breach of, or in connection with this Contract is limited to, and shall not exceed the Customer Liability Cap in the aggregate; and
- 23.1.3 the Customer shall not be liable to the Supplier for any indirect loss or consequential loss, loss of contribution to incidental costs, loss of profit or overheads or loss of reputation, howsoever arising under, for breach of, or in connection with this Contract.

- 23.2 Nothing in this Contract shall limit or exclude:
- 23.2.1 either party's liability to the other for death or personal injury resulting from that party's negligence; or
- 23.2.2 any damage or liability incurred by either party as a result of fraud or fraudulent misrepresentation by the other.
- 23.3 [The parties hereby agree that the Supplier shall remain liable under this Contract for 6 (six) years after the date of the end of the Term].

24 **Anti-bribery and Corruption**

The parties shall comply with 0 in relation to anti-bribery and corruption.

25 **Data Protection**

The parties shall comply with Schedule 3 in relation to data protection.

26 **Conflicts of interest**

- 26.1 The Supplier may not, without the Customer's prior written consent, be directly or indirectly engaged, concerned or have any financial interest in any capacity with the Customer.
- 26.2 The Supplier shall promptly notify the Customer in writing of any actual or potential conflict of interest which arises during the Term and the Customer shall be entitled to require the Supplier to take such reasonable steps to remedy any conflict of interest as are reasonably required by the Customer.

27 **Dispute Resolution**

- 27.1 If a Dispute arises in respect of this Contract then the procedure set out in this Clause 27 shall apply.
- 27.2 In the event of a Dispute, either party shall serve on the other party a Dispute Notice, together with any relevant supporting documentation.
- 27.3 Following the service of any Dispute Notice pursuant to Clause 27.2, Contract Manager of the Customer and Framework Manager of the Supplier shall use reasonable endeavours to resolve the Dispute, in good faith.
- 27.4 If the Customer and the Supplier are for whatever reason unable to resolve the Dispute within 30 (thirty) days of service of the relevant Dispute Notice, the Dispute shall be referred to the Director of Customer and the Director of Supplier who shall use reasonable endeavours to resolve the Dispute, in good faith.
- 27.5 If the Customer and the Supplier are for whatever reason unable to resolve the Dispute within 30 (thirty) days of the Dispute being referred to them pursuant to Clause 27.4, the parties will seek to settle the Dispute by mediation in accordance with the CEDR Model Mediation Procedure. The Mediator shall be nominated by CEDR Solve, unless otherwise agreed (in writing) between the parties. To initiate the mediation, a party must provide a written notice (**ADR Notice**) to the other party to the Dispute, requesting mediation. A copy of any such ADR Notice must be sent to CEDR Solve. The mediation will not start later than 15 (fifteen) after the date of the ADR Notice and the party providing the ADR Notice shall be responsible for all costs associated with

the provision of such ADR Notice (subject to any agreement made between the parties in relation to costs associated with such mediation).

- 27.6 In the event that:
- 27.6.1 the Dispute is not resolved within 30 (thirty) days after the service of an ADR Notice; or
 - 27.6.2 either party fails to participate or fails to continue to participate in the mediation before the expiry of such 30 (thirty) days; or
 - 27.6.3 the mediation terminates before the expiry of such 30 (thirty) days,
- the Dispute shall be referred to the Courts of England and Wales in accordance with Clause 36 of this Contract.
- 27.7 No party may commence any court proceedings under Clause 36 of this Contract in relation to the whole or any part of a Dispute until 60 (sixty) days after the service of the ADR notice (provided that the right to issue proceedings is not prejudiced by a delay).

28 **Records and Audit Access**

- 28.1 The Supplier shall keep and maintain until 6 (six) years after the date of the end of the Term, full and accurate records and accounts of the operation of this Contract including but not limited to the Goods provided under it in accordance with good accountancy practice.
- 28.2 The Supplier shall provide such records and accounts (together with copies of the Supplier's published accounts) during the Term and for a period of 6 (six) years after the date of the end of the Term to the Customer and/or the auditor and/or any statutory body entitled by Law on written request and shall provide the Customer and/or the auditor and/or any statutory body entitled by Law access to such records and accounts as may be required from time to time.
- 28.3 Subject the provisions of Clause 15, the Supplier shall on written request provide the auditor with all reasonable co-operation and assistance in relation to each audit, including:
- 28.3.1 all information requested by the auditor within the scope of the audit;
 - 28.3.2 reasonable access to sites controlled by the Supplier and to equipment and materials used in the provision of the Goods; and
 - 28.3.3 access to the Supplier's Personnel.
- 28.4 The parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause 28 unless the audit reveals a material breach by the Supplier of good accountancy practice and/or this Contract, in which case the Supplier shall reimburse the Customer for the reasonable costs it incurs in relation to the audit.

29 **Compliance with Anti-Slavery and Human Trafficking Laws and Policies**

- 29.1 In performing its obligations under this Contract the Supplier shall comply with all applicable labour, anti-slavery and human trafficking legislation and

regulations in force from time to time in the United Kingdom, including but not limited to the Modern Slavery Act 2015 (**Anti-Slavery Laws**).

29.2 The Supplier represents and warrants that, as at the date of this Contract, neither the Supplier nor any of its officers, employees or agents have been convicted of any offence involving slavery and/or human trafficking, nor have they been or are the subject of an investigation, inquiry or enforcement proceedings by any governmental, administrative or Regulatory Body regarding any offence or alleged offence of or in connection with slavery and/or human trafficking whether pursuant to the Anti-Slavery Laws or any other relevant legislation in force from time to time.

30 **Sustainability**

30.1 In supplying the Goods, the Supplier shall, taking into account best available techniques not entailing excessive cost, have appropriate regard, insofar as the Supplier's activities may impact on the environment, of the need to:

30.1.1 preserve and protect the environment and to the need to avoid, remedy and mitigate any adverse effects on the environment;

30.1.2 enhance the environment and have regard to the global target of achieving, as far as is practically possible, net-zero carbon emissions by the year 2050; and

30.1.3 sustain the potential of natural and physical resources and the need to safeguard the life-supporting capacity of air, water, soil and ecosystems.

31 **Contracts (Rights of Third Parties) Act 1999**

Nothing in this Contract shall confer or purport to confer on any third party any benefit or the right to enforce any term of this Contract pursuant to the Contracts (Rights of Third Parties) Act 1999.

32 **Severability**

If any part of this Contract becomes, or is determined by any court or tribunal to be, illegal or unenforceable, the remaining provisions shall remain in full force and effect.

33 **Counterparts**

This Contract may be executed in one or more counterparts. Any single counterpart or set of counterparts executed, in either case, by all the parties shall constitute a full original of this Contract for all purposes.

34 **Waiver**

34.1 A party's failure or delay to exercise a power or right under this Contract does not operate as a waiver of that power or right.

34.2 A waiver of a power or right will only be effective:

34.2.1 if it is in writing and signed by the party who has the benefit of the power or right being waived; and

34.2.2 in respect of the specific instance to which it relates and for the specific purpose for which it is given.

34.3 Communications between the parties made before the date of the Contract which are not expressly contained within the Contract shall not be deemed to be incorporated into the Contract.

34.4 Notwithstanding any other provision of the Contract, the terms approval or comment or consent when used in the context of any approval, comment or consent to be given by the Customer shall have the meaning acceptance of general principles only and no such approval, comment or consent shall diminish or relieve the Supplier from any of its obligations or responsibilities under or in connection with the Contract.

35 Amendments to this Contract

35.1 An amendment or variation to this Contract shall not be effective or binding unless it is in writing and signed by the Supplier and the Customer.

35.2 No amendment or variation to this Contract shall be permitted which could or does amount to a substantial variation for the purposes of regulation 72 of PCR (which the Customer shall determine in its sole discretion).

35.3 For the avoidance of doubt, the Customer shall be entitled to refuse any proposed amendment or variation to this Contract which does or could amount to a substantial variation for the purposes of regulation 72 of PCR.

36 Governing Law and Jurisdiction

36.1 The terms and conditions of this Contract and any Dispute shall be governed by the laws of England and Wales.

36.2 The parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any Dispute.

This document has been entered into by the parties or their duly authorised representatives on the date set out at the beginning of this document.

Schedule 1: Anti-bribery and Corruption

Not used

Schedule 2: Re-tendering, handover and TUPE

Not used

Schedule 3: Data Protection

In this Schedule, the following words and expressions shall have the following meanings:

Controller means the person which, alone or jointly with others, determines the purposes and means of the Processing of Personal Data;

Data Protection Particulars means, in relation to any Processing under the Contract: (a) the subject matter and duration of the Processing; (b) the nature and purpose of the Processing; (c) the type of Personal Data being Processed; and (d) the categories of Data Subjects as set out in the Order Form;

Data Subject means the identified or identifiable natural living person to whom the Personal Data relates;

Personal Data means any information relating to an identified or identifiable living individual;

Personal Data Breach means the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data;

Processor means the person which Processes Personal Data on behalf of the Controller;

Processing means any operation or set of operations which is performed on Personal Data, or on sets of Personal Data, whether or not by automated means and **Process**, **Processes** and **Processed** shall be construed accordingly; and

Sensitive Personal Data means Personal Data that reveals such categories of data as are listed in the Data Protection Legislation.

1 Data Protection

1.1 The parties acknowledge and agree that:

- (a) *the Contract will require the Processing of Personal Data by the Supplier on behalf of the Customer;*
- (b) *the Customer shall determine the purposes for which and the manner in which Personal Data will be processed by the Supplier on behalf of the Customer under the Contract;*
- (c) *the Customer is the Controller and the Supplier is the Customer's Processor in respect of all such Personal Data; and*
- (d) *the only Processing of Personal Data that the Supplier is authorised to do is listed in the Data Protection Particulars.*

1.2 Where, under or in connection with the Contract, the Supplier Processes Personal Data on behalf of the Customer and the Customer's Processor, the Supplier shall Process the Personal Data only:

- (a) *to the extent, and in such as manner, as is necessary for the performance by the Supplier of its obligations under the Contract and in accordance with the Customer's written instructions; and*
- (b) *as otherwise required by the Data Protection Legislation to which the Supplier is subject, in which case the Supplier shall inform the*

Customer of that legal requirement before Processing the Personal Data (unless that law, on important grounds of public interest, prohibits the Supplier from informing the Customer).

- 1.3 If the Supplier is required by Law to Process Personal Data otherwise than in accordance with this Schedule 3, the Supplier shall immediately inform the Customer of the legal requirement before Processing Personal Data (unless prohibited from doing so by Law). The Supplier shall immediately inform the Customer if, in its opinion, Processing the Personal Data in accordance with written instruction received from the Customer or in the performance of its obligations under the Contract infringes Data Protection Legislation to which either the Customer or the Supplier is subject.
- 1.4 The Supplier shall provide all reasonable assistance to the Customer in the preparation of any data protection impact assessment, as defined in the Data Protection Legislation, prior to commencing any Processing. Such assistance may, at the discretion of the Customer, include:
- (a) *a systematic description of the envisaged Processing operations and the purpose of the Processing;*
 - (b) *an assessment of the necessity and proportionality of the Processing operations in relation to the performance of the Contract;*
 - (c) *an assessment of the risks to the rights and freedoms of Data Subjects; and*
 - (d) *the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.*
- 1.5 The Supplier will not Process Personal Data, or disclose Personal Data to any party who carries on business, outside the United Kingdom except with the Customer's prior written consent and where such consent is given, take such actions and enter into such agreements as the Customer may require to ensure that such transfer or disclosure complies with Law.
- 1.6 The Supplier will keep a record of any Processing of Personal Data it carries out under the Contract.
- 1.7 The Supplier shall not disclose Personal Data to any person except under the Contract or with the Customer's written consent.
- 1.8 The Supplier shall ensure that access to Personal Data is limited to:
- (a) *those employees who need access to Personal Data to meet the Supplier's obligations under the Contract; and*
 - (b) *in the case of any access by any employee, such part or parts of Personal Data as is strictly necessary for performance of that employee's duties.*
- 1.9 The Supplier shall ensure that employees that require access to Personal Data:
- (a) *are informed of the confidential nature of Personal Data;*

- (b) *have undertaken training in Law (including Data Protection Legislation) relating to handling Personal Data; and*
 - (c) *are aware both of the Supplier's duties and their personal duties and obligations under Law (including Data Protection Legislation) and the Contract.*
- 1.10 Without prejudice to Clause 15 of the Contract, the Supplier shall ensure that all persons authorised to Process Personal Data are under an appropriate contractual or other legal obligation of confidentiality in respect of Personal Data.
- 1.11 The Supplier shall not disclose Personal Data to any Data Subject or to a third party other than at the request of the Customer or as provided for in the Contract.
- 1.12 The Supplier shall, taking into account the nature of the Processing, implement appropriate technical and organisational measures against unauthorised or unlawful Processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data and to ensure the security of the Personal Data and prevent Personal Data Breaches, having taken account of the:
 - (a) *nature of the Personal Data to be protected;*
 - (b) *harm that might result from a Personal Data Breach;*
 - (c) *state of technological development; and*
 - (d) *cost of implementing any measures.*
- 1.13 Appropriate technical and organisational measures include pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, taking reasonable steps to ensure the reliability of its employees with access to Personal Data and regularly assessing and evaluating the effectiveness of such measures adopted.
- 1.14 The Supplier shall, upon becoming aware, immediately and in any event within 24 hours notify the Customer of any Personal Data Breach and shall work together with the Customer to provide the Customer with full co-operation and assistance, including to investigate the Personal Data Breach (including by (i) assisting with any investigation launched by the Customer; (ii) facilitating interviews with the Supplier's employees and others involved in the matter; and (iii) making available all relevant records reasonably required by the Customer to investigate the Personal Data Breach or otherwise comply with Law or the requests of any competent regulatory authority in relation to the Personal Data Breach or its investigation).
- 1.15 The Supplier shall not engage another Processor to Process Personal Data on behalf of the Customer except with the Customer's prior specific written authorisation and, where such authorisation is given, enter into a contract with the Processor that imposes the same contractual obligations set out in this Schedule 3 on that Processor, and remain liable for any Processor that it engages in accordance with the terms of this Schedule 3.

- 1.16 The Supplier shall assist and fully co-operate with the Customer to enable it to comply with its obligations as a Controller under and in accordance with Law (including the Data Protection Legislation) including in relation to the security of Processing, data subject right requests, reporting Personal Data Breaches to the supervisory authority and conducting data privacy impact assessments. The Supplier shall notify the Customer within 24 hours if it receives a request from a Data Subject to exercise its rights under Law or any communication from a Data Subject, the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract.
- 1.17 The Supplier shall promptly comply with any request from the Customer requiring the Supplier to amend, transfer or delete Personal Data. At the Customer's request, the Supplier shall provide to the Customer a copy of all Personal Data held by it in the format and on the media reasonably specified by the Customer.
- 1.18 The Supplier shall at any time on the request of the Customer, return all Confidential Information and/or data (including any Personal Data that the Supplier Processes for and on behalf of the Customer) to that Customer and/or permanently delete the same from its systems, including any back-up copies.
- 1.19 The Supplier shall at the Customer's option, delete or return to the Customer all Personal Data on termination of the Contract and delete any existing copies of Personal Data except to the extent that the Customer is required to retain Personal Data by Law (including the Data Protection Legislation).
- 1.20 The Supplier shall make available to the Customer all information necessary to demonstrate the Customer's compliance with the obligations under this Schedule 3 and allow for and contribute to audits, including inspections, conducted by the Customer or another auditor mandated by the Customer.
- 1.21 The Supplier shall immediately inform the Customer if, in its opinion, an instruction from the Customer infringes Law (including the Data Protection Legislation).
- 1.22 The Supplier shall, in connection with the Contract, comply in all respects with Law relating to data protection (including the Data Protection Legislation) and have established procedures to ensure continued compliance with Law (including the Data Protection Legislation). The Supplier shall comply with its obligations as a Processor under and in accordance with Law (including the Data Protection Legislation).
- 1.23 The Supplier shall only collect any Personal Data in a form which is fully compliant with Law which will contain a data protection notice informing the data subject of the identity of the Controller, the identity of any data protection representative it may have appointed, the purposes or purpose for which their Personal Data will be Processed and any other information which is necessary having regard to the specific circumstances in which the data is, or is to be, Processed to enable Processing in respect of the Data Subject to be fair and compliant under Law.
- 1.24 The Customer may, at any time on not less than 30 working days' notice, revise this Schedule 3 by replacing it with any applicable controller to

processor standard clauses or similar terms forming part of an applicable certification scheme.

- 1.25 The parties agree to take account of any guidance issued by the Information Commissioner's Office. The Customer may on not less than 30 working days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 1.26 The Supplier shall Process Personal Data the performance of the Contract as notified by the Customer only for as long as required and for no longer than the term of this Contract.
- 1.27 The Supplier warrants that it shall:
- (a) *Process the Personal Data in compliance with Law (including the Data Protection Legislation); and*
 - (b) *take appropriate technical and organisational measures against Personal Data Breaches occurring.*
- 1.28 The Supplier agrees to indemnify and keep indemnified and defend at its own expense the Customer against all costs, claims, damages or expenses incurred by the Customer or for which the Customer may become liable due to any failure by the Supplier or its employees or agents to comply with any of its obligations under this Schedule 3.

Schedule 4: Key Performance Indicators

1. The Call-Off KPIs are as set out in the Order Form.
2. The parties acknowledge the provisions of Schedule 6 of the Framework Agreement.
3. The parties agree that the Customer may amend the Call-Off KPIs during the term as agreed, in writing, with the Supplier.
4. The Supplier shall establish suitable processes to ensure it can monitor its performance of the provision of the Goods in accordance with the Call-Off KPIs under this Contract and that it is able to report on the same to the Customer.
5. At the end of each *quarter* during the Term, if requested, the Supplier shall provide the Customer (and, pursuant to the Framework Agreement, the Authority) with a report containing sufficient data setting out the Supplier's performance of the Call-Off KPIs. The Supplier acknowledges that the Customer will review such reports to determine the Supplier's effectiveness and efficiency of the Supplier's performance of the Call-Off KPIs.
6. If in the Customer's opinion, acting reasonably, the Supplier is not meeting the requirements of the Call-Off KPIs following a review of the reports provided pursuant to paragraph 5 above, the Customer may within 15 (fifteen) days give written notice (an **Initial KPI Warning Notice**) to the Supplier setting out:
 - (a) the matter or matters giving rise to such notice;
 - (b) the date by which such matters must be rectified by; and
 - (c) a reminder of the implications of such notice.Any such Initial KPI Warning Notice shall state on it that is an Initial KPI Warning Notice.
7. If the Supplier (in the Customer's reasonable opinion) fails to adequately address the matter or matters set out in the Initial KPI Warning Notice by the date contained in such Initial KPI Warning Notice, the Customer may (at its discretion) issue a further written notice (a **Final KPI Warning Notice**) to the Supplier setting out:
 - (a) the matter or matters continuing rise to such notice;
 - (b) the date by which such matters must be rectified by; and
 - (c) a reminder of the implications of such notice.Any such Final KPI Warning Notice shall state on it that is a Final KPI Warning Notice.
8. Without prejudice to any other rights under this Contract if the Supplier (in the Customer's reasonable opinion) fails to adequately address the matter or matters set out in the Final KPI Warning Notice by the date contained in such Final KPI Warning Notice, the Customer may terminate this Contract by giving not less than 7 (seven) days written notice to the Supplier.
9. In the event that the Framework Agreement is terminated in accordance with Schedule 6 of the Framework Agreement, the Supplier acknowledges that the Customer may terminate this Contract.